

EMMERDALE

THE
VILLAGE
TOUR

Access Statement

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests.

1. Welcome

The live, working TV set of the popular ITV serial drama *Emmerdale* opens its gates to allow guests to experience a fully guided tour of the fictional village, located within the Harewood Estate in Leeds.

The tour is a guided, timed, walking tour of the village lasting 1.5 hours, there will be limited seating available at locations around the attraction. Guests will walk through the *Emmerdale* village past many familiar places including Café Main Street, The Woolpack, Dingle & Dingle, David's Shop and St Mary's Church.

At the end of the tour there is a catering van offering drinks, snacks and a small range of branded merchandise that guests will be able to purchase as souvenirs before they board the coach for their onward journey. There are fully accessible toilets at the start and end of the tour. Unfortunately, there are no toilets whilst on the tour.

Printed scripts are available on request for guests with hearing difficulties and there is limited parking available for guests with wheelchairs which must be pre-booked, see 2.3 for full details.

As it is a working television set *Emmerdale The Village Tour* is only available on selected Saturdays and Sundays, from March to October due to weather and light limitations.

Tickets are limited and we expect demand for tickets to be very high so guests are advised to book their tickets as early as possible. Tickets can be booked as part of a package tour with a coach operator or through our website following the procedures below.

We strive to do everything we can to meet our guests' specific needs and are always seeking to improve the guest experience. Please read on for more information on facilities, carer tickets, wheelchair access, assistance dogs and printed scripts. If there are any questions we don't answer, please don't hesitate to contact us so that we can make sure your needs and expectations are met.

2. Getting here

The *Emmerdale* village is a working TV/production set during the week and there is very limited parking. Access to the tour for all guests capable of accessing a coach is by pre-arranged coach, either as part of a package booked with a coach operator or by completing the enquiry form on our website. There is limited car parking available for guests using wheelchairs, this must be booked in advance full details are below.

2.1 Booking through our website

For all guests who are capable of accessing a coach we operate a first come first served booking policy for direct bookings via phone, the website for online bookings on <http://village.emmerdalestudioexperience.co.uk/> or the email contact form on www.emmerdalestudioexperience.co.uk/contact-us. Our Reservations Team will contact you to confirm and complete your booking once your enquiry has been received.

Pick-up and drop-off will be from The Stables Pub, Weetwood Hall Hotel, Otley Road, Leeds where we have arranged for free car parking for *Emmerdale The Village Tour* guests. There are 170 car parking spaces available on a first come, first served basis, they cannot be guaranteed and no spaces can be reserved.

The postcode for directions to The Stables Pub is LS16 5PS and guests should aim to arrive before their stated arrival time. The coach will depart at the scheduled time as shown on your book form, in order to arrive at *Emmerdale The Village Tour* in time for the allocated guided tour.

A team member will be there to welcome you and check you onto the coach. Your tour guide will then welcome you upon arrival at *Emmerdale The Village Tour*.

2.2 Booking with a coach operator

We work with a number of UK coach companies who organise visits as part of a package break. Bookings and any questions about specific tour packages should be directed to the coach company.

2.3 Car parking

Due to the geography of the tour and the limited available parking, a maximum of 2 spaces per tour will be available for disabled guests who are unable to undertake the tour without the aid of a wheelchair and guests with assistance dogs. The parking spaces are at the start of the tour within the coach drop-off area where all other guests will arrive.

For security reasons, and as there are only a few spaces these spaces must be pre-booked along with your tour tickets by calling the number below. Guests who do not pre-book a parking space will not be able to access the set by car even if they have a valid tour ticket.

Any guest wishing to book one of these spaces must do so by calling 01904 261 262. We cannot guarantee availability and strongly advise that bookings are made early to avoid disappointment.

In order to book the above, we will require one of the following;

- Letter/notice of entitlement for Disability Living Allowance
- Letter from your doctor

- Blue parking badge
- If you have vehicle through the Mobility scheme, a copy of the lease or hire-purchase agreement, dated within the past 12 months
- Assistance Dogs UK Identification Book

You will be asked to email a copy of one of the above to complete your booking. If you have any questions about proof of entitlement, please call our Reservations Team on 01904 261 262, who will be able to advise you.

