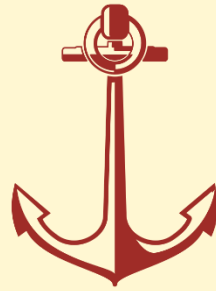


BRISTOL PACKET

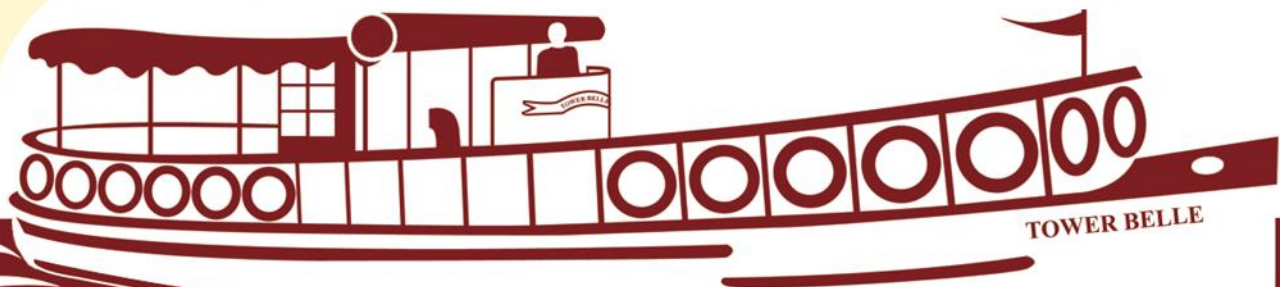
BOAT



TRIPS

1974

# Accessibility Statement



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## **Bristol Packet Boat Trips**

Wapping Wharf,  
Gas Ferry Road,  
Bristol,  
BS1 6UN

**Tel: 0117 926 8157**

[www.bristolpacket.co.uk](http://www.bristolpacket.co.uk)

## Introduction

This access statement does not contain personal opinions as to our suitability for those with disabilities but aims to accurately describe the facilities and services available to our passengers for guests to make an informed decision about using our services.

We have tried to include as much information as possible in this statement, if you have any further enquiries, please feel free to give us a call on 0117 926 8157.

Our experienced staff are always happy to advise on access to our vessels and to discuss any particular needs or requirements that you may have.

## Accessibility

### Bristol Packet Ticket Office

Our Ticket Office is a small stone building on the quayside in front of the SS Great Britain Car Park. We are located about 100m along the harbour from the SS Great Britain entrance and the floor is a mixture of cobblestone and concrete leading up to the main window. There are no steps to access our Ticket Office.

### Public Toilets

The closest public toilets can be found in the SS Great Britain gift shop which is located approximately 100m along the quayside from our office. These include accessible toilets and baby-changing facilities.

### Onboard Toilets

All of our boats have at least one WC on board. Unfortunately, due to the limited space available and the age and layout of the vessels, we are not able to provide accessible toilets or baby-changing facilities at this time.

The toilets aboard the Flower of Bristol, Bagheera and Hydrogenesis are on the same level as the main saloon and do not include steps. The toilet aboard the Redshank includes one step up to reach the toilet pan with a wall mounted rail for support. The toilets aboard the Tower Belle include 3 steps down with handrails for support- images of this can be seen on page 9.

### Wheelchair Access

Unfortunately, due to the age and layout of our vessels, we regret that there is no wheelchair access on any of our boats. All passengers must be able to negotiate some steps up and down with the use of handrails and crew support.

We are not able to carry on a wheelchair user, or to allow our passengers to carry on a wheelchair user themselves. The safety of our passengers is our primary concern, and as our boats are unsuitable for the specialist evacuation equipment to cater for wheelchair users in an emergency, we cannot carry passengers who are reliant on a wheelchair for mobility.

Should it become possible for us to enable wheelchair users to enjoy our boat trips in future we will update this statement accordingly.

### **Passengers with Limited Mobility**

We ask that passengers with limited mobility or other physical impairment please make yourself known to a member of our friendly office team or boat crew so that we can provide appropriate assistance. Our trained crew are always happy to provide an arm for support offer guidance on hand-rails and foot placement, or simply hold bags / sticks / walkers for embarking passengers.

