

## Access Statement for The Royal Yacht Britannia

Updated August 2018



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.

The Royal Yacht Britannia, Ocean Terminal, Leith, Edinburgh EH6 6JJ

Please use our postcode for SAT NAV. For full information on directions, please see our [website](#).

Tel: 0131 555 8800

Email: [enquiries@tryb.co.uk](mailto:enquiries@tryb.co.uk)

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

## The Royal Yacht Britannia Access Statement

The Royal Yacht Britannia is a five-star tourist attraction and exclusive use evening events venue, berthed in Leith, Edinburgh.

*Britannia* is among TripAdvisor's Top 5 UK Landmark Attractions (TripAdvisor 2018-19) and has consistently been judged Scotland's Best Visitor Attraction by national tourism agency, VisitScotland, for twelve years' running.

The Royal Yacht Britannia is fully accessible for wheelchair users or those with specific access needs. Entry is via Ocean Terminal Shopping Centre, which has 1600 free parking places, including dedicated disabled parking spaces on every level, with lifts connecting all floors.

If you require any further information about specific access or need advice on planning your visit, please contact us:

+44 (0) 131 555 5566 (Monday to Friday 9am – 5pm) or email [enquiries@tryb.co.uk](mailto:enquiries@tryb.co.uk).

If we have not covered your access requirements in this document, please contact us and we will be happy to discuss your needs and offer assistance where we can.

## The Royal Yacht Britannia Access Statement

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### General Information

#### About us

- We aim to provide the best possible customer experience for everyone.
- The Royal Yacht Britannia is an award-winning five-star visitor attraction and exclusive hospitality venue, and is among TripAdvisor's Top 5 UK Landmark Attractions (TripAdvisor 2018-19). *Britannia* has also consistently been judged Scotland's Best Visitor Attraction by national tourism agency, VisitScotland, for twelve years' running.
- *Britannia* is berthed in Leith, Edinburgh, just 2 miles from the city centre.
- Access to *Britannia* is through Ocean Terminal Shopping Centre (2<sup>nd</sup> floor of the Shopping Centre itself, from Level E of the Blue Car Park).
- We have a British Sign language tablet, an audio tour in 30 languages, braille, plus basic English and children's version of our tour.
- *Britannia* is open 363 days of the year. For seasonal opening times, please see our [website](#).
- On average tours last 1.5 – 2 hours, but please allow longer if using our Royal Deck Tea Room.
- We have Accessible toilets within the Visitor Centre and on board *Britannia*.

#### Getting here

- You can arrive at Ocean Terminal by car, bus, bicycle, taxi or on foot.
- There is a multi-storey car park and surface car park, as well as bus stops situated outside the main entrance of Ocean Terminal. Parking is FREE.
- The nearest dedicated parking for wheelchair users and people with mobility impairments is in the Blue Car Park of Ocean Terminal on Level E. Again, parking is FREE, with buses running continually to and from the city centre.
- The taxi rank is situated at the front of Ocean Terminal, there is a dropped kerb.
- Taxis can be called at Ocean Terminal's Reception desk.
- There are bike racks next to the Taxi rank to chain up bikes.



Taxi and car drop-off with lowered kerb.

### Arriving at our Visitor Centre

- On arrival to the 2<sup>nd</sup> floor of Ocean Terminal, you will find our Visitor Centre near to the Rotunda at the East end of the building, close to Debenhams.
- Our ticket desk is located to the left of our entrance and our gift shop is located to the right.
- Tickets can be purchased for the *Britannia* tour from the ticket desk, or in advance online via our website – [www.royalyachtbritannia.co.uk](http://www.royalyachtbritannia.co.uk) or by calling +44 (0) 131 555 5566.

### Wheelchair users

- **\*Please note:** Shopmobility scooters are generally unsuitable on *Britannia* due to the gradient of the ramps on board *Britannia*.
- *Britannia* is classed as Category 1, the highest level for wheelchair access without assistance, by VisitScotland. To access the whole tour, wheelchairs should be no wider than 670mm, in order to negotiate some narrow passageways and corners.  
If your wheelchair exceeds 670mm in width, we have five wheelchairs available for your use, at no extra charge.

### Buggies

- Buggies are welcomed on board *Britannia*. All but the widest double buggies will have full access to the *Britannia* tour (max width 670mm). We have baby change facilities in the Visitor Centre and at the four sets of toilets on board. We have high chairs in the Tea Room and offer baby bottle and food warming if required.



