





Accessibility Guide for Seaton Tramway

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Welcome

Our trams travel through 3 miles of unspoilt countryside along the beautiful Axe Valley.

Seaton Tramway operates narrow gauge heritage trams between Seaton, Colyford and Colyton in East Devon's glorious Axe Valley, travelling alongside the River Axe estuary through two nature reserves and giving an unrivalled view of the abundant wading bird life.

There are two main entrances to Seaton Tramway. One is at Seaton Station, Seaton. One is at Colyton Station, Colyton. There are five stations: Seaton, Riverside Halt, Seaton Wetlands Halt, Colyford and Colyton.

At a Glance



Level Access

- There is level access from the main entrance to:
 - Claudes Diner - Seaton Station
 - Tramstop Cafe - Colyton Station
 - Dining Table
 - Accessible Trams
 - Colyton Station
 - Claudes Ticket Desk, Café and Gift Shop - Seaton Station
 - Seaton Station
 - Colyton Station Accessible Toilet
 - Claudes Gift Shop - Seaton Station
 - Colyton Gift Shop - Colyton Station
- There is level access from the car park to:
 - Colyton Station Platform



Hearing

- We have a hearing loop in Seaton Station Ticket Office and Colyton Station Ticket Office and Gift Shop Till.
- Some staff have disability awareness training.



Visual

- The walls and the doors have high colour contrast.
- We have information in BSL and large print.



General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

Getting here

Seaton Tramway,
Harbour Road
Seaton
EX12 2WD



Travel by public transport

- You can get to Seaton Tramway by bus, train and tram.
- The nearest bus stop is 200 yards from our entrance in Seaton. Travel by bus on services: STAGECOACH, 9A - X9, AVMT 885, 899. Dartline 20 Seaton Station can be accessed by tram from Colyton Station. Colyton Station can be accessed by tram from Seaton Station. The bus stop is 0.1 miles / 0.2 km from Seaton Tramway.
- The nearest train station is Axminster. The train station is 7.2 miles / 11.6 km from Seaton Tramway.
- The nearest tram station is Colyton Station. The tram station is 3 miles / 4.8 km from Seaton Tramway.
- Seaton Station can be accessed by Tram from our Colyton Station. EX24 6HA.



Travel by taxi

- You can get a taxi with Seaton Taxis by calling 01297 24666.
- You can get a taxi with Petes Taxis by calling 01297 20999.
- You can get a taxi with Karen's Cars by calling 01297 680400.
- You can get a taxi with Seaton Cabs by calling 07494 046464.
- Seaton Taxis & Pete's Taxis do not offer Wheelchair accessible taxis.



Parking

- There is parking near the venue. There are accessible parking spaces. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The path is sloped.
- The route is 1500mm wide, or more.
- Nearby car parks are:
The Underfleet Carpark, Harbour Road, EX12 2WD. There is accessible parking in the Underfleet car park. Parking is not free at Seaton.



Access ramp on the west side of the station. You will see this if you come from the Underfleet Car Park.



Front of Seaton Station, showing stepped access.

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 1500mm wide, or more.
- The path is sloped.



Main entrance

- The main entrance has level access.
- The door is 1800mm wide.
- The main door is side hung and manual.
- The main door is side hung and automatic.
- The door has a push button to open it.
- We have a few doors that act as entrance to Seaton Station.
Our main foyer Entrance has a max width of 1600mm. This is manually operated.

Our 'Automatic & Button' operated door has a max width of 1800mm
All other manual doors at entrance have a max width of 1800mm



Main entrance to Seaton Tramway



Automatic door directly next to main foyer entrance doors. Operated with push button.



Automatic door directly next to main foyer entrance doors. Operated with push button.
Located next to the entrance sign



Ramp going down on the west side of the building from the main entrance.



On approach to the front of the Station. Signs direct you to the access ramp to the side of the building.



The start of the ramp at the side of the building.



The Ramp going up



The Automatic entrance doors to the Station. 1800mm.

Getting around inside

Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.