Each boat is unique, so please refer to the below sections for photos of the access route onto each boat.

There is space for a small number of wheelchairs or walkers to be left in our ticket office for each access after your trip. Our office staff can help with this when you arrive.

### **Passengers with a Hearing Impairment**

We do not currently have a hearing loop for our onboard PA systems. Safety information and a map to show the location of all life-saving equipment is available in print on board each of our boats.

We ask that passengers with an impairment that may prevent them from hearing the safety announcement before the start of the trip make themselves known to the crew on board so that they can provide you with this information in print.

Unfortunately, we do not currently offer a version of the live commentary in print, however we are working towards this and hope to be able to provide a printed commentary in 2023.

### **Passengers with a Visual Impairment**

We ask that passengers with a visual impairment please make yourself known to a member of our friendly office team or boat crew so that we can provide appropriate assistance. Our trained crew are always happy to provide an arm for support offer guidance on hand-rails and foot placement, or simply hold bags / sticks / walkers for embarking passengers.

### **Travelling with Young Children**

We welcome children of all ages aboard all of our boats. Our covered and enclosed boats, the Flower of Bristol and Bagheera are particularly well-suited for younger children and toddlers.

Unfortunately there is not enough space in our toilets to provide baby-changing facilities on board, but for passengers departing from our Ticket Office there are changing facilities in the public toilets located in the SS Great Britain Gift Shop.

Due to limited space on board, we politely ask that you avoid bringing bulky buggies or pushchairs with you wherever possible. Baby carriers, car seats or other portable travel systems may be able to be placed on benched seating aboard some of our boats.

If joining a public trip there is a small amount of space to leave buggies in our ticket office.

## Landing Stage Access

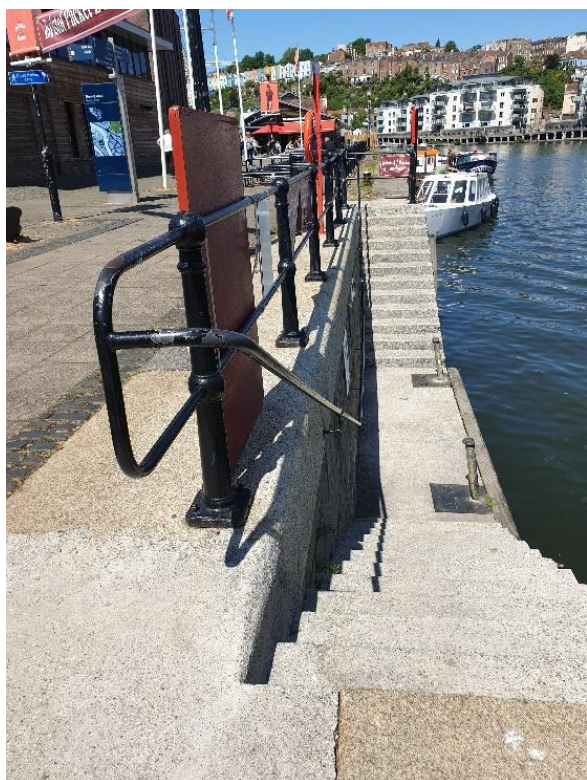
### Public Trips (Bristol Packet Office)

All of our public trips usually depart from the 'Queens Steps' located next to our ticket office.

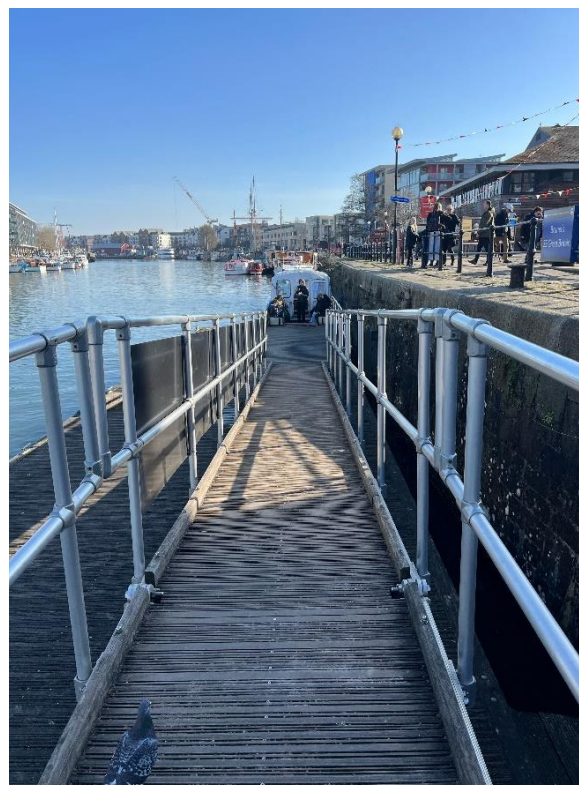
This landing stage includes 8- 12 concrete steps to get to the same level as the boat and then a level step across from the appropriate point on the stairs onto the boat itself. Please see the below section for images of the access onto each of our unique vessels.

