



Access Statement

This Access Statement is written for City Cruises' operations in York and does not contain personal opinions as to our suitability for those with disabilities but aims to accurately describe the facilities and services that we offer our guests.

This Statement is regularly reviewed and updated when appropriate.



Introduction

City Cruises York is Yorkshire's largest river cruise operator.

We have a range of trips to suit everyone, including daytime sightseeing cruises, evening cruises, package cruises, party cruises and much more.

Join us to escape the hustle and bustle of the City and relax on a cruise along the River Ouse in York.

We also have a fleet of self-drive motorboats.

Hire one of our Self-Drive Boats and enjoy a leisurely hour or half hour exploring York from the helm of your own vessel.

Our Self-Drive Boats are fun, safe, and easy to drive with seating for up to 5 people. Why not bring a picnic to enjoy along the way?



Don't worry if it is your first time, we'll give you full instructions and provide life jackets for the little ones.

To discover more about us and the services we offer please visit our website www.cityexperiences.com/york or call 020 77 400 400 for more details.

Pre-Arrival

For full details and maps of how to reach us please see the “[How to Get Here](#)” section of our [website](#).

Alternatively, you can plan your journey by car or public transport using [Google Maps](#) or, for public transport only, [Travel Line](#).

In both cases simply enter our postcode YO1 7DP (for our Boatyard/Office and Lendal Bridge landing) or YO1 9SW (for our King’s Staith landings) as your destination.

Arriving by Rail:

York railway station is used by no less than five train operating companies:

- [LNER](#) runs services between London and the northeast and Scotland.
- [TransPennine Express](#) runs trains from Manchester, Liverpool, Scarborough, Newcastle, and Middlesbrough.
- [Northern Trains](#) operates 'stopping' services across Yorkshire, Greater Manchester, and Lancashire.
- [CrossCountry](#) provides a number of services that run across the country, running as far north as Aberdeen and south to Penzance and Southampton Central via Birmingham New Street.
- Finally, [Grand Central](#) runs trains between London and the Northeast and Sunderland.

Arriving by Car:

York has good road links from the A1 via the A59, A64 and A19. Simply follow the signs for the city centre or use the Park & Ride Services on the outskirts of York which are signposted from the A1237 Outer Ring Road & A64 Bypass.

Where to Park

Due to our city centre location we unfortunately do not have our own private car park for customers and visitors. However, in addition to the [Park & Ride service](#), there are several car parks in York city centre. The closest car parks to City Cruises York are:

For the Boatyard/Office and Lendal Bridge Landing:

Marygate Car Park, YO30 7DT

Esplanade Car Park, YO1 6FZ

For our King's Staith Landing:

St Georges Field Car Park, YO10 4AB

Castle Car Park, YO1 9SA

People with a Blue Badge may park on:

Blake Street, Lendal, Goodramgate, Colliergate, and Castlegate.

See [HERE](#) for a map and more information.

Locations

Office and Boatyard

The entrance to our customer office and boatyard is located on the north side of Lendal Bridge.

To reach the entrance from Museum Street go down the steps from the bridge or down the cobbled road to the left of the Museum Gardens entrance. The boatyard can also be reached through the Museum Gardens.



Access to the boatyard is through a large inward opening wooden gate. The entrance is 120cm wide. The area outside the gate is cobbled and uneven and would be difficult to traverse in a wheelchair.



There is a bell push and intercom mounted to the right of the gate that will always be answered during office hours.

One inside the boatyard the surface is paved or concreted and there are no steps to negotiate until reaching the customer office.

There is however a narrow passage 83cm wide that has a 90 degree right turn into a wider (122cm) passage.



The customer office is accessed by a flight of 4 stone steps with contrasting edge paint.

There are handrails at either side. At the top of the steps is an external door with a 3cm threshold strip that is left open during office hours. The opening is 75cm wide.

The internal door is on the left of a small 85cm x 85cm hallway. The opening is 70cm wide and leads into the office itself which has a smooth tiled floor with ample turning space and loose furniture that can be rearranged to accommodate a wheelchair user.



Boarding Points

Our cruises depart from either our King's Staith or Lendal Bridge landings:

<i>King's Staith Landings</i>	Daytime Sightseeing Early Evening Cruise Floodlit Evening Cruise Party Nights Afloat Fish and Chips Cruise River Bus Some Private Hires Self-Drive Boats
<i>Lendal Bridge Landing</i>	Daytime Sightseeing Santa Experience Boat Bar Some Private Hires

King's Staith Landings

Our **King's Staith Landings** are close to the Jorvik Viking Centre, York Dungeon, Clifford's Tower, York Castle Museum, Kings Arms Pub, St Georges Field Car Park and Castle Car Park.

At King's Staith we have three floating pontoons with wooden decking numbered KS1, KS2 and KS3.

They are each accessed via ramps with handrails on either side. The ramps are approximately 8m long and between 104cm and 150cm wide. There is turning space (minimum 1.5m x 1.5m) at the top and bottom of the ramps

The angle of the ramps will vary with river height but should not exceed 12 degrees.

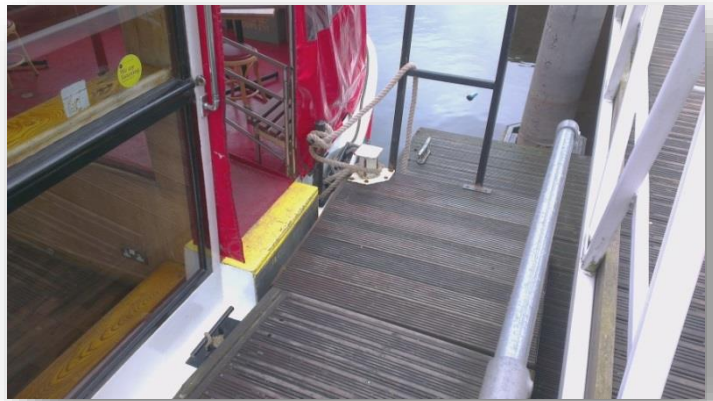
The landings have been designed so that there will be the smallest possible step up or down from the landing stage to the vessels boarding point.