Lift tower

The Royal Yacht Britannia, with lift access to five decks via the Lift Tower, pictured above.

## **The Royal Yacht Britannia Access Statement**

Each of *Britannia's* decks is accessed via a shore side lift tower and stairwell. There are also several places to rest during the tour, with seats situated on every level with the exception of the Bridge. Any seats without ropes are there for you to sit on and enjoy your audio tour.

### **Pre-Arrival**

We are just 15 minutes' drive from Edinburgh city centre. Our Visitor Centre is in Ocean Terminal on the second floor.

### **By rail**

The nearest train station is Edinburgh Waverley, this is 2.3 miles from Ocean Terminal. There is a taxi rank outside the station. It will take around 20 minutes by bus to *Britannia* from Edinburgh Waverley. This may vary depending on the traffic.

### **By bus**

- Lothian Bus services from Edinburgh city centre are 11 or 22.
- Majestic Tour buses depart from Waverley Bridge in Edinburgh city centre.
- The distance from the bus stop at Ocean Terminal Shopping Centre to the main door entrance is 25-50 yards, depending on which bus stop you are disembarking from.
- If returning to the city centre by bus, there is sheltered seating within the bus stop shelter.
- A single journey on a Lothian Bus is currently £1.70. Please note you must have the correct amount (no change is given).

### **All Lothian buses are easy access.**

They have:

- Low entrances that can “kneel” to kerb height to give step free access where possible.
- Retractable boarding ramp for wheelchair access.
- High visibility handrails.
- A dedicated wheelchair space.
- Drivers specially trained to help customers enjoy the full benefit of their buses.

### **By car**

For satnav, our postcode is **EH6 6JJ**. Follow signs for Edinburgh and Leith, or North Edinburgh. Then follow brown *Britannia* signs. FREE parking at Ocean Terminal (Blue Car Park, Level E is nearest to our Visitor Centre and has disabled spaces). There is a drop-off point within the taxi drop-off.

### **By taxi**

There is a taxi drop-off point, with a low kerb at Ocean Terminal, which is clearly marked on Ocean Drive.



## The Royal Yacht Britannia Access Statement

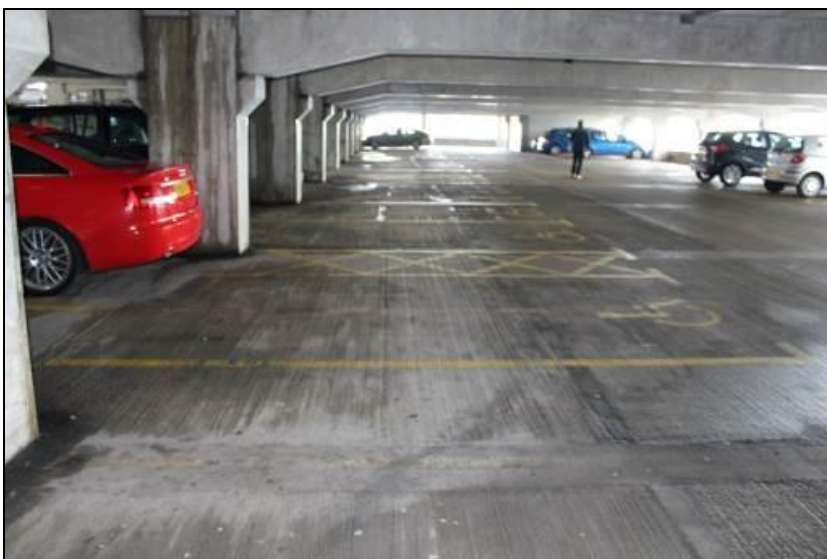
Our preferred taxi supplier is Central Taxis. All Central Taxis are wheelchair accessible. They offer a mix of 5-seater TX Hackney cabs, 6-seater Mercedes M8 taxis and Peugeot E7 taxis, each of which is supplied with a wheelchair ramp, seatbelts and additional safety anchors. All drivers have completed training in Wheelchair Access and Disability Awareness.