There is a secure handrail that can be used for balance and our crew will also be available for assistance. Our skippers always moor as close to the landing as possible to ensure there is only a very small gap to cross between the steps and the boat.

Occasionally our public trips make use of The SS Great Britain landing stage. This is located 100m downstream from our office. This landing stage has ramp access onto a floating pontoon which may be easier for some passengers. However, it requires a larger step up onto some of our boats compared to the Bristol Packet Office landing at the Queen's Steps.



*Bristol Packet Office (Queen's Steps), BS1 6UN*



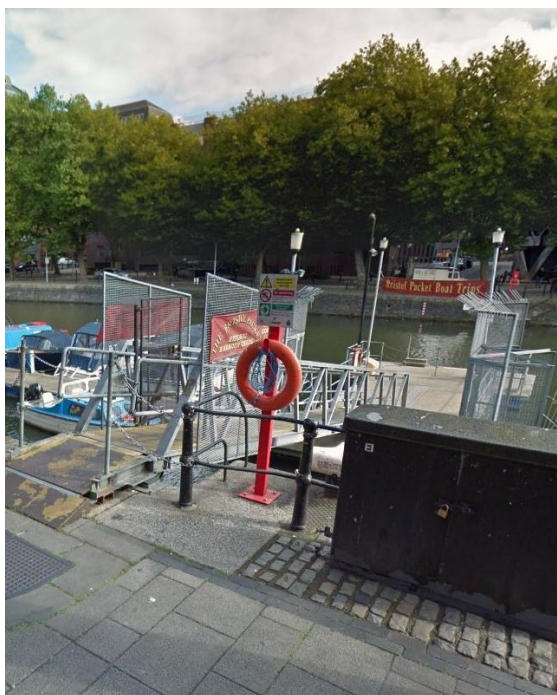
*SS Great Britain Landing Stage*



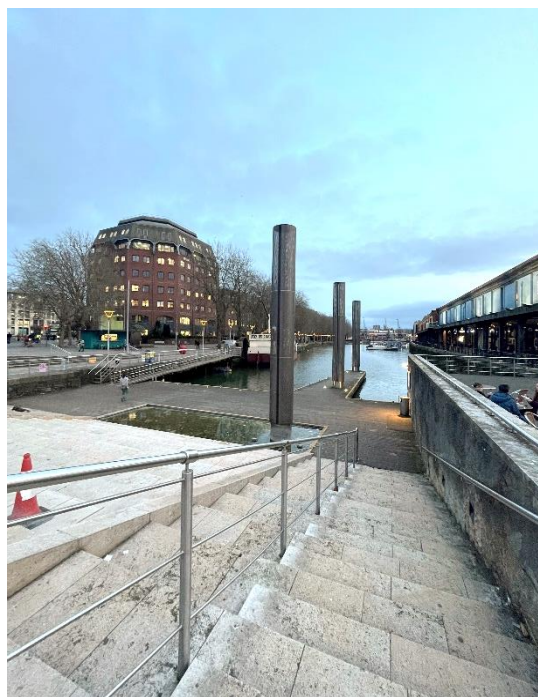
## Private Trips (Various Locations)

Private bookings can depart from any public landing stage in the Floating Harbour. You can see a map of all the most common options on the [Find Us](#) page of our website.