Because the landing stages float, any step onto the boat will remain constant with river height.

As passengers embark or disembark the boat will fall or rise slightly relative to the landing and this may result in a small step up or down when boarding the boat.



One of our landings (KS1) has a narrow approach to the boarding point (80cm minimum) and restricted turning space measuring 120cm x 98cm by the boat's boarding gate and may be unsuitable for larger or powered wheelchairs.



There is usually an option to move the boat to one of the other landings should this be necessary to enable safe access.

The boarding points on our three largest vessels; River Prince, Eleanor Rose, and Captain James Cook are higher than those on our other four boats and to accommodate this, the KS2 and KS3 landings have fixed ramps with level platforms at the top. The ramp on KS2 is 175cm long and 110cm wide and has an angle of 12 degrees. The KS3 ramp is 163cm long, 120cm wide, with an angle of 16 degrees. Both have 120cm long platforms.

The boarding point on River King is lower than those on the other boats and there will usually be a step down onto the boat. The step may be large and if this is the case portable wooden steps are used to assist with boarding.

Please see following sections which detail the layouts of each of our vessels.



It is not possible to accommodate mobility scooters on board, but they may be left on the landing stage at King's Staith during the cruise.

Lendal Bridge Landing

Our **Lendal Bridge Landing** is close to City Cruises York's Boatyard/Office, York Station, York Minster, Yorkshire Museum Gardens, National Railway Museum and the Marygate and Esplanade Car Parks.

The landing can be reached via the paved slope to the left of the Museum Gardens entrance on Museum Street or through the Museum Gardens themselves.



There is a flight of 10 stone stairs down to our Lendal Bridge Landing. The steps are uneven and the length and rise of the steps varies.

There is a handrail either side with vertical metal bars and a top rail but those with restricted mobility may find the rail difficult to reach.



This means that this landing is much less accessible than those at King's Staith.

There will always be a member of staff available to offer assistance should this be required.

Because the landing stage does not float any step up or down onto the boat will vary with river height. Each of our vessels has a boarding point at a different height and there will almost always be either a step up or down onto the boat.

When the river is running close to its normal summer level the step will not normally be greater than 30 or 40cm.

If the river is in flood, we use portable steel steps to enable passengers to board safely.

The steps have a rail attached to the right-hand side (when ascending). There is always a crew member at the boarding point, and they will always offer assistance if this is requested.



In extreme cases there may be a flight of 4 steps to negotiate when boarding the vessel.

For this reason we recommend that wheelchair users and customers with reduced mobility use our King's Staith landings in preference to those at Lendal Bridge.

It is not possible to accommodate mobility scooters on board, but they may be left near the landing stage or in our boatyard during the cruise.

Our Passenger Vessels

City Cruises York operates a fleet of seven passenger boats. Each has a different layout, and some are more suitable for wheelchair users and those with restricted mobility than others.

All but one (Witheycombe) has an enclosed heated saloon on the lower deck and an open or enclosed upper deck. Furniture on both decks can be rearranged to accommodate wheelchair users and those passengers with children in pushchairs.

Unfortunately, due to the design of our boats, access to the upper decks on all vessels and to the saloon on Eleanor Rose can be difficult for those with restricted mobility and may not be possible for wheelchair users.

Two of our vessels, River Palace and River Duchess, have been provided with ramps to make access to the vessel easier. River Duchess has an accessible toilet that is suitable for wheelchair users and also has basic baby change facilities.

All boats have an amplified public address system with speakers located on the open and enclosed decks. Due to the location of the speakers the volume will vary slightly around the vessel. Those with a hearing impairment may find it useful to ask a crew member where best to sit to enjoy the commentary. All passengers are encouraged to request that the volume is increased if they are having difficulty hearing the commentary clearly.

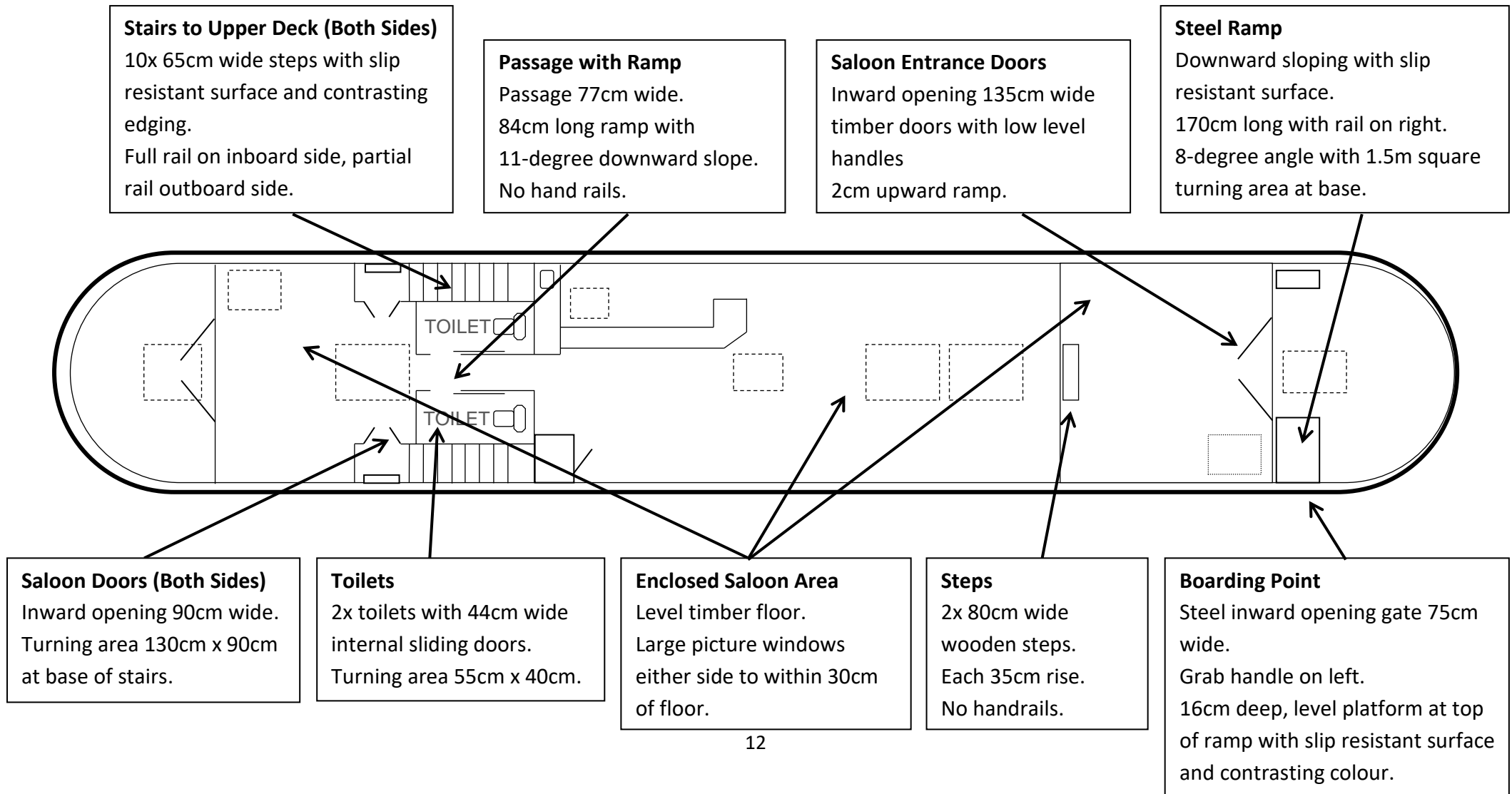
For the benefit of all passengers, booklets that include much of the information given in the commentary may be available on request in several languages including English and in Braille.