3. The Tour

3.1 General Information

As it is a working TV set there are many aspects of the tour that we are unable to alter, the tour is also a timed walking tour and we advise guests of the following considerations:

- This is an active walking tour; guests are advised that they should be physically capable and prepared to walk around a countryside setting for up to 90 minutes.
- There is very limited seating available at locations around the attractions however due to the nature of the tour all guests should ensure that they are physically able to keep up with the tour group.
- Due to the location of the tour, gradients are steep throughout and there are a number of different terrains such as grasses routes, gravel paths, pavements and cobbles. Care should be taken when walking on the different surfaces.
- The tour is exclusively outside and guests should wear appropriate clothing for the weather condition (i.e. waterproof jacket, an umbrella, sun-hat, etc.) Sensible, closed footwear is strongly recommended due to the uneven terrain.
- As the attraction is outside all lighting is from natural light sources and the hours of operation reflect this.
- Guests are advised to stay hydrated during the tour; there is a catering van at the start of the tour which sells bottles of water.

3.2 Carers tickets

One free carer ticket can be booked for each paying disabled visitor, these can be booked along with the rest of your tickets by calling our reservations team 01904 261 262. Carers must provide assistance to the guest and proof of entitlement will be required.

We accept the following:

- Letter/notice of entitlement of Disability Living Allowance
- Letter from your doctor
- Blue parking badge
- Metro Disabled Pass, London Councils Disabled Persons Freedom Pass

If you have any questions regarding proof of entitlement, please contact our Reservations team before you visit.

3.3 Hearing impaired guests

A printed script is available for guests with hearing difficulties, please ask your tour guide for a copy at the start of your tour.

There are British Sign Language tours at various times throughout the year, which will be advertised on the website. For more information or to book on please email bookings@continuumattractions.com.

3.4 Visually impaired guests

Visually impaired guests are invited to listen to the auditory parts of the guided tour but due to the nature of the working set, there are no props or costumes available to handle.

3.5 Wheelchairs and mobility vehicles

Any guests who use a wheelchair must be capable of travelling throughout the length of the tour, on an uneven terrain. Manual wheelchair users are likely to need to bring a personal assistant with them.

Self-propelled wheelchair users even with assistance are likely to struggle on some of the steep gradients and might experience difficulty on the majority of the tour.

Guests who use an electric wheelchair or mobility scooter would need to be capable of handling gradients, running on grass, gravel and fitting through standard door openings. Guests must ensure they have sufficient power for the duration of the tour.

Assistance in manoeuvring the guest using a wheelchair cannot be provided by the tour staff.

3.6 Assistance dogs

We welcome all registered guide dogs, hearing dogs and medical alert dogs. Guests wishing to visit *Emmerdale The Village Tour* with their assistance dog should follow the booking procedure detailed in 2.3.

Please ensure you have formal identification for the dog with you when you visit, such as a jacket or relevant documentation. If your dog requires a water bowl, please ask a member of staff who will be happy to provide one at the beginning and end of the tour in the guest facilities area.

We don't allow other dogs or pets to enter the attraction and they cannot be left in vehicles for safety reasons.

4. Facilities

Public toilet units, including accessible toilets are located at the drop off/pick up point at the start and end of the tour. These are the only toilets available at the tour. There are steps with a handrail up to the ladies and gent's facilities. The entrance to the accessible toilet is on ground level. Once on the tour, guests will need to return to the start of the tour to use the toilets. In order to do this, they will need to alert their tour guide and are likely to miss sections of the guided tour.

5. Catering and merchandise van

At the end of the tour, guests will have the opportunity to purchase hot and cold drinks and cold snacks from the catering van. There is limited seating available and due to the timing of the tours guests are likely to need to take refreshments with them on the onward journey.

There will also be a range of branded merchandise for guests to purchase as a souvenir of their visit.

6. Additional information

6.1 Staff training

All staff receive regular training, that included disability awareness training.

6.2 Evacuation

In the event of an emergency we have a set of evacuation procedures, should you require it a staff member will assist you with the evacuation.

6.3 First aid

A first aider will always be available if needed.

6.4 Medical facilities

- Minor injuries unit, Wharfedale Hospital, Otley approximately 9 miles
- Leeds General Infirmary, approximately 9 miles

6.5 Large print

A large print version of this access statement is available by calling 01904 261 262 or emailing bookings@continuumattractions.com

7. Guest feedback

We continually strive to deliver an exceptional guest experience to create memories that last. Guest feedback is important to help us achieve this.

All guests are encouraged to review their tour, below are the various ways in which to leave a comment;

- Facebook: www.facebook.com/Emmerdalethetour
- TripAdvisor: Emmerdale Village Tour
- Email: bookings@continuumattractions.com

Where we have the required permissions, we may also email surveys periodically to guests following their visit.

8. Contact details

For any queries or comments, please contact us by email, phone or letter at the details below;



bookings@continuumattractions.com



01904 261 262



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