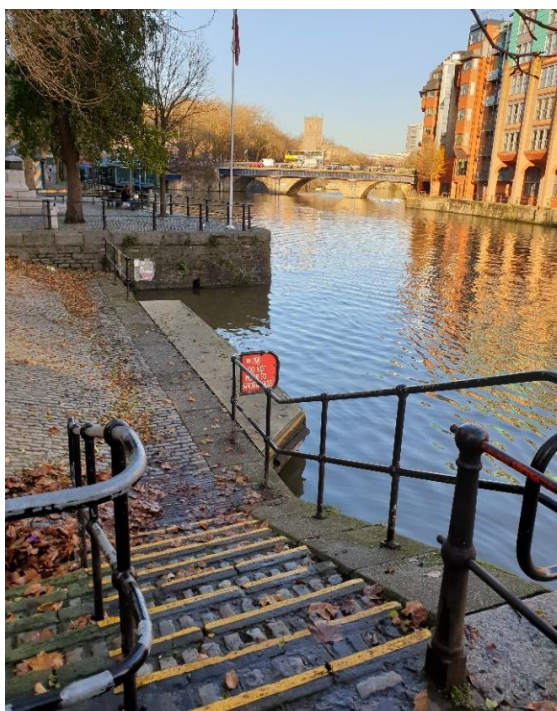
The most popular landing stages that we use are listed below with photos for you to see more detailed access information.