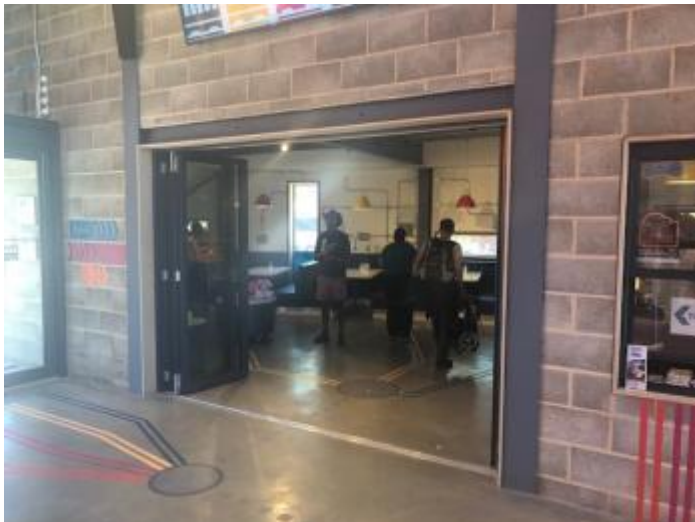
Entrance to Claudes Gift Shop & Cafe. Inside is the ticket office to buy tickets for the tram ride.



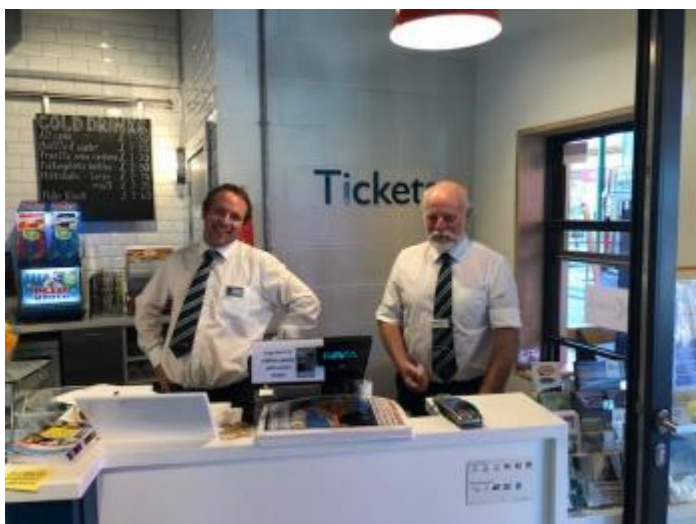
Ticket/ information desk

Claudes Ticket Desk, Café and Gift Shop - Seaton Station

- From the main entrance to the desk, there is level access. The route is 3000mm wide, or more.
- The door is 3000mm wide, or more.
- The desk has a low section.
- There is a doorway from Seaton Station's main entrance and the ticket desk that measures 3000mm. However, this is always open during operation hours. Seaton Station Ticket till has a Hearing Loop and Voice Transfer System.



Entrance doorway onto Shop and ticket area. This is on the left as you come through the main entrance



Claudes Ticket Office & information which includes hearing loop and voice transfer system.



Gift Shop and Café – need photo and text e.g. There is a gift shop and a café in Seaton Station. In the café, there is banquette

Things to See and Do

- We have a complimentary ticket policy for personal assistants.

Seaton Station

- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- There is a Large Print guide and a Visual Guide available, please ask at the ticket desk if you would like a copy.



Inside Seaton Station.

Accessible Trams

- From the main entrance to this area, there is level access. There is a portable ramp. The route is 740mm wide, or more. The door is 740mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Our accessible trams run at least once an hour. Accessible trams may run more than once an hour.

Our timetable can run up to 3 trams an hour every 20 minutes.

Our accessible trams have a low step. Our accessible trams have ramps available for those in wheelchairs.

Our trams do have speakers, where our drivers talk to passengers. This is not on a hearing loop.

Tram 9, 10 & 11, All have disabled accessible bays which are accessed by portable ramps. The wheelchair bays on Trams 10 and 11 are open-sided, therefore are open to the elements. The wheelchair bay on Tram 9 is enclosed.