All crew members are aware that we welcome all people on board and that some may need some extra assistance or understanding to fully enjoy their cruise.

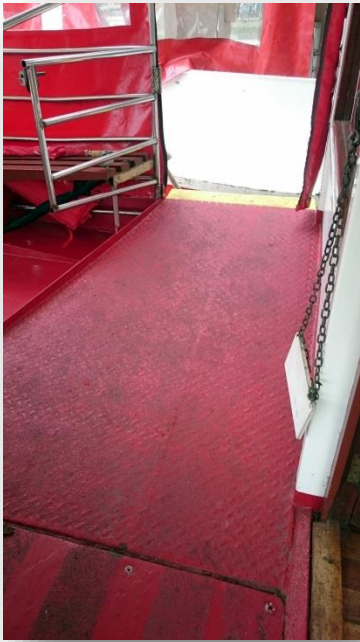
The following pages have information on each of the vessels in our fleet. If you wish to know which of our vessels will be operating on a given date and whether they may be suitable for your needs, please contact our office at info@citycruises.com.

River Palace - Deck Plan

River Palace has been adapted to make access for wheelchair users, those with pushchairs and passengers with restricted mobility, easier. The toilets are small and unsuitable for wheelchair users. Decks are steel or timber and level with steps and a shallow ramp between areas.