*Watershed Pontoon (BSB Bar), BS1 5UH*



*City Centre (Cascade Steps), BS1 5TX*



*Welsh Back (King Street), BS1 4RR*

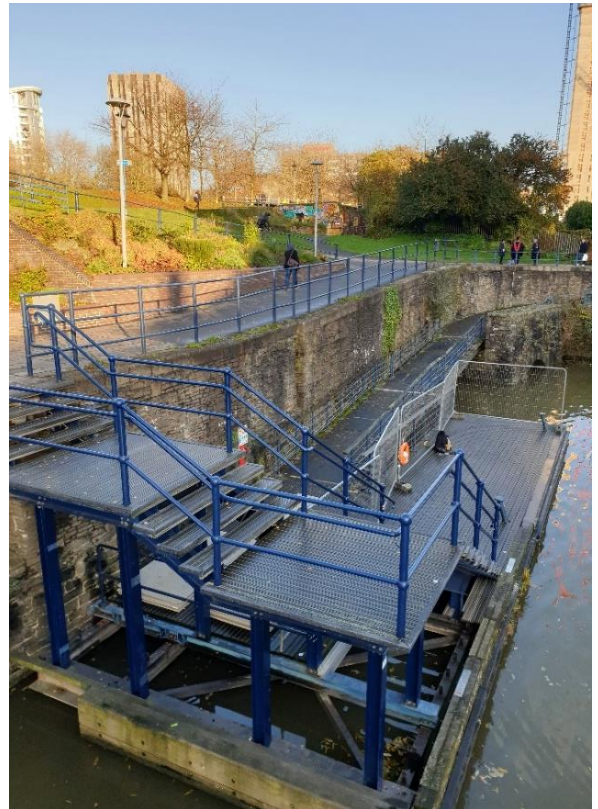


*Mud Dock Landing (Prince St Bridge), BS1 4PH*

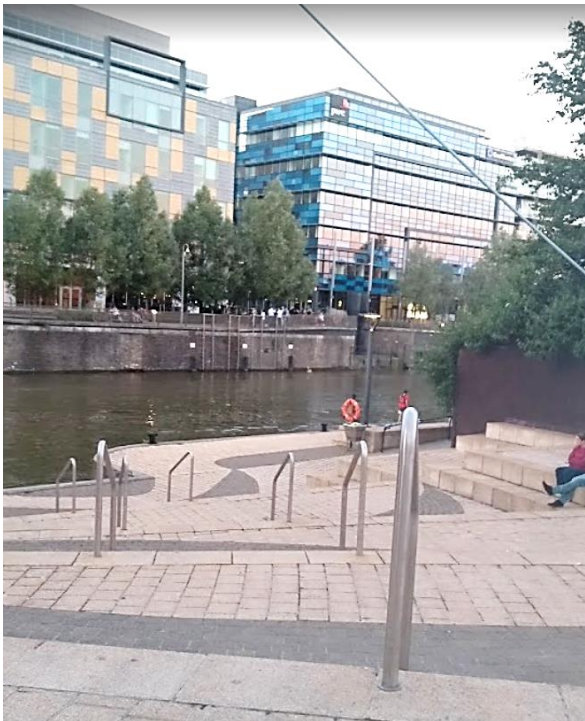




*Redcliffe Quay (Ostrich Inn), BS1 4RJ*



*Castle Park Landing, BS1 2DP*

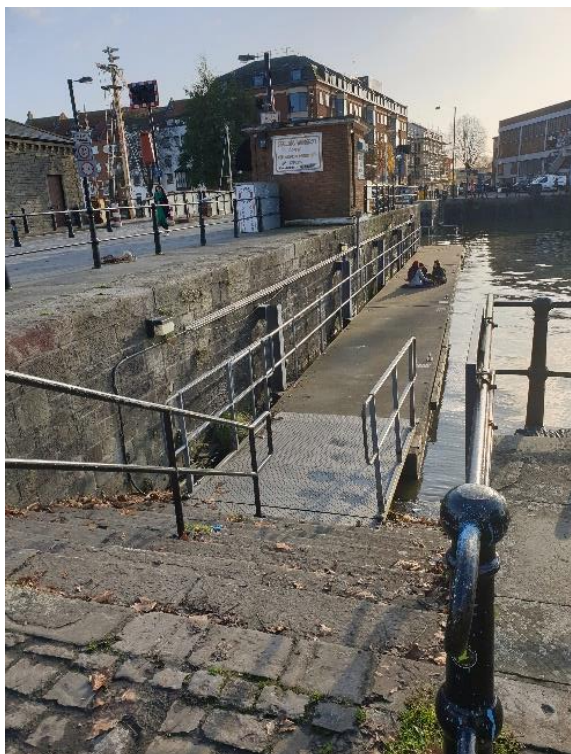


*Temple Quay (Temple Meads), BS2 0ZX*

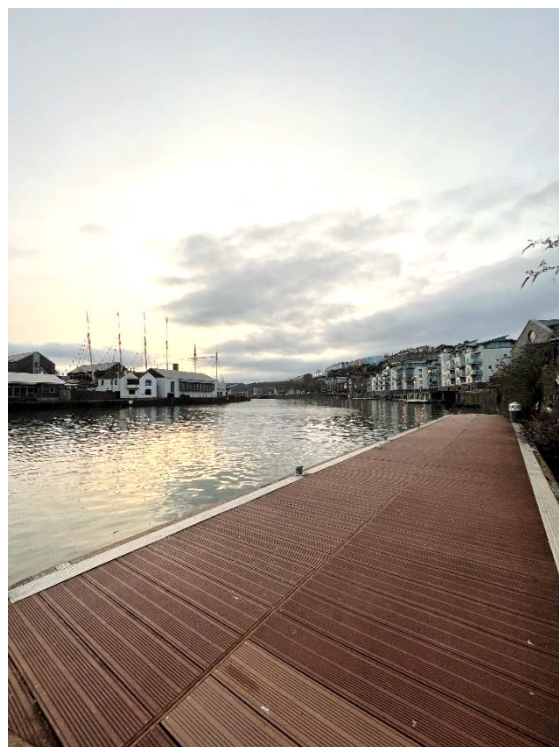


*Toto's Bar (Redcliffe Back), BS1 6HU*





*Arnolfini (Prince St Bridge), BS1 4RW*



*Harbour Inlet (Gas Ferry North), BS1 5EL*



*Wapping Wharf (Brunel's Buttery), BS1 6UD*



*Pump House (Junction Lock), BS8 4YB*



## Boat Access

This section contains photos that aim to provide more details on the accessibility of our boats. For more general images of our boats see [The Fleet](#) page on our website.

**NB: Our public trips can be on various different boats, so please call our office on 0117 926 8157 to check which boat you will be on if you have any access concerns.**

### Tower Belle (Capacity 95)

This boat is most commonly used for private bookings, occasional public City Dock Tours and some Avon Gorge Cruises.

