

*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.*

## **Access Statement for Seaton Tramway**

### **Introduction**



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. The coastal resort of Seaton is a gateway town to the Jurassic Coast, whilst the historic town of Colyton is described as "Devon's Most

Rebellious Town" for its part in the Monmouth Rebellion of 1685.

The journey takes approximately half an hour from end to end. Passengers must alight from the tram on arrival, but may return on any tram thereafter. Open toppers or enclosed saloons operate according to weather conditions.

Read all about the Tramway in our full-colour guidebook available from our gift shops or our online shop.

### Colyton:

The Tramway uses the original branch line railway station built in 1868. This now houses the well-stocked shop, which has a wide range of tram-related souvenirs and unique gifts to suit all budgets.

Next door is the Tram Stop Cafe, offering an extensive menu of hot meals and snacks. For more information please call 01297 552717.

Colyton town centre is a short ten-minute walk from the station. The winding streets, pretty walks, enticing shops and amiable pubs tipify Colyton's unspoilt charm.

Notable sights include the 12th century St Andrew's Church, with its unusual lantern tower, and the country's last Oak Bark Tannery. Some shops observe half-day closing on Wednesday afternoon. A Tourist Information Point is housed within John Wood & Co in the Market Place.

Colyton Station postcode EX24 6HA.



### Colyford:

The terminus is next to the White Hart Inn. A Royal Borough since the reign of King John in the 13th century, Colyford has its own Mayor and holds a Goose Fair in September each year.

TE Lawrence "of Arabia" was a regular customer at the old filling station prior to his fatal motorcycle crash in 1935, and the building now houses an Antique Centre.

Trams often run full from Seaton and Colyton in the summer peak, so delays in boarding may be experienced at Colyford.

### Seaton:

The Tramway Terminus is close to the town centre and the beach, which stretches a mile in length from Seaton Chine to Axmouth Harbour.

Some shops observe half day closing on Thursday and Saturday afternoons.

The Tourist Information Centre, which has full details about the town and the Axe Valley area is situated adjacent to the Tramway Terminus.

Seaton Terminus postcode EX12 2TB

We look forward to welcoming you. If you have any queries or require any assistance please phone 01297 20375 or email [info@tram.co.uk](mailto:info@tram.co.uk).

## **Pre-Arrival**

- For full details and maps of how to reach us please see the 'how to find us' section of our website. Alternatively, you can plan your journey by car or public transport using online source, or SatNav; simply enter our postcode - which is EX12 2TB for Seaton and EX24 6HA for Colyton to get directions.
- The nearest railway station is Axminster, which is 6 miles away. Taxis are available at the station. If you require an accessible taxi you can book this in advance, see contact information for details.
- The nearest bus stop is 50m from our main entrance at Seaton-ask the driver for the stop on 'The Underfleet' at Seaton. There is a shelter and seating. All buses can accommodate one wheelchair.
- At Seaton a drop-off point is located by the terminus and the area is flat and even.
- At Colyton, drop-off is available by the shop entrance in the main car park and is relatively flat.

## **Car Parking and Arrival**

- At Colyton Station there is limited parking on site for approx. 10 cars and 2 clearly marked Blue Badge parking spaces, which are 10m/10.9yds from the main entrance.
- The pay & display car park at Seaton, operated by East Devon District Council, has 150 with allocated disabled spaces. The surface is tarmac with a level path leading to the main entrance. The car park is well lit at night until 11pm. (max. stay is 24 hours). You will need to take a ticket at the machine.
- There is a drop off point at the main entrance at both Seaton and Colyton
- There are no steps to the main entrance at either Seaton or Colyton stations.
- The main entrance door at Colyton is 900mm/35.5ins wide.

## **Main Entrance, Reception and Ticketing Area**

- All entrances and ticket areas are situated on the ground floor with step free, level access, throughout.
- There are bench seats in these areas.
- The floor surfaces are tiled, carpeted or block-paved.
- The areas are evenly and well lit with overhead lighting from fluorescent or spot lights.
- The ticket office at Seaton has glass screens that are partially open to aid lip reading and visitors with a visual impairment.
- A magnifying glass, pen and pad of paper are available at each counter.
- Wheelchair loan is available, free of charge, on request.

