

Access statement for Wadworth Brewery Visitor Centre



Wadworth Brewery is a Visit England accredited visitor attraction. We look forward to welcoming you; please feel free to get in touch with us if you have any queries or require any assistance, We would be more than happy to help.



The award winning Wadworth Brewery Visitor Centre is a new build completed in December 2007 which was designed with accessibility in mind. We aim to provide an excellent service to all visitors and to ensure that all our guests receive an outstanding and memorable experience.

Pre-arrival

- We offer a comprehensive website with online booking and contact enquiry form
- All Information can be provided in large print
- Fax and Email are available
- We are 5 minutes from the town's main bus depot which has regular links to the county's main railway stations.
- Brown tourist signs direct traffic from all main routes into the town
- The Visitor Centre external signage is clearly visible

Arrival and Car Parking

- We have a free car park directly in front of the Visitor Centre entrance
- We have one designated disabled parking bay
- The route from the car park to the Visitor Centre entrance is flat
- Coach parking is available by prior arrangement, we have a designated space available for pre-booked coaches – please contact us in advance if you require the use of this space

Main Entrance & Reception

- The main entrance/ exit doors are automatic sliding doors which open to 130cm wide
- The reception has a low level front desk 72cm high, for easy communication to wheelchair users
- Entry to the Visitor Centre exhibition, shop and bar is free

Public Areas - WC

- The toilets are situated on the upper section of the Visitor Centre and accessible via the stairs or the lift
- There is one male toilet, one female toilet and one accessible toilet
- The accessible toilet meets all Equality Act 2010 guidelines
- There is an alarm call system fitted in the accessible toilet
- Baby changing facilities are available in the accessible toilet

Exhibition/Browseum Area

- The exhibition area is all on one flat, level surface
- The 'Raw ingredients of beer' display is a wooden cask 70cm with wooden cups containing samples of different hops and malts for people to touch, smell and taste.
- The 'Brewery Light box' is an interactive model of the Victorian brew-house. It stands 56cm from the floor and is 232cm high. It features 2 panels of buttons situated 86cms from the floor. When the buttons are pressed the model lights up the relevant part of the brewing process with text panels also lighting up accordingly.
- There is a 69cm (27") screen showing the Wadworth Brewery webpage and is navigated via a wireless mouse

Shop/Retail Area

- The shop area can be found at the end of the exhibition and is on the ground level.
- The retail area features the following: 2 x Welsh style dressers (connected to the walls – 1 x 6ft 1 x 4.5ft in length), 1 x barrel displays 109cm high and 12ft width in total, a beer display area 100cm high with cases stored below.
- Various seating is available in the retail area, tables & chairs vary in style and dimensions
- Staff are always on hand to help and offer advice in the shop
- Payment can be made by cash (GBP Sterling), debit or credit card, or Brewery Gift Cards
- We are unable to accept personal cheques
- We have a portable credit card machine.

Harness Room Bar Area

- The Harness Room Bar is situated on the upper Visitor Centre floor and can be accessed via the stairs or the lift.
- Flooring in bar is wooden
- There are a number of tables, chairs and stools available for customer use. The bar can seat 20 people or there is room for 30 standing. Additional seating is available in the shop area.
- The Visitor Centre is fully licensed
- The bar stocks 5 cask ales on draught and on kegged stout, all Wadworth seasonal ales in bottle and soft drink, tea and coffee for under 18's and drivers.
- We operate a responsible drinking policy

Catering

- Seating (for up to 40 people) is available in the Visitor Centre, using both the bar area & shop areas. The bar is accessed via a small stair case or via our Stannah lift adjacent to the bar
- There is plenty of space for pushchairs and wheelchairs, please ask a member of the team if any furniture requires moving, again they will be happy to help
- We currently only offer our 'Eat Square Pies' as a food option – served in the Harness Room Bar as a hand held bar snack. Please contact us for full allergy information or if you have any dietary requirements, we do offer a Gluten Free & Vegetarian pie
- Please note that due to the limited menu available, not all dietary requirements are possible – we will do our best though!
- Menus are presented on A5 blackboards or on vintage bottle labels – large print menus are available on request
- We aim to support local suppliers where possible – please ask your server for full details