Entry onto the Tower Belle is at deck level and does not usually require the use of steps to get on board from a floating pontoon, however certain departure locations may require passengers to step up onto the deck or there may be steps at the landing stage (see Landing Stage Access for details). There are three steps with handrails to access the toilet facilities.

There is canopy cover over the rear half of the boat with roll-down sides in case of rain.





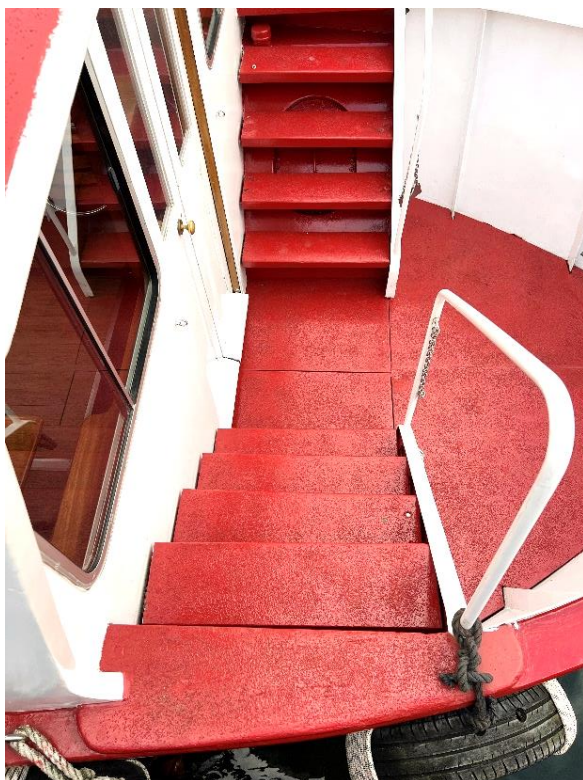
**Flower of Bristol** (Capacity 50)

This boat is most commonly used for our public trips to Beese's, Riverside Pub Lunch Cruises, Cream Tea Cruises and for private bookings.

Entry onto the Flower of Bristol requires the use of five steps down with handrail support onto the front deck for access. Once on board, all bar and toilet facilities are at deck level with no further steps.

Embarking at the Bristol Packet Office will require you to step from the Queens Steps (see Landing Stage Access) across onto the top step of the boat entryway at the same level. Other departure locations from a floating pontoon will require a larger step up onto the boat.

This all weather heated cruiser has a solid roof with skylights and solid sides with large opening windows. There is a small outside deck area at the bow with space for 8-10 people.





### **Bagheera** (Capacity 50)

This boat is most commonly used for private bookings, public City Dock Tours, Avon Gorge Cruises and occasionally other public cruises.

Entry onto Bagheera requires the use of five steps down with handrail support into the main saloon. Once on board, all bar and toilet facilities are at deck level with no further steps.

Embarking at the Bristol Packet Office will require you to step from the Queens Steps (see Landing Stage Access) across onto the top step of the boat entryway at the same level. Other departure locations from a floating pontoon will require a larger step up onto the boat.

This Amsterdam built sightseeing boat has a solid glass and steel roof, all-weather protection, panoramic vision, large sunroof panels and heating.





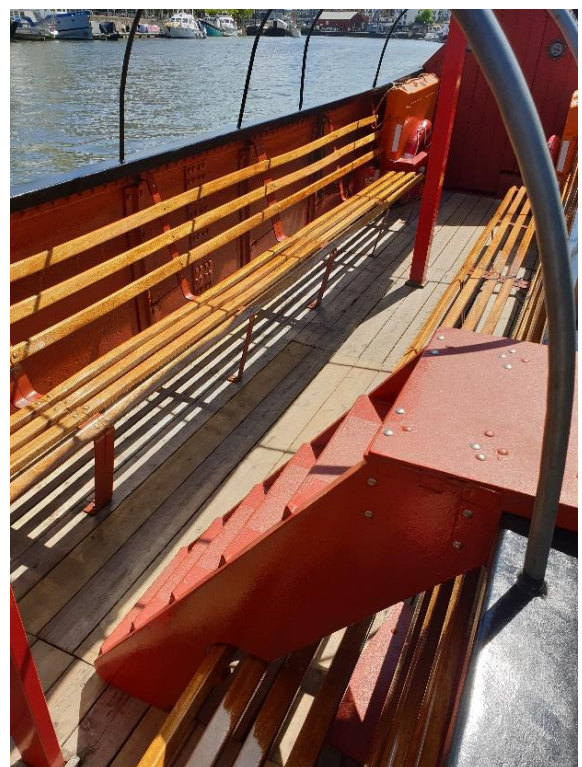
**Redshank** (Capacity 45)

This boat is most commonly used for public City Dock Tours and private bookings.