## **Attraction (displays, exhibits, rides etc.)**

- Folding pushchairs and wheelchairs can be accommodated on most trams. Some trams have space for non-folding wheelchairs or mobility scooters accessible by ramp. At least one of these accessible trams runs each hour but please call us to check on exact running times.



- Some of the older trams have a step up onto them and circular stairways to the upper decks. Single deckers with a step up are used in cold and wet weather. Our drivers will be happy to assist in any way.
- Ten wheelchairs can be accommodated as a group on tram 17 - please call us in advance to book



- Commentary is given by our drivers to all visitors on the Tramway.
- Interpretation boards are all in large text, and have pictorial representation where applicable. All are at a maximum top height of 165cm. Braille is currently unavailable; this is part of an ongoing programme.

## **Public Toilets**

- Public toilets are located next to the Tramway terminus at Seaton and are provided by East Devon District Council.
- Public accessible toilet is left hand transfer.
- Toilets at Colyton are located on the platform with a slight incline from the car park, but level access from the shop & café areas.
- These toilets have a unisex accessible central toilet with a light, easy open door 900mm/35.5ins wide.
- The toilet height is 400mm/15.7ins.
- There are vertical rails either side of both basin and toilet.
- There is a horizontal rail on the side wall adjacent to the toilet.
- An emergency alarm pull cord.
- The toilets are well lit with fluorescent tube overhead lighting with a low level light switch.
- The flooring is either non-slip laminate or tiled.
- There are lever taps or push taps on the sinks.

## **Catering**

The Tramstop cafe at Colyton is situated on the ground floor and has step free



level access from the entrance, shop area and is level throughout.

- The entrance door to the Tramstop is 900mm/35.5ins wide.
- Tables in the café are well spaced apart, with a clear height from the floor of 609mm/24ins, with a mixture of upright chairs without arms. High chairs are also available on request.
- Lighting in all areas is natural daylight with overhead lighting used to supplement.
- The flooring in the café is tiled and laminate.
- Where possible all our food produce is locally sourced. We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.
- Allergen advise is available on request.
- The cafe is self-service, however, staff can assist on request.
- Large print menus are available. Specials of the day are shown on a blackboard. All staff can assist by running through menus with you.
- The nearest public toilet with an accessible WC is located on the platform approximately 10 metres from the café.

### **Shop(s)**

- There is a gift shop at Colyton with a range of souvenirs and books etc. which can be accessed directly from the main entrance/ticketing area and when exiting the cafe area.
- There is one set of doors to the shop, which are 830mm/32.7ins wide and manual, they are usually kept open.
- The shop is level throughout.
- There is ample room within the shop for a large wheelchair to manoeuvre and turn.
- There are tall display racks and low shelves accessible from a seated position.



- There is sometimes background music and a promotional video playing.
- Staff can offer assistance if required.

### **Grounds and Gardens**

- At Colyton station there is a small station master's garden just off the platform to the south covered with loose gravel/bark and picnic benches.
- There is a small picnic & play area with benches on a level lawn that can be reached via the platform at the north end.
- Between pathways and the overflow car park there are grassy areas, which can be uneven underfoot.
- There are wooden benches at intervals along the platform.
- At Seaton there is a relatively level grassy area for picnics.

### **Additional Information**

- All of our staff receive regular training that includes disability awareness training.
- We welcome all dogs especially trained assistance dogs. A water bowl is available at the main entrance/exits for dogs.
- Clear signage is used throughout the Tramway and on trams.
- There is an area to charge a mobility scooter and battery powered wheelchair at the ticket office at Seaton.
- Our website is fully accessible.
- Carers with a disabled visitor travel free of charge.
- We can offer a list of nearby accommodation and details of their Access Statements for information, where available.

## **Contact Information**

Address: Seaton Tramway Harbour Road Seaton  
Devon EX12 2TB

Telephone: 01297 20375

Email: [info@tram.co.uk](mailto:info@tram.co.uk)

Website: [www.tram.co.uk](http://www.tram.co.uk)

Sat Nav Post Codes: Seaton: EX12 2TB, Colyton EX24 6HA

Hours Of Operation: Daily 0900 to 1800

Local Accessible Taxi: Pete's Taxis: 01297 20038

Local Public Transport: Buses: X53, 20, 52A, X54, 885, 889  
Nearest Railway Station: Axminster (6 miles)