

# Visual Guide

This information is to help you prepare for a visit to **Seaton Tramway** in East Devon.

Created by

**Heritage  
Ability**



# General Information



Seaton Tramway is a 3 mile long tramway running between stations at Seaton and Colyton, with a third tram station on the route at Colyford.

Seaton Tramway runs different services depending on the time of year, with a intermittent service during the winter months.

Before you visit, check if the trams are running by going to <https://www.tram.co.uk/>

The busy periods in the year are the summer months, weekends and school holidays.

Colyford Tram Station is not accessible to wheelchair users, but Seaton Tramway does have accessible trams. At least 1 accessible tram runs per hour. Please call ahead or ask staff or volunteers on site for details.

The phone number is **01297 20375**.



# Getting there: Seaton



Seaton Tramway is next to Seaton Jurassic and close to Seaton town centre.

Seaton Tramway is a short walk from Seaton's seafront.



You can get to Seaton Tramway easily by car.

There is a pay and display car park which is on the other side of Seaton Jurassic. You will need to pay to park here.



Seaton Tramway is close to a bus stop called "Tramway Station".

Bus services which operate include:  
9A via Exeter, Sidmouth and Lyme Regis.  
20 via Honiton and Taunton.

# Getting there: Colyton



Colyton Tram Station can be accessed by walking or by car.

It is free to park at Colyton Tram Station.



There are accessible parking spaces in the car park at Colyton.

# Getting there: Colyford



Colyford Tram Station is not accessible to wheelchairs. It is next to the White Hart Inn and accessed via the White Hart Inn car park.

Please note that the White Hart Inn car park is for White Hart Inn customers only.



# Station: Seaton



The accessible ramp access to Seaton Tram Station is at the side of the building.

There are display windows along the ramp.



There is step access to Seaton Tram Station at the front of the building.

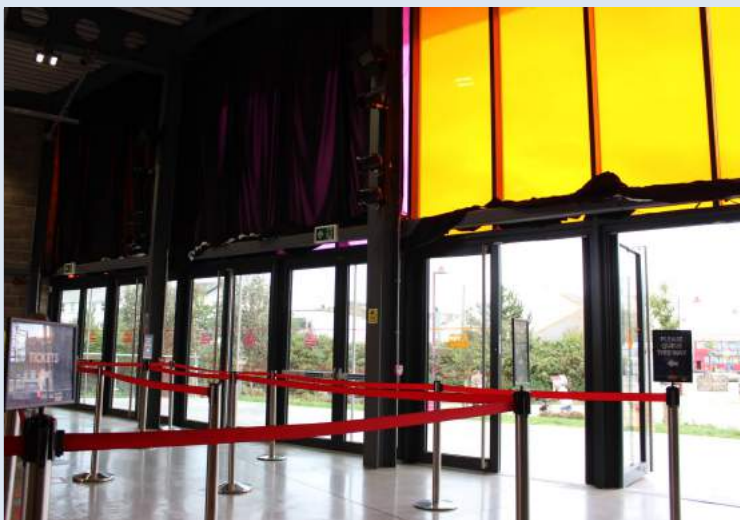
The steps have handrails and the edges of the steps are painted yellow.

# Station: Seaton



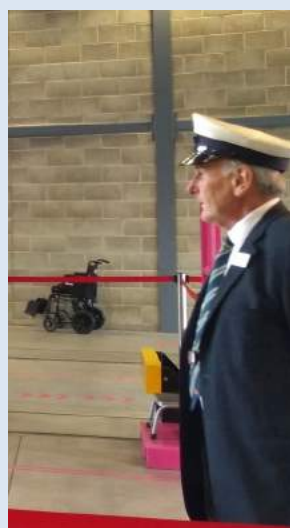
There is a café, shop and accessible toilet at Seaton Tram Station.

You can buy tickets for the trams at the shop.



Visitors who are waiting for a tram to arrive queue up to wait for a tram.

The red barriers show you where you should queue.



Trams arrive at numbered stops behind the red barriers.

Ask a member of staff for Seaton Tramway's wheelchair.



# Station: Colyton



There is a café, shop and accessible toilet at Colyton Tram Station.

You can buy tickets for the trams at the shop.



Colyton Station is accessible to wheelchairs. There is a ramp between the track level and the platform level.

There is also a small ramp from the platform level to the café and shop level.



There is a model of a dinosaur at Colyton Tram Station. There are also dinosaur models along the length of Seaton Tramway.

# Station: Colyton



This exit leads from Colyton Tram Station to The Vintage Shed.

Visitors can walk down this path to access the Vintage Shed, a car park and Cownhayne Lane.



This exit from Colyton Tram Station leads to a play area and a picnic area.

Please do not walk on the tram rails.



Visitors should not use the locked gates next to the wishing well.

Donations to the wishing well go to Seaton Tramway.



# Station: Colyton



Colyton Tram Station's car park is accessed from Station Road.



The Milk Churn is a room that opens on to the platform at Colyton Tram Station. This room contains a wheelchair, pushchair and information leaflets about the local area.



The platform at Colyton Tram Station is at a different level to the tramway tracks. This is because Colyton Tram Station used to be a train station.