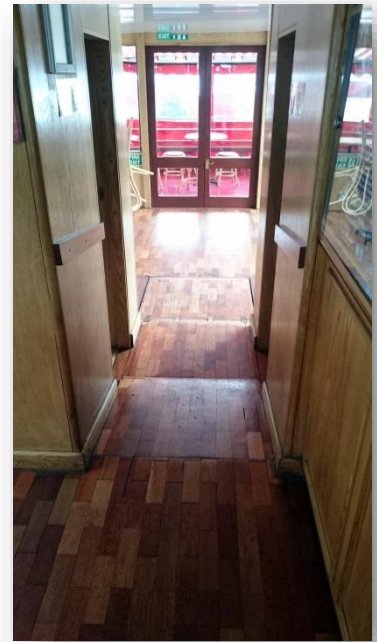
River Palace – Photos



Entrance Ramp



Front Saloon



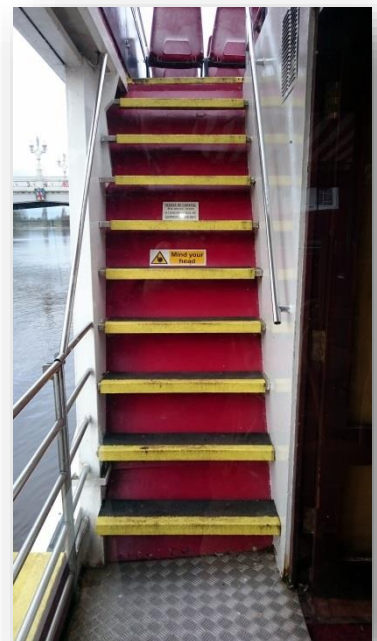
Ramp to Rear Saloon



Toilet



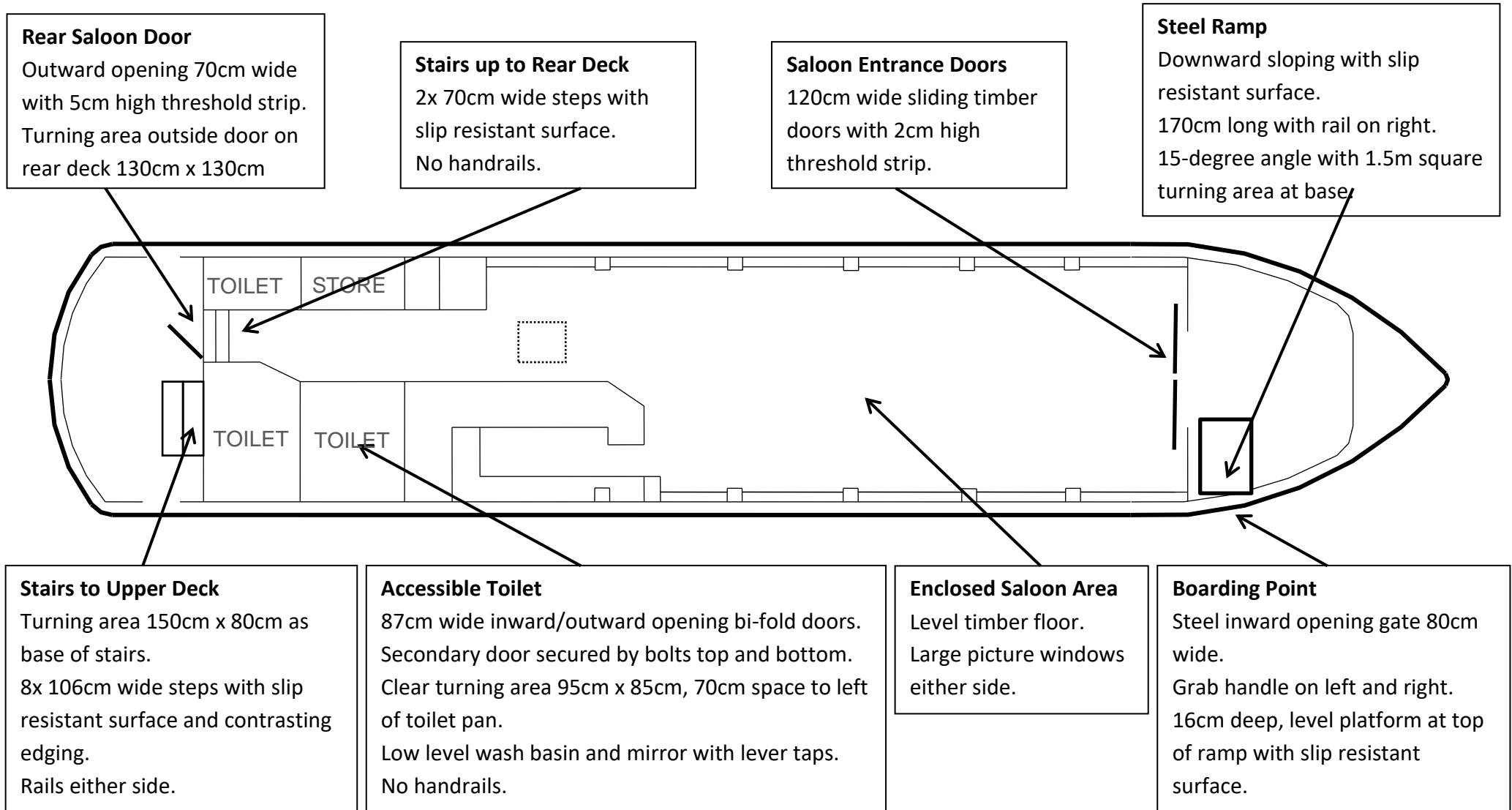
**Doors to Upper Deck
Stairs**



Stairs to Upper Deck

River Duchess - Lower Deck Plan

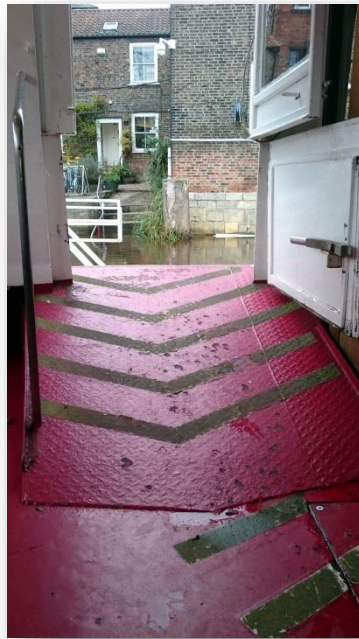
River Duchess has been adapted to make access for wheelchair users, those with pushchairs and passengers with restricted mobility, easier. There is a toilet which is suitable for wheelchair users. There is a baby change unit in the accessible toilet. Decks are steel or timber and level throughout.