Tram 11 (pictured) Tram 9 & Tram 10. All have disabled accessible bays which are accessed by portable ramps. The wheelchair bays



All have disabled accessible bays which are accessed by portable ramps. The wheelchair bays on Trams 10 and 11 are open-sided, t

Colyton Station

- From the main entrance to this area, there is level access. The route is 1300mm wide, or more. The door is 1300mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- The Platform has an accessible toilet.

On the platform, there is a small brick building. This is the Milk Churn Gallery. Inside there is information about the old branch line and the Victorian station. There is a short film to watch on a screen. The film starts automatically and you will hear music and a narrator. There is a bench seat for visitors to sit and watch the film.

There are picnic benches on the platform and tables and chairs inside the Tramstop Café. There are some wooden benches on the grassed area at the north end of the station.

Disembarking and boarding

Visitors leave the trams at the north end of the station. There is ramp access onto the platform.

Visitors board trams at the south end of the platform. There is a ramp down to the track.



Entrance to Colyton Station from accessible parking. To get here please follow signs for 'Main Entrance'



Entrance to Giftshop and Tickets and Station. 1300mm



This is the Milk Churn Gallery. Inside there is information about the old branch line and the Victorian station

Public toilet

Seaton Station

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 850mm wide, or more.
- The toilet door is 900mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 700mm at the side of the toilet. There is 1450mm in front of the toilet. The toilet seat is 470mm high. The toilets have handrails.



Door to toilets - including accessible toilet - from main tram hall.



Accessible toilet in hallway. Door is side-hung and opens left.

Public toilet

Colyton Station Accessible Toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The toilets have handrails.



Claudes Gift Shop - Seaton Station

- From the main entrance to the shop, there is level access. The route is 3000mm wide, or more. The door is 3000mm wide.
- The route through the shop is 800mm wide, or more.



Claudes Gift Shop at Seaton Station



Colyton Gift Shop - Colyton Station

- From the main entrance to the shop, there is level access. There is a permanent ramp. The door is 1300mm wide.
- From the main entrance to the shop, there are 10 steps. There is no lift and no ramp.
- The route through the shop is 800mm wide, or more.



Colyton Shop



Colyton Shop



Colyton Shop



Access to Cafe & and Gift Shop from Colyton Platform.



Small ramp through the door from Platform to Colyton Cafe

Place to eat and drink

Claudes Diner - Seaton Station

- From the main entrance to the dining area, there is level access. The route is 3000mm wide, or more. The door is 3000mm wide.
- To get to a table, there are no steps.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- You may hear announcements whilst in the dining area.
You may hear a welcome film that plays on the big screen in the station.



Full view of Seaton Stations, Claude's Cafe & Gift Shop

Place to eat and drink

Tramstop Cafe - Colyton Station

- From the main entrance to the dining area, there is level access. To get to a table, there are no steps.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- There are tables and chairs in the dining area of the main station building, and also in the Garden Room.
There are picnic benches on the station platform

Getting around outside

Picnic Area

Colyton Station Platform

- From the car park to the picnic area, there is level access. There is a permanent ramp. Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- There are tables and chairs in the dining area of the main station building, and also in the Garden Room.
There are picnic benches on the station platform.



Colyton Platform, with picnic benches.

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in Seaton Station Ticket Office and Colyton Station Ticket Office and Gift Shop Till.

- British Sign Language (BSL) Guide is available from Seaton Tramway via a portable tablet. One available.
Speak to a member of staff on arrival if you would like to borrow a wheelchair.
hearing loops and voice transfer systems in Seaton and Colyton stations.
Our staff and volunteers regularly undertake disability-related training.
- You can hire mobility equipment from Country Side Mobility by calling 01392 459222.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Some staff have disability awareness training.
- We have information in BSL and large print.
- We are currently in the process of increasing our Customer Support in regards to accessibility.
Our staff have all recently gone through disability awareness training.
Staff have gone through autism and deaf awareness training.
We have EASY READ Guides available.
We have VISUAL READ Guides available.
- We have other services for people with accessibility requirements.
- We do offer a Quiet Tram experience. These are after hours for people who may have extra sensory needs.

Guide last updated: 30 December 2023