### Ocean Terminal Car parking and arrival

There is a multi-storey car park at each end of Ocean Terminal. **If arriving to The Royal Yacht Britannia by car, the best level to park on is level E.**

Ocean Terminal FREE car parking:

Car park	No. of blue badge car parking spaces
Surface car park (Ocean Drive)	5 (There is a dropped kerb for access)
Blue car park - Level C	24
Blue car park – Level E	18
Red car park – Level C	22
Red car park – Level E	11



Ocean Terminal multi-storey parking.

The surface of the multi storey car park is concrete. The car park is well lit. On entry to the shopping centre from the multi storey (Level E) there are 2 automatic outward opening doors. The width of these is 1570mm. Each level has a lift that services every level of the shopping centre.



## The Royal Yacht Britannia Access Statement



Ocean Terminal Blue car park, Level E – This is the level to access *Britannia's* Visitor Centre, with automatic, outward facing doors.



Entrance to Ocean Terminal, 2<sup>nd</sup> floor.

On entry to the Shopping Centre from Level E, the entrance to our Visitor Centre is approximately 40 metres away. The centre is tiled throughout. On entry to our Visitor Centre, the flooring is a smooth wooden surface.

There are three welcome desks on arrival to our Visitor Centre, at least one of which is staffed at all times. We have hearing induction loops throughout *Britannia*. There is also complimentary Wi-Fi throughout.

### **Arriving by bus, taxi, bicycle or on foot**

If arriving by bus, taxi or if you are on foot, access to *Britannia* is from the Ocean Terminal Shopping centre main entrance on ground level. The streets around Ocean Terminal are paved.

## The Royal Yacht Britannia Access Statement

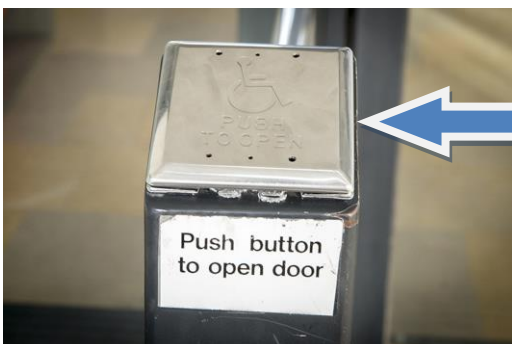


Bus timetable, indicating number and timing of next bus.

When leaving, by Bus, the bus stops have estimated departure times of the buses and the bus shelters have seating.



Main entrance to Ocean Terminal, street level, with push button entry (outward facing doors). There are double automatic access doors with a push button, each with a width of 1570mm, with outward doors.



Push button access

## The Royal Yacht Britannia Access Statement

### Within Ocean Terminal



Main entrance to Ocean Terminal, has push button entry (outward facing doors) as above.

On entry to Ocean Terminal, turn right and proceed along the concourse in the direction of Debenhams. There is a lift on the left, which gives access to level 2, where the *Britannia* visitor centre is located. The lift has an induction loop and speaker for emergencies and can take up to 1600kg of weight, maximum 15 people.

### Lift/Escalator Access



Lift access to *Britannia* within Ocean Terminal Shopping Centre. This lift has a width of 1200mm.

## The Royal Yacht Britannia Access Statement



Lift buttons inside the Ocean Terminal lift



Emergency telephone within the lift

Alternatively, go straight ahead at entrance to Ocean Terminal and take the escalators to the 2<sup>nd</sup> floor.



Take the escalator to the 2<sup>nd</sup> floor to the *Britannia* Visitor Centre to start the tour (or from Level E of the Blue Car Park).



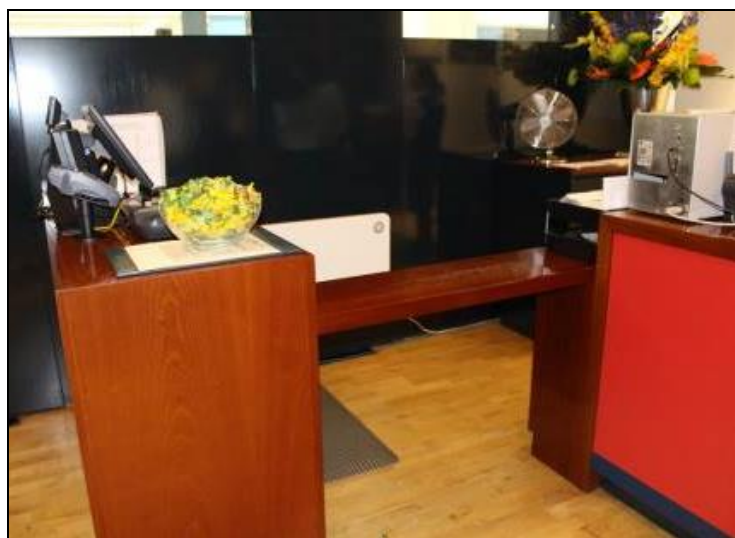
## The Royal Yacht Britannia Access Statement