River Duchess - Photos



Entrance



Entrance Ramp



Saloon



Baby Change Station



Accessible Toilet



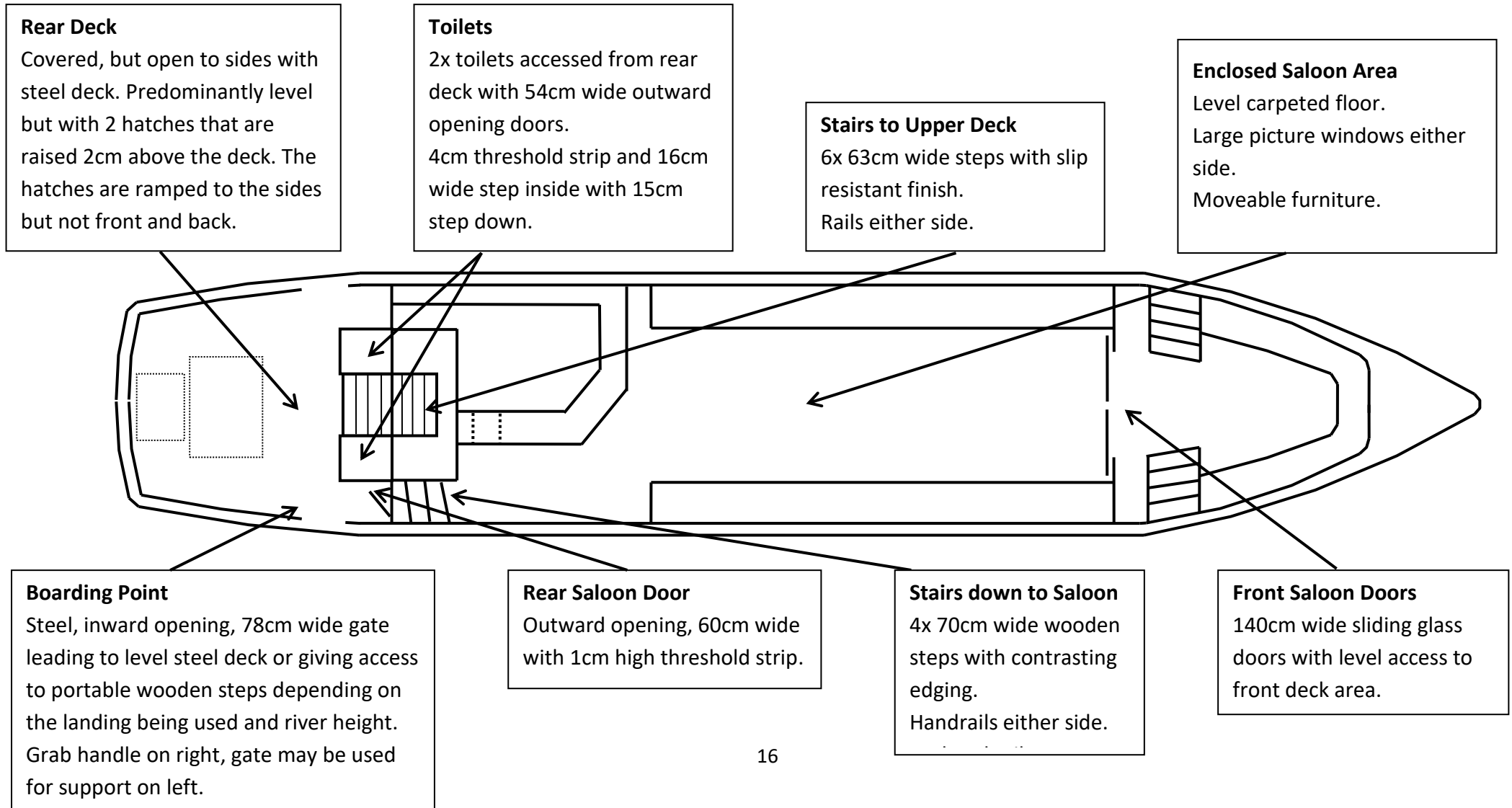
Rear Deck



Stairs to Upper Deck

River King York – Lower Deck Plan

River King is an older vessel and access for wheelchair users, those with pushchairs and passengers with reduced mobility is restricted. The toilets are small and unsuitable for wheelchair users. Decks are steel or carpeted and level with stairs between some areas.



River King York - Photos



Entrance with Steps in Place



Rear Deck



Toilet



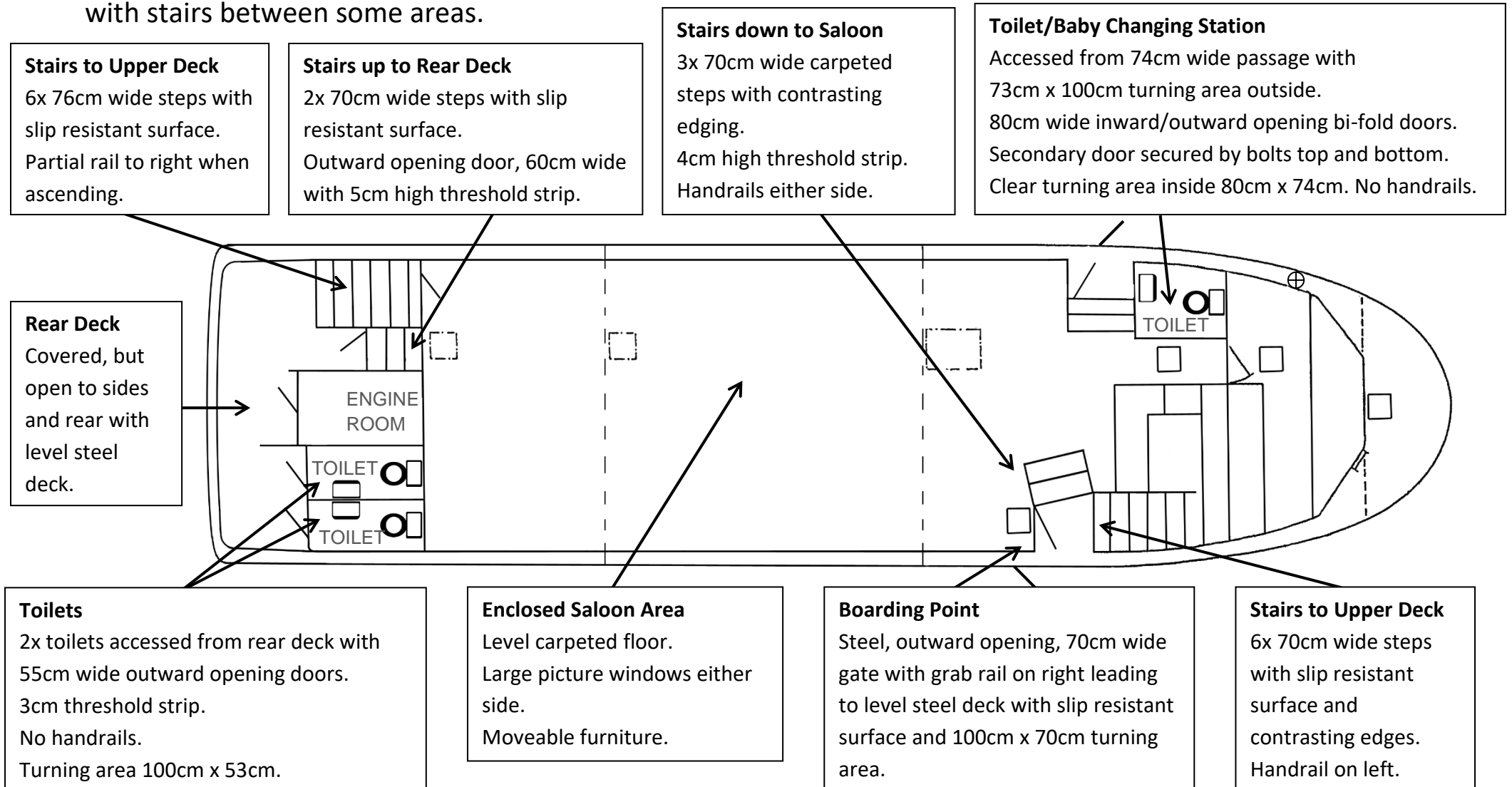
Stairs to Saloon



Stairs to Upper Deck

River Prince of York – Lower Deck Plan

River Prince is an older vessel and access for wheelchair users, those with pushchairs and passengers with reduced mobility is restricted. There are steps leading to both the upper and lower decks. There are 4 toilets one of which has been partially adapted for wheelchair users. Decks are steel or carpeted and level with stairs between some areas.



