

## Access Statement for Gloucester Cathedral

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 visitors.

**PLEASE NOTE: Current Access arrangements may differ due to ongoing building work.**

We apologise that whilst building work is taking place, level access to parts of the east end of the Cathedral is currently restricted.

This is to allow the installation of new accessible lifts which will give all of our visitors the opportunity to visit the east end of the Cathedral unaided for the first time.

To make the most of the accessible parts of the Cathedral or if you require any additional assistance during your visit, please speak to a volunteer or member of staff.

We anticipate that the new access facilities will be available from the summer onwards. For the latest information or to check before you visit, please contact the Cathedral Office on 01452 528095

### Introduction

Gloucester Cathedral is situated in the heart of Gloucester and is an iconic building which can be glimpsed from several miles away; it is an extremely popular destination for visitors to the area as well as a place for regular worship.

The Cathedral combines a daily programme of religious services with the opportunity to enjoy glorious architecture, learn about the Cathedral's long and fascinating history and enjoy the majestic offering of music. There is always the opportunity to enjoy a moment of quiet prayer, light a candle or leave a prayer note.

On entering the Cathedral you will be welcomed by one of our volunteer Welcomers who will explain the range of facilities available. You can also enjoy our coffee shop and gift shop. The Cathedral is open 365 days a year, although at times there is restricted opening at times due to services or other events, details of which are available on our website [www.gloucestercathedral.org.uk](http://www.gloucestercathedral.org.uk).

We look forward to welcoming you, either for worship or as a visitor. If you have any queries or require assistance please phone the Cathedral Office on 01452 528095 or email [reception@gloucestercathedral.org.uk](mailto:reception@gloucestercathedral.org.uk).

### Pre-Arrival

For full details on how to reach us please refer to the 'Find Us' section on our website.

### **Trains**

The nearest railway station is Gloucester and there are regular services to London, Bristol, Birmingham, Cardiff and other destinations in Wales. The station is approximately **10** minutes walk (0.5 miles) from the Cathedral and the route is signposted for pedestrians. Taxis, including accessible taxis are available for hire at the station.

### **Buses**

There is a bus station approximately 8 minutes walk away (0.4 mile). National Express coaches run frequently to Gloucester from many UK destinations. MegaBus also runs a more limited service.

Local bus services are run by Stagecoach and these are wheelchair accessible.

Mobility scooter users will need to obtain a mobility permit by contacting Stagecoach Disability Helpdesk on 01452 418630. The nearest local bus stop for Stagecoach is in Southgate Street which is a few minutes' walk away along the pedestrianised shopping street. The route takes you along Westgate Street which is on a slight incline down to the Cathedral.

### **Car Parking & Arrival**

There are three disabled parking spaces adjacent to the Cathedral which are bookable in advance via the Cathedral Office Reception.

Visitors can be dropped off in the Cathedral car park but there is no public parking available on site. There are several car parks in the centre of Gloucester within easy walking distance of the Cathedral; see [www.gloucester.gov.uk](http://www.gloucester.gov.uk)

### **Inside the Cathedral**

There is a level approach to the main entrance of the Cathedral at the South Porch and the door is wheelchair accessible. The flooring within the Cathedral is made primarily of stone and care should be taken as it is uneven in places.

Assistance dogs are welcome inside the Cathedral but no other dogs are allowed.

Volunteer Welcomers will greet you on arrival at the Cathedral. Please let them know if you have particular requirements during your visit. You can ask for a personal Guide to tour the building with you.

We also have available:

- A walk-round audio guide
- Notes in large print
- A Braille guidebook

We can provide a wheelchair for the duration of your visit, although you are welcome to use your own wheelchair or scooter if preferred.

If you would like to use the wheelchair lifts in the Cathedral, a key and instructions can be obtained from the Gift Shop or the Verger Team. Most areas are wheelchair accessible with aid of the wheelchair lifts, except the Lady Chapel and some side chapels which have narrow entrances.

The Tower, the Tribune Gallery and the Library are not accessible for wheelchairs or for those with mobility difficulties as they are up steep stairs. Images of the Tribune

Gallery exhibition entitled “Face to Face” is available to view in a folder from the Exhibition Desk which is at the entrance to the Treasury.

A hearing loop system operates in the Nave and the Quire. If you are attending a service, concert or other event, please switch your hearing aid to “T”.

### **The Treasury**

The Treasury is normally open April to October from Monday to Saturday. Access for wheelchairs is via the Cloisters. Please ask a Cathedral Guide (wearing a red sash) if you would like to visit.

### **Public Toilets**

There is an accessible toilet which can be reached on level ground via the Cloisters. An emergency alarm pull cord is available if required. A lift adjacent to the toilets can provide access to the nearby Coffee Shop. No key is needed for this lift.

### **Coffee Shop**

This is accessible from the Cloisters using the lift mentioned above, although there is a slight slope and uneven floor. Alternatively, it is signposted through an external door at the West End of the Cathedral. The entrances are both accessible by wheelchairs.

Where possible our food is locally sourced. We do our best to cater for any dietary requirements; please contact us in advance to check for any specific requests you may have.

The Café is self-service but staff are happy to assist on request. Large print menus are available and staff can also run through menus with you.

### **Gift Shop**

The shop is situated adjacent to the South Porch entrance, with a level entrance. Staff can offer assistance if required.