### Main *Britannia* entrance, Reception and ticketing area

The Visitor Centre entrance to *Britannia* is located on the 2<sup>nd</sup> floor of Ocean Terminal. There are no steps on entry to the Visitor Centre. The floor surface in the Visitor Centre is wooden and short pile carpet. There is seating available on entry to the Visitor Centre and before proceeding on board *Britannia*. The area is lit well by both compact fluorescent bulbs and spot-lighting. During peak visiting times, there is a manned podium at front of house to give information about tickets and the local area.



Visitor entrance to *Britannia*



Lowered desk at our payment desk.

There is a lower counter area suitable for wheelchair users. The payment/information desks area has a hearing loop. *Britannia* operates a complimentary ticket policy for carers.

There are 5 wheelchairs available to borrow. Please ask at our payment desk, if required. We can offer a pen and pad of paper to assist people in the ticketing area and also have a magnifying glass available.

## The Royal Yacht Britannia Access Statement

### The Tour

Our audio tour is available in 30 languages, children's version, as well as a British Sign Language tablet. We have a printed version of our English language tour, in large font – please request this at the Handset Desk before you step on board *Britannia*. Our audio handsets have adjustable volume control, so you may wish to also take the handset tour.

We have tablets available with the *Britannia* tour in British Sign Language:



*Britannia's* British Sign Language Tablet

We have a printed version of our English language tour - please request this at the Handset Desk before you step on board *Britannia*. We also have a version available in large print. Our audio handsets have adjustable volume control, so you may wish to also take the handset tour.

We have an audio handset tour in Basic English for visitors with learning difficulties. Visitors whose first language is not English may also find this tour useful. We have visitor guides situated throughout our tour, who are on hand to assist our visitors.

### ***Britannia* Tour (displays, exhibits)**

- Many exhibits within the Visitor Centre and on board have a descriptive sign next to them in English.
- There is background noise/music on the Bridge, in the Officers' Wardroom, the State Drawing Room, the State Dining Room, in the CPO's and PO's mess, Royal Sailing Exhibition, Tea Room and Shop.
- There are no displays that use flashing lights.
- There are guides located along the route who will be delighted to help with any queries or requests.

## The Royal Yacht Britannia Access Statement

### Public Access on board

#### Lift tower

A lift tower on the quayside gives access to *Britannia's* five decks, with lifts to every level and ramps onto the ship.



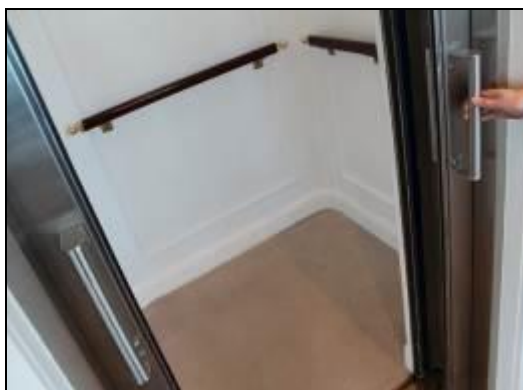
The lift tower that takes visitors to all decks. The lift opens at all levels and is 1100mm in width.



Inside the lift in the Lift Tower.

#### On board lift to the Royal Deck Tea Room

The original lift on board *Britannia* has a manual opening/shutting door. The door width is 750mm. This lift offers access to the Royal Deck Tea Room, State Apartments and management level.





## The Royal Yacht Britannia Access Statement



On-board lift access to the Royal Deck Tea Room.



Within the lift on board *Britannia* (Maximum load 1200LBS). Press buttons on left for each floor.

**Doorways, floor coverings, lighting, stairs, ramps**



Stairs to The Royal Deck Tea Room

If the lift is not required to access The Royal Deck Tea Room, there are external stairs up from the Verandah Deck. There are 15 stairs, with handrails either side. These stairs are original, and narrower in depth than is normally the case.