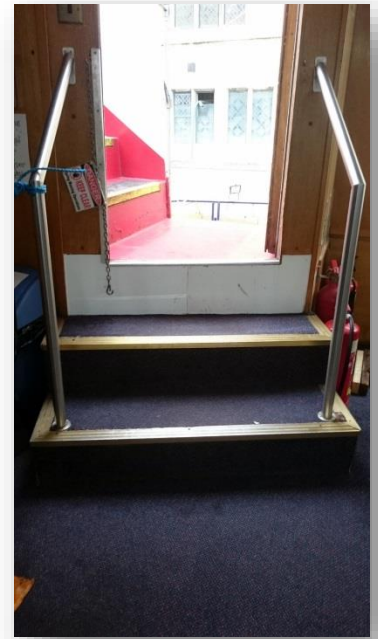
River Prince of York - Photos



Entrance



Stairs to Upper Deck



Stairs to Saloon



**Corridor leading to
Saloon Toilet**



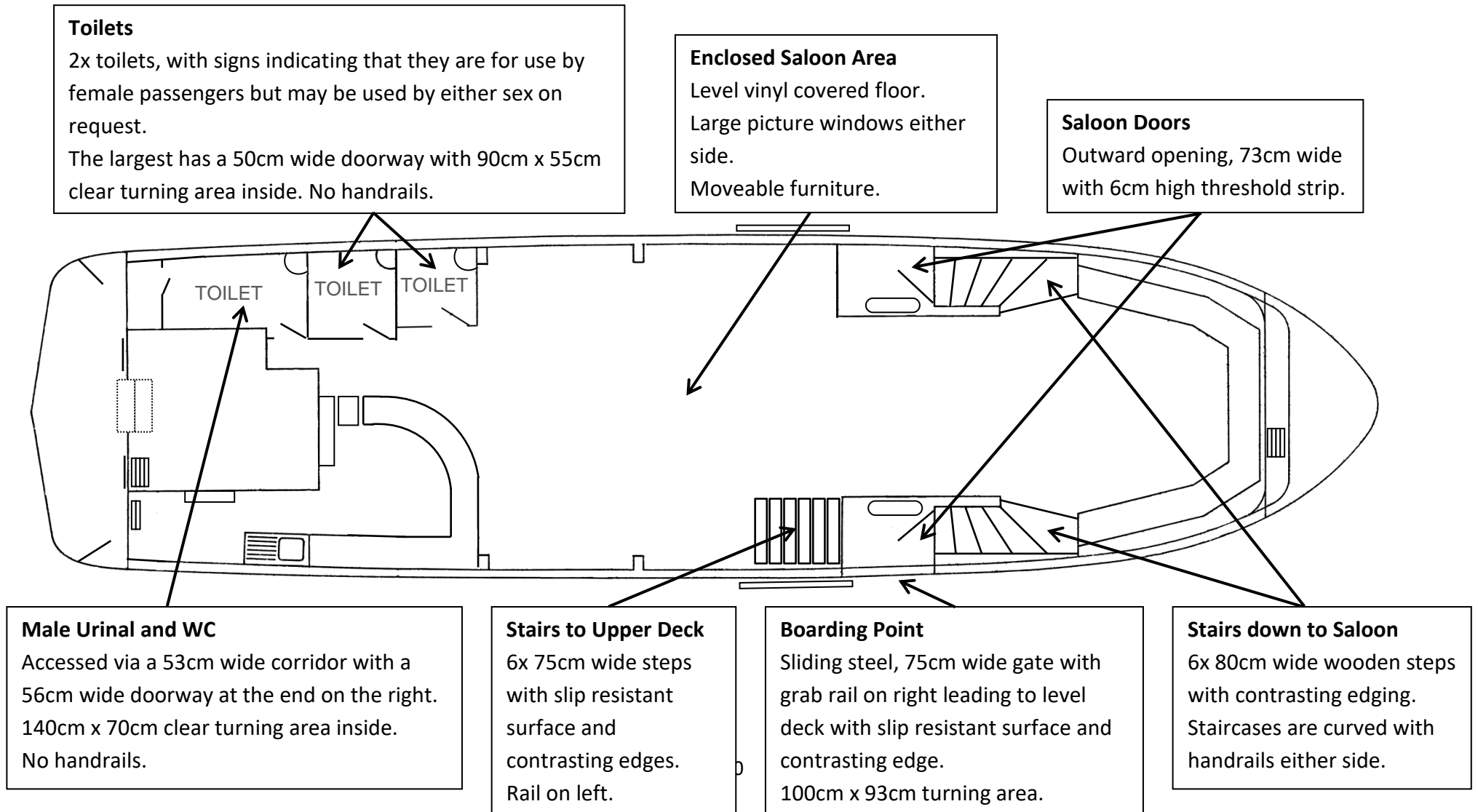
Toilet in Saloon



Baby Change Station

Captain James Cook – Lower Deck Plan

Captain James Cook is an older vessel and access for wheelchair users, those with pushchairs, and passengers with reduced mobility is restricted. There are steps leading to both the upper and lower decks. The toilets are not suitable for wheelchair users. Decks are vinyl covered steel and level.