Entry onto Redshank requires the use of six steps down with partial rail support onto deck level. Once on board, all bar and toilet facilities are at deck level, however there is a single step up to the toilet basin to enable easier access for smaller passengers and children.

Embarking at the Bristol Packet Office will require you to step from the Queens Steps (see Landing Stage Access) across onto the top step of the boat entryway at the same level. Other departure locations from a floating pontoon will require a larger step up onto the boat.

This converted traditional canal boat is an open boat with roll down canopy cover for wet weather protection.





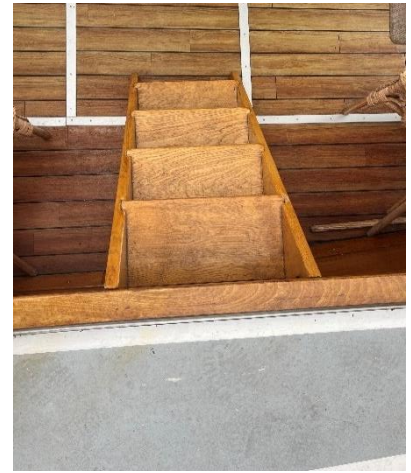
## Hydrogenesis (Capacity 12)

This boat is most commonly used for private bookings for smaller intimate parties.

Entry onto Hydrogenesis requires the use of five steps down into the main saloon. Once on board, all bar and toilet facilities are at deck level with no further steps.

Embarking at the Bristol Packet Office will require you to step from the Queens Steps (see Landing Stage Access) across onto the top step of the boat entryway at the same level. Other departure locations from a floating pontoon will require a larger step up onto the boat.

This boat has a solid sliding roof panel so can be covered in case of wet weather, or kept open in more pleasant weather.



## Safety Information

### Qualifications and Training

All our boats are driven by fully trained & qualified skippers who hold valid Maritime and Coastguard Agency (MCA) Boat Master Licences. Our crew complete a rigorous 'Competent Crew' training programme covering rope-work, passenger safety, first aid and emergency procedures so they are well prepared to deal with an array of situations.

A safety announcement is made at the start of every trip and each boat carries the appropriate safety and lifesaving equipment as required by the MCA.

Please contact our ticket office if you require a copy of our full risk assessment.

## Passenger Fares

### Concessionary Rates – Public Trips

Our passenger fares vary across the range of public trips that we offer. There is no charge for children under 5yrs old on any of our public trips.

Concessionary ticket rates are available on all public trips for:

- Blue Badge Holders and passengers in receipt of Disability Living Allowance (DLA)
- NHS Staff and other Blue Light Card holders
- Students

### Concessionary Rates – Private Hire

Private hire bookings for more passengers than the minimum advertised rate are eligible for 10% discount. For example, bookings aboard Redshank, Bagheera and Flower of Bristol for at least 23 or more passengers are entitled to 10% discount on the total hire rate.

Discounts are not available on the minimum advertised base rate for any of our boats.

***NB: Discounts are only available for staff parties or groups where the significant majority of passengers fall under one of the above categories. Discounts are not given for a whole boat private hire booking where only the organiser or a small portion of passengers are eligible for a concessionary rate.***

### Essential Companions and Carers

Passengers who require an Essential Companion (Carer) are welcome onboard all of our tours and cruises. Due to limited capacity on our boats, we ask that Essential Companions wishing to come on our public trips purchase a ticket at the 'Child' rate to cover running costs.

*We welcome your feedback to help us continuously improve so if you have any comments on this statement, please call 0117 9268157 or email us at [info@bristolpacket.co.uk](mailto:info@bristolpacket.co.uk) to share your thoughts.*