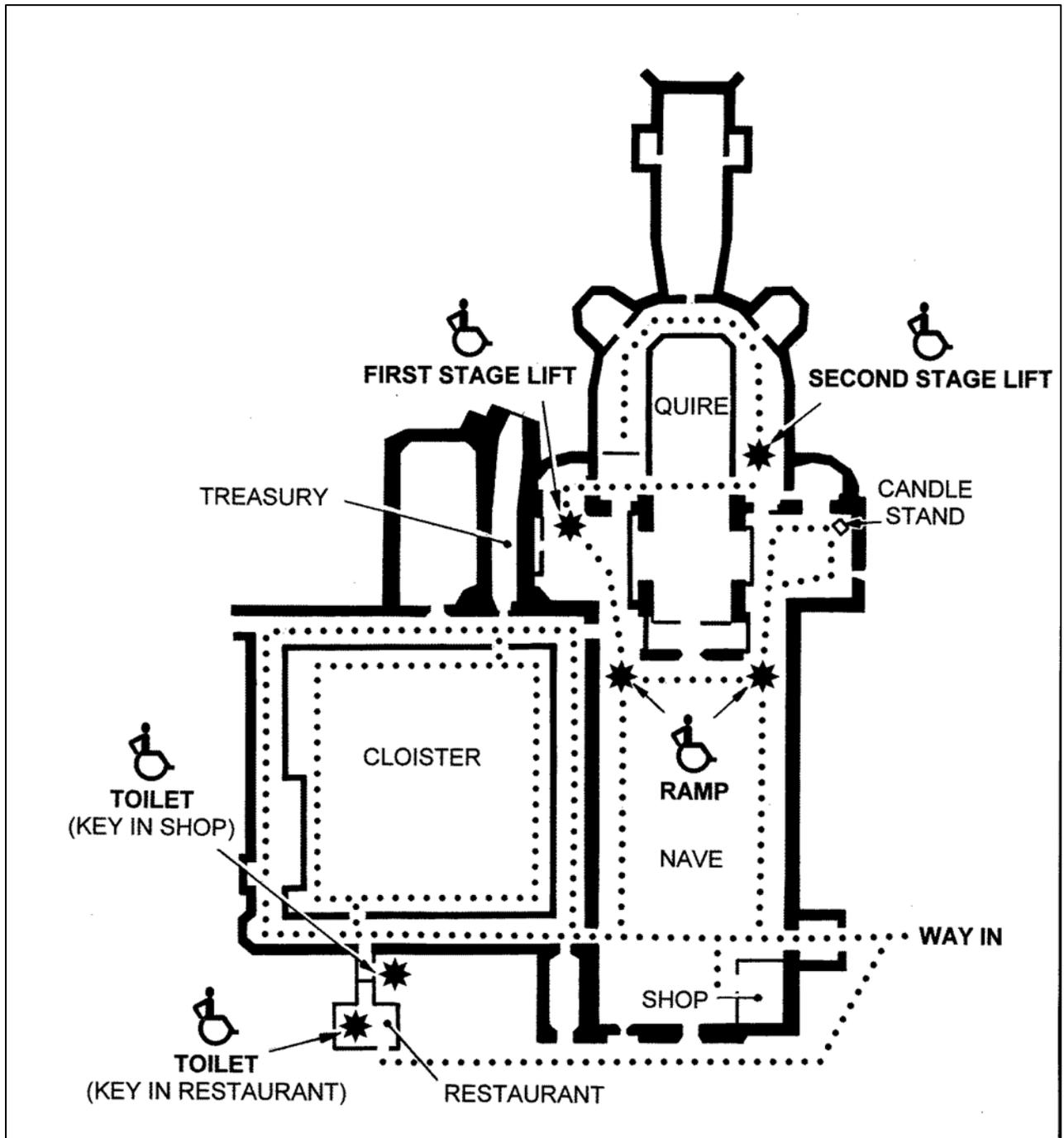
### **Function Suite**

Due to the nature of this Grade 1 listed building, the first floor Parliament, Laud and Henry rooms are not wheelchair accessible from the ground floor. We apologise for any inconvenience this may cause.

### **Chapter House**

This can be accessed through the main door from the Cathedral to the Cloisters on level ground. The stone flooring is uneven in places but the Chapter House entrance is wheelchair accessible.

Plan of Cathedral showing access routes for wheelchairs with wheelchair ramps, lifts and disabled toilet facilities



## **Cathedral Grounds**

The grounds around the Cathedral are accessible by tarmac pathway. The Garth, which is in the centre of the Cloisters, has level access from the Cloisters.

## **Contact Information**

Address: Gloucester Cathedral, 12 College Green, Gloucester GL1 2LX

Phone: The Cathedral Office 01452 528095

Email: [Reception@gloucestercathedral.org.uk](mailto:Reception@gloucestercathedral.org.uk)

Website: [www.gloucestercathedral.org.uk](http://www.gloucestercathedral.org.uk)

## **Hours of Opening to Visitors**

365 days a year: 07.30hrs-18.00hrs

At least four services are held each day at specific times. For details please refer to information on our website. The Nave and the Quire are fully accessible to wheelchairs for our main services, but some services of Holy Communion during the week are held in side chapels.