Captain James Cook - Photos



Entrance



Stairs to Upper Deck



Stairs to Saloon



Largest Toilet



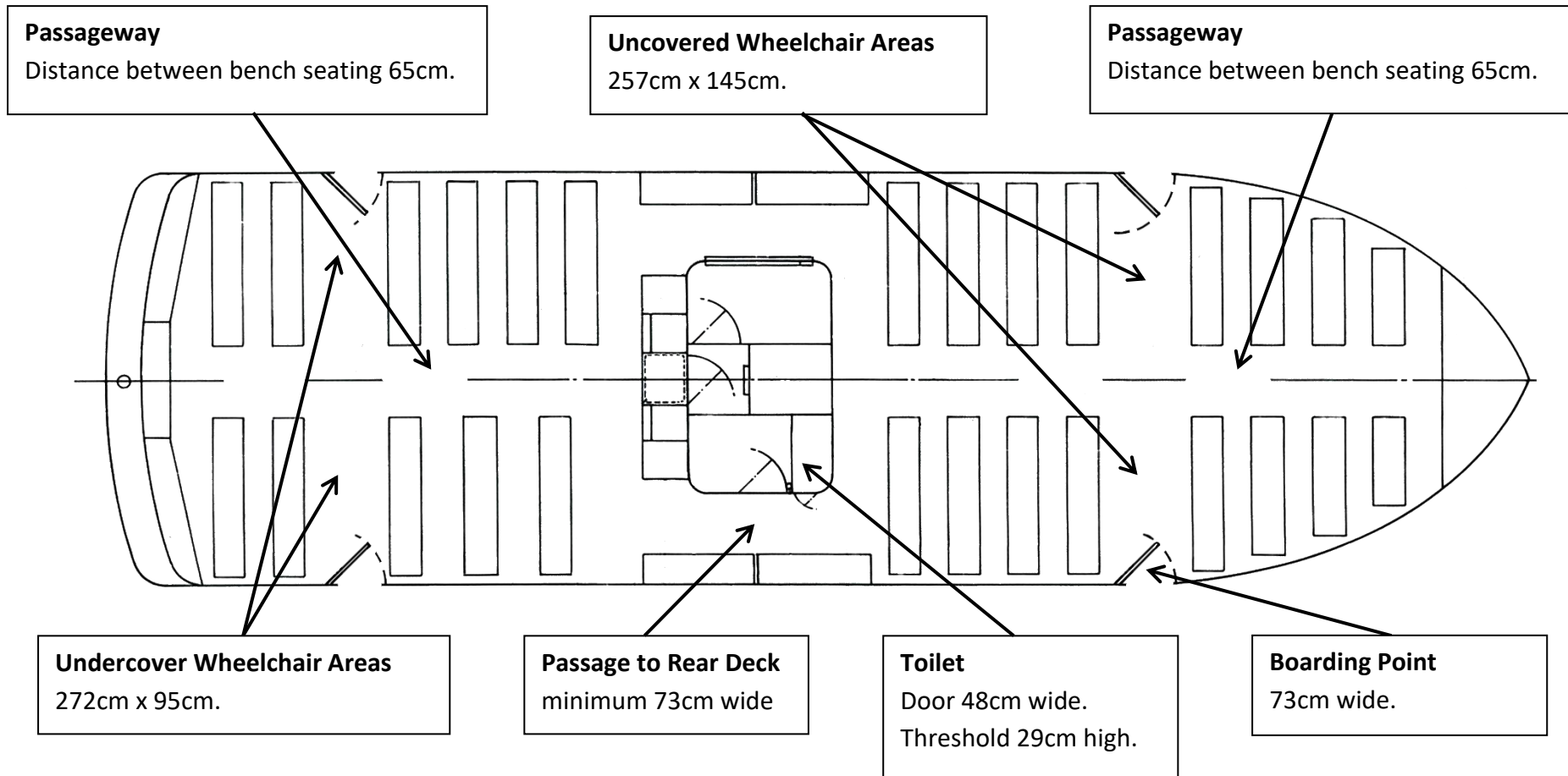
**Passage to Gents
Urinal and WC**



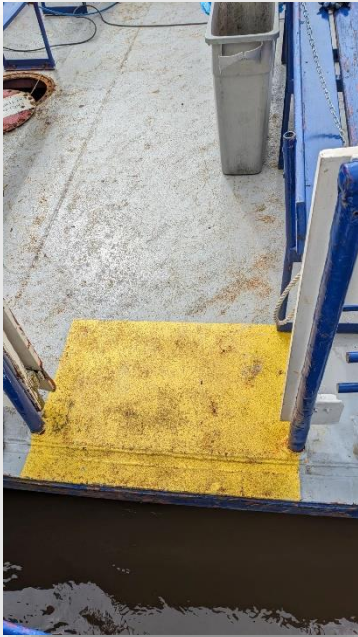
Gents Urinal

Witheycombe – Lower Deck Plan

Witheycombe is an older vessel, and the toilet is not suitable for wheelchair users. All passenger areas are on the same level with no steps or ramps. Decks are painted steel and level. The front section of the boat is open, the rear section has a roof but is open at the sides.