Important Information on Brewery Tours

- The Wadworth brewery tour contains steep stairs, uneven & wet floors, and low ceilings which may prove difficult for some visitors
- The brewery tour is unsuitable for wheelchairs at present due to the nature of the building, however our Visitor Centre is fully accessible for all
- Sensible clothing and footwear is recommended – no opened toed shoes or stilettos permitted
- Hot/soft drinks are available if preferred and for visitors under the age of 18
- Child rates apply to children under 18 years of age when accompanied by a parent or guardian.
- Due to Health and Safety enforcements children under the age of 12 are not permitted on to brewery tours
- Wadworth is a working brewery and restrictions may be in force on some occasions – we cannot guarantee that personnel will be on site during your visit, or if the physical brewing process is taking place
- The Shire Horses and Sign Writing Studio are subject to availability & annual leave – please contact us for the Shire Horse show & event schedule
- We regret that we currently only conduct tours in English. We do not recommend that you partake in the full tour if you do not have a comprehensive understanding of the English language as there is a lot of technical information to take in. We have limited written brewing interpretation sheets available in French, Spanish & German
- We offer a 'condensed brewery tour' for guests who may struggle with the number of stairs and/or logistics of the brewery. This tour lasts for approximately 1.5hrs and includes a visit to the Shire Horses & Micro Brewery (subject to availability & annual leave), an introduction to the history & heritage of the brewery, and a tutored sampling session – please note that a fee applies to this tour, contact us for more details. In addition, we can offer a visit to our Sign Writing Studio; however this is accessed via a double flight of stairs at present. All usual booking terms and conditions apply to the condensed tour
- Advanced booking is highly recommended to avoid disappointment – spaces are limited & are subject to availability – fees apply to all guided tours

Additional Information

- Visitors registered disabled and accompanied by a Carer who wish to partake in the tour* will be charged full price admission but the Carer can accompany them for free – please note that sampling is not included for Carers and free places are limited
- Should the fire alarm sound, a member of the team will assist you to the nearest fire exit. Our fire assembly point is the Visitor Centre Car Park, please ensure you sign in correctly if you are partaking in one of our brewery tours – we require an accurate list of visitors on site to help our with any evacuation
- Service dogs are welcome in the Visitor Centre only. We provide a water bowl at the front entrance
- We operate a no smoking policy.
- The team are trained to use the equipment and have attended the 'Welcome All' course.

Contact Information

Telephone: **01380 732277**

Facsimile: **01380 724342**

Email: visitorcentre@wadworth.co.uk

Website: www.wadworth.co.uk

Address: **Wadworth Brewery Visitor Centre, Northgate Brewery, New Park Street, Devizes, Wiltshire, SN10 1JW**

Opening times

Monday* – Saturday 9am-5pm
Sunday CLOSED

*Closed on bank holiday Mondays – please contact us for seasonal opening hours

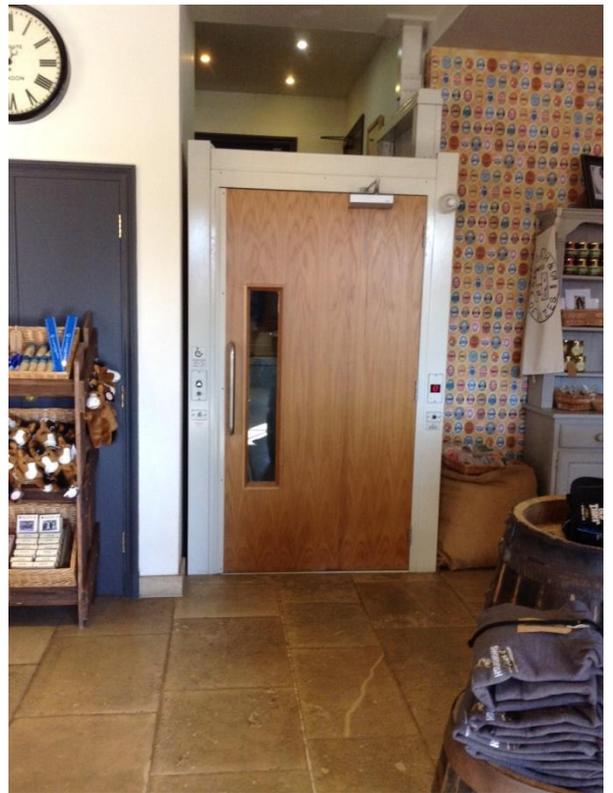
Please visit our 'Contact Us' page online at www.wadworth.co.uk for information on how to find us, information on buses/trains and for suggested cycle routes

We welcome your feedback to help us continually improve – we are always looking for ways to make your experience enjoyable. If you have any comments or suggestions please telephone 01380 732277 or email the Visitor Centre Manager michellefield@wadworth.co.uk





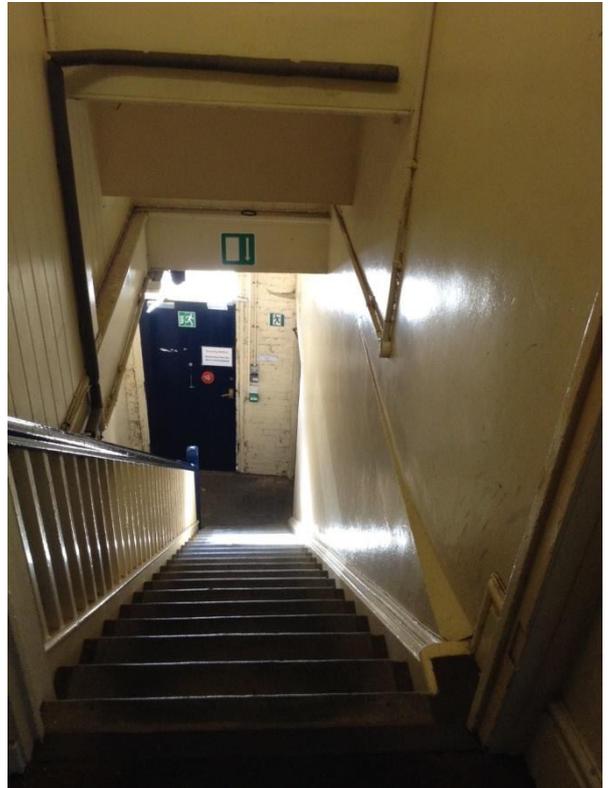
Visitor Centre staircase leading to Bar & WC