The platform can be accessed from the track level via ramps at the end of the platform. There are also barriers which should not be crossed.

# Station: Colyford



There is a bench and a small shelter at Colyford Tram Station.



On the other side of the tramway there is a sign with details of Seaton Tramway's timetable.

There is also an old fashioned toilet. Visitors are not allowed to use or enter this toilet.



There is no access for wheelchair users at Colyford Tram Station.

The way out, via the White Hart Inn's car park, includes steps.



# Departure: Tickets



Seaton Tramway's trams run at different frequencies at different times of year.

Seaton Tramway use colours to show how frequently the trams will operate on specific dates.



Tickets for Seaton Tramway can be bought in the shop at either Seaton Tram Station or Colyton Tram Station.



Tickets for Seaton Tramway are wrist bands that you can put on your wrist if you choose.

Visitors should keep their tickets with them throughout their journey, as a Seaton Tramway member of staff may ask to see your ticket.

# Departure: The trams



Seaton Tramway trams have accessible sections that are accessed by a ramp.

Seaton Tramway trams also have seats on the tram's lower level that are not wheelchair accessible.

Visitors have the chance to sit sideways on some of Seaton Tramway's trams.



Some of Seaton Tramway's trams have upstairs seating. This is accessed via a staircase and is open-air.

When seated upstairs, you should follow instructions on the signs in the tram.

Visitors should not touch the cable that powers the tram.





# Departure: Seaton



At Seaton Tram Station visitors queue behind red barriers to wait to board the trams.

A member of staff will tell you when you can board the tram.



A member of Seaton Tramway staff can help disabled visitors on to an accessible tram using a ramp.



The tram driver will make a safety announcement before the tram leaves the station.

# Departure: Colyton



At Colyton Tram Station, visitors should remain on the platform until Seaton Tramway staff say they can approach the waiting tram.

Visitors queue behind the green barriers.



At Colyton Tram Station trams arrive and depart on tracks that are lower than the platform.

All visitors must get off the tram when it arrives in Colyton Tram Station.



Visitors have to get off the tram so that the tram driver can safely move the tram's power cable to the correct position for the return journey to Seaton.



# Departure: Colyford



Colyford Tram Station is next to a level crossing. Trams cross this level crossing either just before or just after they stop at Colyford.

The level crossing is on the Colyton side of Colyford Tram Station, to the direct north of Colyford Tram Station.



Colyford Tram Station is an unmanned tram station with no access for wheelchairs. There are no facilities to purchase Seaton Tramway tickets at Colyford Tram Station.

Visitors may get off the tram at Colyford Tram Station to explore the village of Colyford.



There are no barriers between the trams and visitors while the trams move through Colyford Tram Station.

Visitors should be careful not to stand on the Seaton Tramway tracks or in the way of moving trams.

# The route: Seaton to Colyford

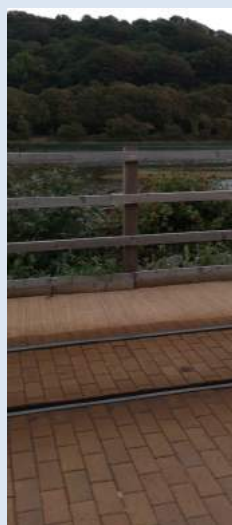
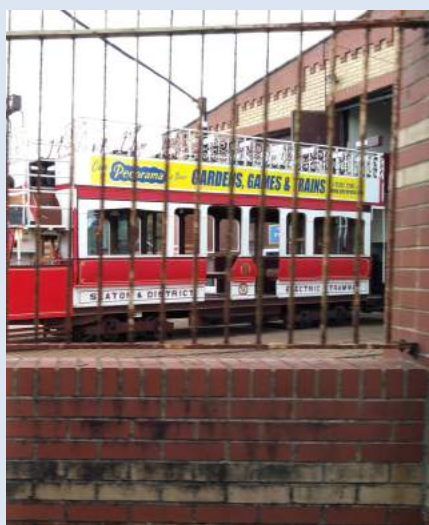


Visitors should keep their heads and limbs inside the trams at all times while the trams are moving.

There are written instructions on the inside of the trams, and visitors should also listen to instructions from tram staff.



When leaving Seaton Tram Station, visitors will pass Tesco to the right and Seaton Jurassic to the left of Seaton Tramway.



Visitors will also pass the Riverside Loop, where other Seaton Tramway trams can be seen.





# The route: Seaton to Colyford



Seaton Tramway passes through Seaton Wetlands, coming very close to a Seaton Wetlands Hide to the left of the Seaton Tramway track.

A Seaton Wetlands Hide is a place where you can watch for birds.

Visitors may also be able to see livestock and other animals on either side of Seaton Tramway's track.



Visitors will be able to see other Seaton Tramway tracks from the moving tram.

Seaton Tramway trams may pass either other on these tracks. This might be a noisy experience that may happen without warning.

# The route: Colyford to Colyton



When Seaton Tramway trams go through Colyford Tram Station, visitors can get off the tram if they chose.

Visitors should keep their tickets with them, so they can board a later tram again.