- There are 2 ramps allowing access to the Verandah Deck, with handrails either side.
- The doorway on exit from the Officers' Wardroom is 780mm width and is a light wooden door.
- Floor surfaces vary from wooden decks, short pile carpet, linoleum tiles to ceramic tiles.
- Lighting throughout *Britannia* is very good, with natural light and fluorescent tube lighting.

## The Royal Yacht Britannia Access Statement



Ramps aboard *Britannia*

### **Public Toilets**

There are toilets situated in four decks on board *Britannia* and in our Visitor Centre in Ocean Terminal.

**Visitor Centre toilets are located just before you collect your handsets, after you have paid for your tour.**



Door width: 1010mm

Distance from seat: 1400mm

Seat height: 460mm (right hand toilet) 490mm (left hand toilet)

### **Tea Room**

Door width: 1000mm

Distance from seat: 1200mm

Seat height: 465mm

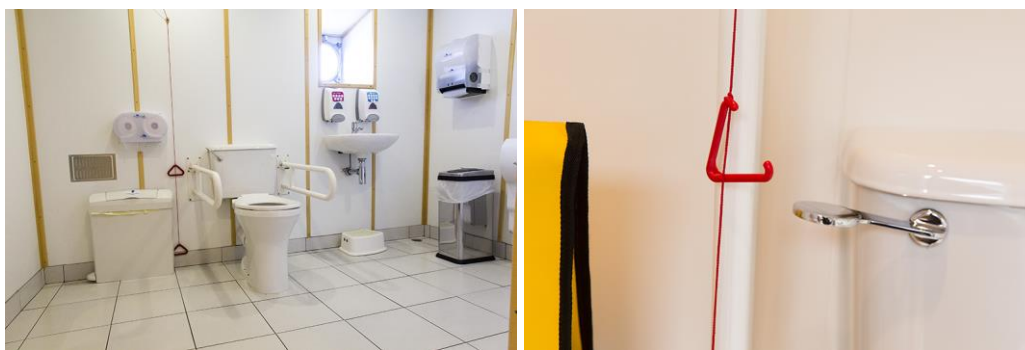
### **Sailing Exhibition**

Door width: 860mm

Distance from seat: 1000mm

Seat height: 490mm

## The Royal Yacht Britannia Access Statement



### Gold level

Door width: 800mm

Distance from seat: 1200mm

Seat height: 560mm

### Grey level

Door width: 800mm

Distance from seat: 1400mm

Seat height: 510mm

Please note, there is a slight slope in this toilet, due to the camber.

### Catering

The Royal Deck Tea Room is situated on board *Britannia*. It is fully accessible for wheelchairs less than 670mm in width and buggies by internal lift from the Royal Bedrooms. The Tea Room is not accessible by Shopmobility scooters. The tables and chairs are moveable for wheelchair access.

- There are 15 steps up to the Tea Room from the Verandah deck. The door width is 1010mm and has a raised lip, which is highlighted with tape.
- The Tea Room has 35 tables and can seat 133 people. Table height is 720mm with chairs without arms. Guests are waited on with table service, by our staff.
- There are floor to ceiling windows throughout, as well as spot lighting.
- The flooring is original wooden deck. The menu caters for vegetarians and there are gluten, wheat free cakes, scones, soups and sandwiches available. Our staff will happily read out the menu to customers. A magnifying glass and reading glasses are available, on request. Please ask a member of our staff.
- Crockery is white, with silver tea pots. Our table tops are cream coloured. There are accessible WCs within the Royal Deck Tea Room.
- There are high chairs available for younger children, baby changing facilities, bottle and food warming.
- All soups served are gluten free with gluten free rolls to accompany them. We also have gluten free bread available for our sandwiches and our potato wedges are gluten free. There are gluten free fruit scones and two gluten and wheat free cakes.

## The Royal Yacht Britannia Access Statement



Royal Deck Tea Room showing spacing between tables.

### Gift Shop

- *Britannia's* gift shop is located within Ocean Terminal shopping centre, adjacent to the Visitor Centre entrance and can be accessed at the end of the tour, or directly from Ocean Terminal, without having to visit *Britannia* itself.
- Access from Ocean Terminal is via an open doorway with a width of 2700mm. On exit from the *Britannia* tour, the entrance to the Gift Shop is 1700mm in width.
- The flooring within the shop is wooden, and level throughout. The tables and fixtures have spacing throughout to enable wheelchairs/pushchairs to browse the shop. Fixtures include shelving units, tables and gondolas.
- A magnifying glass is available.