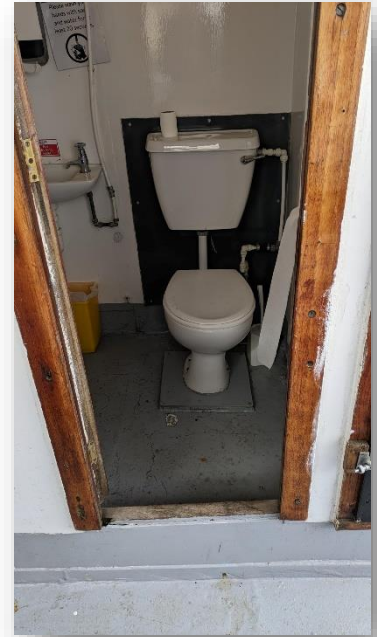
Witheycombe - Photos



Entrance



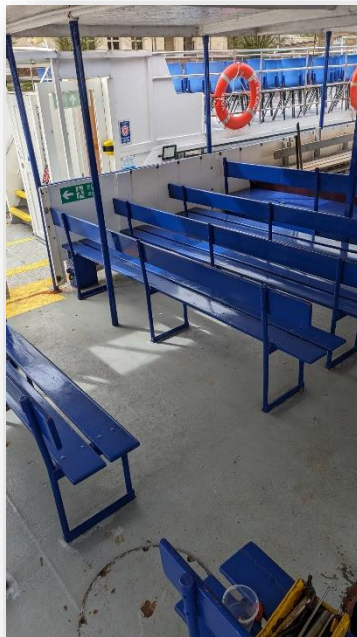
Passage to Rear Deck



Toilet



**Wheelchair Area
Front Deck**



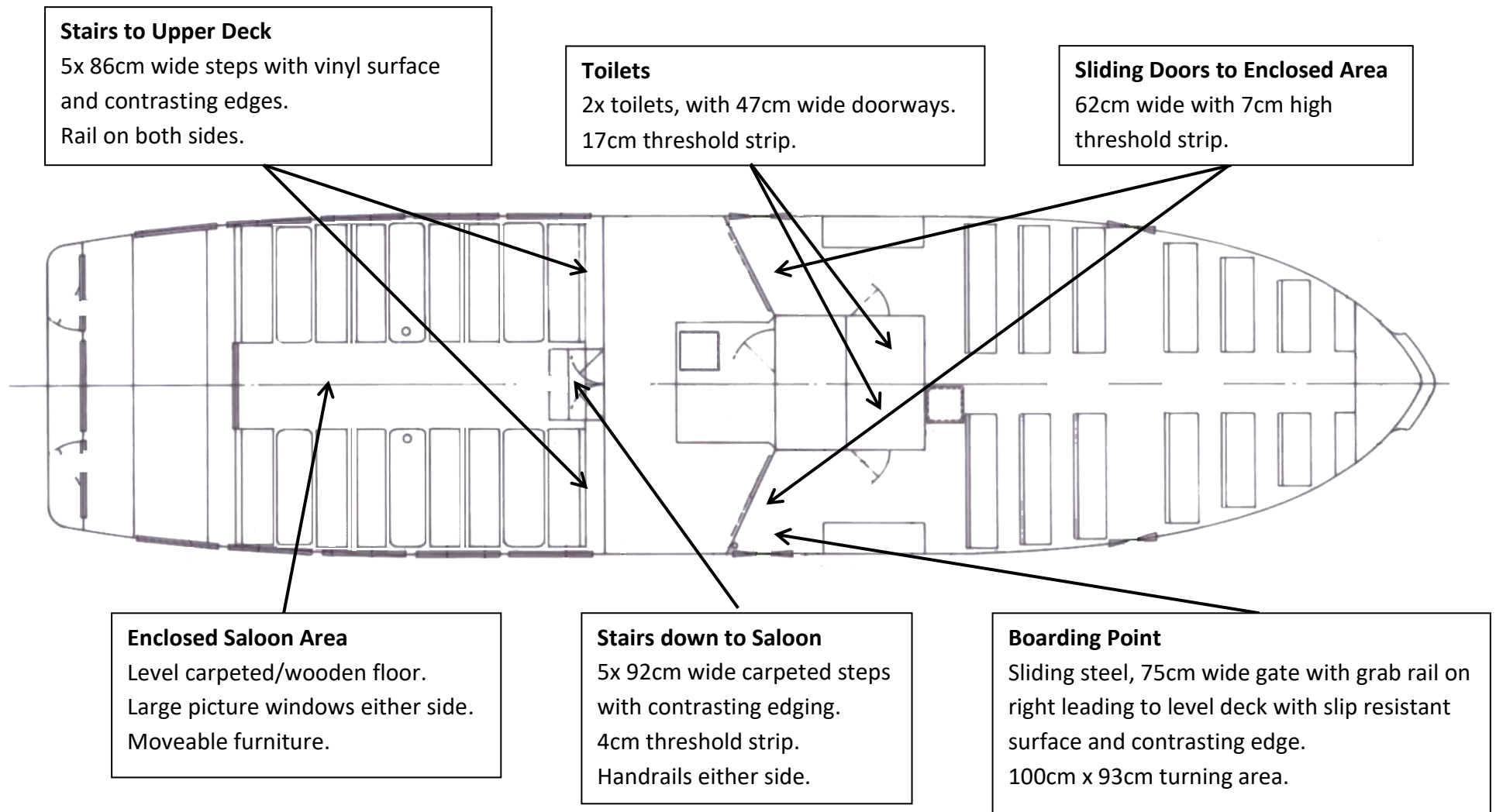
**Wheelchair Area
Rear Deck**



Bar Hatch

Eleanor Rose - Deck Plan

Eleanor Rose is an older vessel and access for wheelchair users, those with pushchairs, and passengers with reduced mobility, is restricted. There are steps leading to both the upper and lower decks. The toilets are not suitable for wheelchair users. Decks are level and vinyl covered steel or carpeted.



Eleanor Rose - Photos



Entrance



Stairs to Upper Deck



Stairs to Saloon



Toilet



**Passage to Open
Foredeck with
Wheelchair Space**



**Lip at Access to
Enclosed Area**

Self-Drive Boats

Our Self-Drive Boats are available for hire from Kings Staith, on the City side of Skeldergate Bridge.



Access is via a floating pontoon with sloped access ramps. These ramps have handrails at either side.

There are 2.5cm gaps between the wooden planks that form the surface of the ramps and their associated platforms.

One of these ramps has steps covering half its width, the other is a slope over its full width.

Both ramps are 420cm long and 120cm wide with a maximum angle of 31 degrees.



There is a gate at the entrance to the platforms at the top of each ramp with a minimum width of 95cm.

The top platforms have a clear turning area of 130cm x 110cm. There is a 230cm x 150cm turning area at the bottom of each ramp.



The Self-Drive Boats are moored against the floating pontoon which is 150cm wide. This has rails on the side nearest the riverbank but is unprotected on the river side.

The pontoon can tilt as people move around on it.

There are 2.5cm gaps between the wooden planks that form the surface.

To board a boat it is necessary to step over the side of the boat which is 40cm high and 30cm wide. The boat will tilt as a person steps on board. Once aboard there is another 40cm step down to reach the floor level.



The Self-Drive Boat staff are happy to assist with access when requested but customers should be aware that access to the Self-Drive Boats may be difficult for those with reduced mobility.

Full instruction is given to hirers and life jackets are available on request.