Stannah lift located in the Visitor Centre



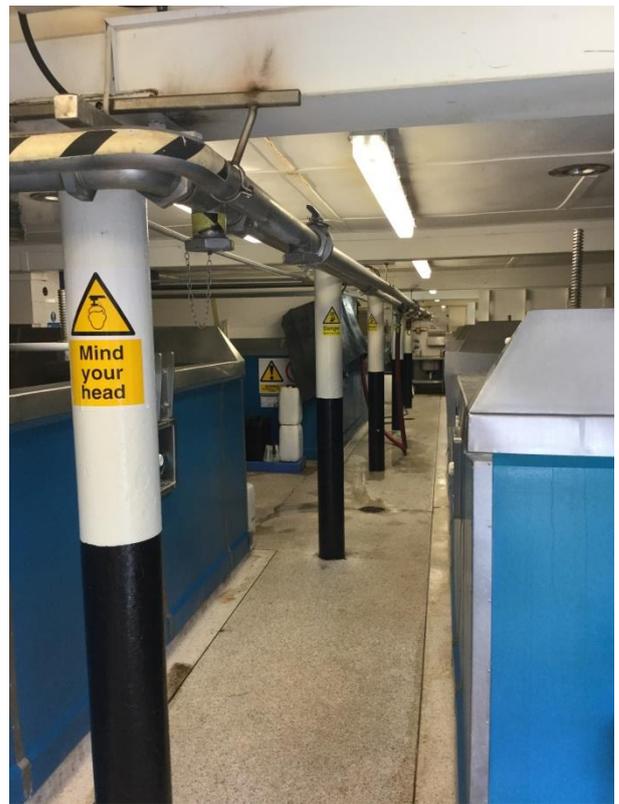
1st staircase leading into the Brewery



View from the top of the 1st staircase



2nd staircase leading to Fermentation Room



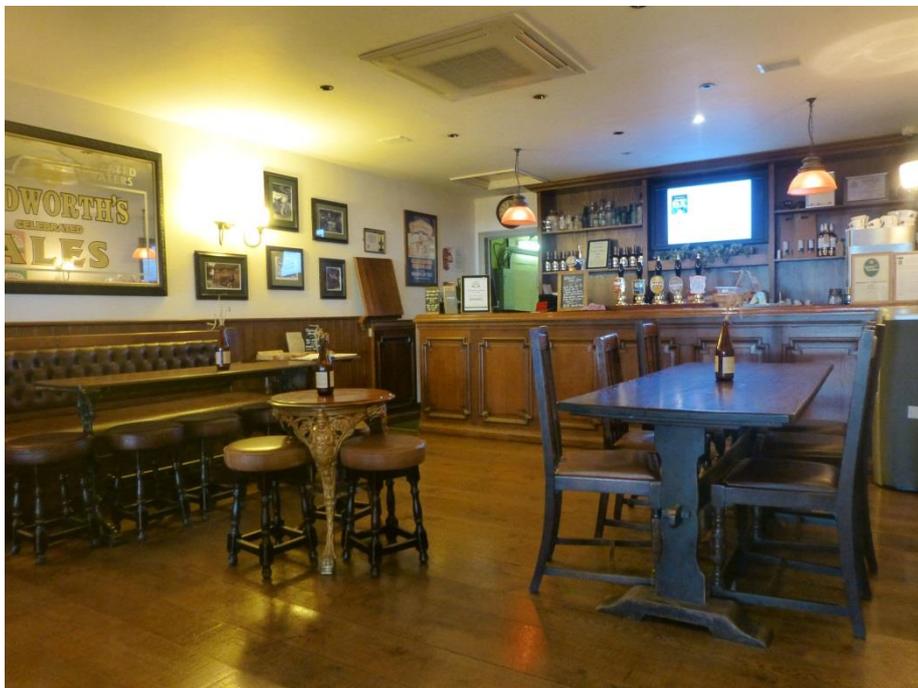
View of the Fermentation Room



3rd staircase leading to the top of the Brewery – these are particularly steep



Visitor Centre/Browseum/ Retail area



The Harness Room Bar