Colyford Tram Station is not accessible to all, as the entrance to the station has steps.

Visitors should NOT access or exit Colyford Tram Station via the level crossing.

Seaton Tramway trams cross the level crossing at Colyford Tram Station, where the tram driver will operate an alarm.

When the Seaton Tramway tram crosses the road, visitors will be able to see road traffic.





# The route: Colyford to Colyton



While travelling in the Seaton Tramway trams, fences, bridges or other static objects may come close to the Seaton Tramway tram.

Visitors must NOT attempt to touch anything outside of the tram while the tram is moving.



Foliage and branches can also grow close to the Seaton Tramway tracks.

Some of the Seaton Tramway track is also overlooked by windows.



When visitors reach Colyton Tram Station they must wait until the tram comes to a stop before getting off the tram.

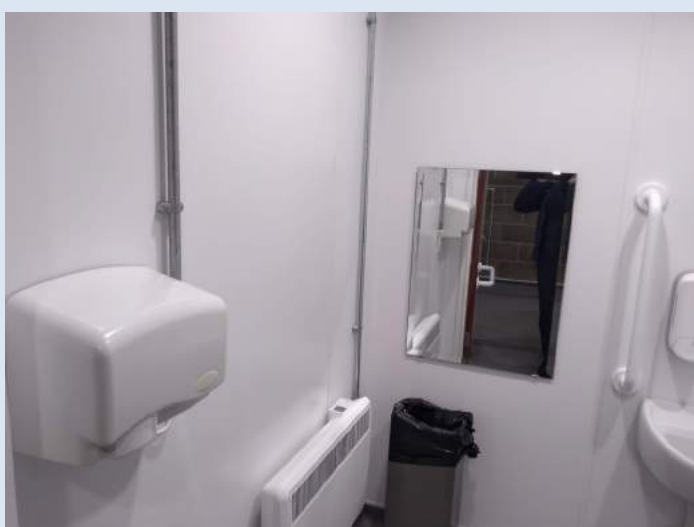
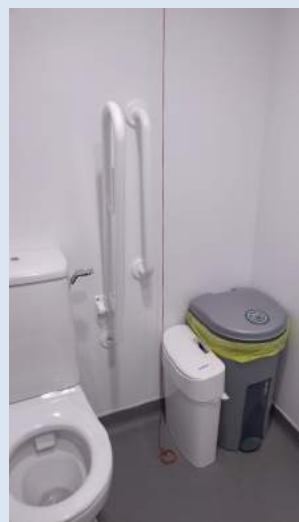
All visitors must get off the tram when it stops at Colyton Tram Station.

# Facilities: Seaton



At Seaton Tram Station, the toilets, including an accessible toilet, are behind a doorway and down a corridor.

The doorway to the toilets can be heavy. Please ask a member of staff for any assistance you may need.



The accessible toilet includes a hand dryer which can be loud.

There are no changing facilities in this accessible toilet.



# Facilities: Colyton



The toilets, including an accessible toilet, are accessed from the platform at Colyton Tram Station.

The accessible toilet includes baby changing facilities.



The accessible toilet also includes a hand dryer which can be loud.

The accessible toilet at Colyton Tram Station is long and thin.

# Seaton: Café and Shop



Claude's Café at Seaton Tram Station is in the same space as the shop, and is also where visitors can buy tickets to travel on Seaton Tramway's trams.



Details of food and drink at Claude's Café are displayed on chalk boards behind the counter.

Please ask a member of staff for any help you may need.



# Colyton: Café and Shop



Tramstop Café at Colyton Tram Station can be accessed from the platform and from the car park via the shop.

There is a small ramp between the platform and Tramstop Café.



The place to queue at Tramstop Café's counter has been adapted from a historic doorway that says private. Visitors can ignore the word private in this case.



Colyton Tram Station shop can be accessed from the platform, cafe and the car park.

Visitors can also buy their tickets for Seaton Tramway trams at Colyton Tram Station shop.

# Staff and volunteers



Seaton Tramway's volunteers are available to help. They wear bright pink high visibility jackets.

Seaton Tramway staff are also available behind the counter at Claude's Café in Seaton Tram Station. They are there to help.



Seaton Tramway tram drivers wear tram driver uniforms.

Seaton Tramway tram drivers give important information and drive the trams.

Visitors should always follow the tram drivers' instructions. They are there to help and ensure visitor safety.



A member of staff will always be at the counter at Colyton Tram Station's shop. They can tell you where to go and what to see.



# Quiet Room



If you need somewhere quiet to go, please speak to a member of staff or a volunteer.

Seaton Tramway doesn't have a designated quiet room but staff and volunteers will do their best to assist you.

# Sounds and loud noises



The trams have horns that the Tram Drivers can use. These horns are loud.



When the trams cross the level crossing at Colyford Tram Station, the tram driver sounds an alarm to warn the drivers on the road. This alarm is very loud.

We hope you enjoy your visit.



For more information about Heritage Ability,  
visit [www.heritageability.org](http://www.heritageability.org)

Images supplied by Heritage Ability.

This Visual Story has been reviewed by autistic people.



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