There is background music in the shop and a *Britannia* DVD, which plays on a screen, with sound. There is a hearing loop system within the shop. *Britannia* staff are happy to offer any assistance where required.



*Britannia* Gift Shop, spacing between gondolas.



## The Royal Yacht Britannia Access Statement



*Britannia* Gift Shop, spacing between gondolas.



The height of the highest shelf within the Gift Shop is 1750mm. Our staff are happy to offer assistance to reach any items within the shop.

### **Additional Information**

#### **Wheelchairs**

If you are a wheelchair user and the measurements of your wheelchair exceeds 670mm we are happy to offer you a loan of one of our wheelchairs. If you require general assistance while visiting *Britannia*, our staff are on hand to help throughout the yacht.

We have 5 wheelchairs which can be borrowed from our Visitor Centre free-of-charge.

#### **Assistance Dogs**

Assistance dogs are welcome on board *Britannia*, with a recognised ID badge, and we have dog water bowls located in the Visitor Centre, by our Reception and outside by the Royal Barge, next to the 'Yottie' statue. Should your dog require the toilet, please ask a member of our team who will be happy to escort you to our onboard facilities.

## The Royal Yacht Britannia Access Statement

Large print versions of this Access Statement are available.

### Signage

General signage on board *Britannia* is white with black text.

The disc signs throughout the tour advise visitors which numbers to press on their audio handset tour and signify the colour of deck they are located on. Each deck has a colour, namely red, blue, gold, purple and grey.



### Evacuation Chair

In the event of an evacuation on board, we have an Evac Chair – The World's No.1 Stairway Evacuation chair which our Health and Safety Officer will administer on the day from the Tea Room to the Verandah Deck. The chair has a 182kg payload capacity.



### Staff training

There is an ongoing programme of training with our staff.

### First Aid

There is a first aid room on board and 34 members of staff are trained in general first aid.

### Smoking Area

Smoking is not permitted within the Visitor Centre or on board. There is however a designated smoking area outdoor next to The Royal Barge.



## The Royal Yacht Britannia Access Statement

### Local accommodation providers

The Holiday Inn Express is the nearest hotel to *Britannia*.

Holiday Inn Express, *Britannia* Way, Ocean Drive, Leith, Edinburgh, EH6 6JJ. The Holiday Inn Express is 0.3 miles from *Britannia*. The Holiday Inn Express has 9 double accessible rooms with wheel in access shower rooms. All rooms have flashing fire alarms, emergency lighting and emergency pull cords in both the bedroom and bathroom area. There are also vibration pads which are linked to the fire alarm system to alert people who are deaf or have hearing loss should the fire alarm be activated. There is also an 'evac chair' so that disabled guests can evacuate the building in the event of a fire.

There are no accessible twin bedded rooms, however there are adjoining rooms for carers which are provided free-of-charge.

There are no stairs at the entrance to the hotel. The reception desk has a lowered area. Both the bar and breakfast room are on the ground floor with easy access.

Contact details for The Holiday Inn Express:

<http://www.expressedinburgh.co.uk/>

Tel: 0871 902 1610

### Future Plans

We are currently working with 'Louder than Words' to achieve the charter mark for people with hearing loss. There is ongoing training for staff, including the VisitScotland Accessibility online training course. Flashing lights are due to be installed in toilets, and will be linked to our fire alarm system. Our Royal Deck Tea Room menu will shortly be available in large print.

### Feedback

If you would like to provide us with any feedback on this Access Statement, we would welcome your comments. We would be interested to hear if there is any information we may have missed that would be of interest. Please email us: [enquiries@tryb.co.uk](mailto:enquiries@tryb.co.uk) or by telephone +44 (0) 131 555 8800 or simply speak to a member of our team when you visit *Britannia*.

### Contact Information

**Address:** The Royal Yacht Britannia: Ocean Terminal, Leith, Edinburgh, EH6 6JJ

**Telephone:** +44 (0) 131 555 5566 / +44 (0) 131 555 8800.

**Email:** [enquiries@tryb.co.uk](mailto:enquiries@tryb.co.uk)

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

**Hours of Operation:** Open year round except Christmas Day and New Year's Day

**Local Taxis:** 0131 229 2468