



2019

access statement

cruises and fishing trips from beaumaris

contents

introduction

general information

pre-arrival

car parking and arrival

main entrance, reception and ticketing area

attraction (displays, exhibits, rides etc.)

public toilets

additional information

future plans

contact information

please note: 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 guests/visitors. If you have specific needs that you would like to discuss, please contact us as soon as possible so we can advise accordingly and make any necessary preparations.

This statement is available in large print upon request.

introduction

Situated in the historic Anglesey town of Beaumaris, our Puffin Island Wildlife cruises offer the opportunity to view a wide variety of sea- and woodland- birds as well as large marine mammals such as European grey seals, harbour porpoise and bottlenose dolphin, all in their natural habitats; there are fewer bird species to be seen on our Menai Straits Sightseeing cruises but the spectacular scenery more than compensates! As we sail towards your destination, we share some of the history of the area, from the early days of Beaumaris and its internationally important castle, through the Georgian and Victorian heyday of the seaside resort up to the modern day. All commentary is in English, with a mix of live and taped sections depending on content and location and information cards are available for those with hearing difficulties.

We also offer a variety of sea fishing trips ideal for a wide range of skill levels and experience from our 2 & 3 hour beginner and family fishing trips through to full day trips for the experienced anglers. The family trips include all the equipment and bait you will need, with rod hire and basic bait available on longer trips.

All boats offer step-free access apart from actual embarkation, where there are no more than 2 steps needed to board each vessel.

All our cruises and most fishing trips depart from Beaumaris pier. Puffin Island cruises operate between Easter and October annually and Menai Straits cruises and fishing trips operating all year round (weather permitting of course). All skippers are highly experienced mariners and, with our experienced crews, offer assistance and guidance on all fishing trips. Crew members are available on board all cruises should you require any assistance throughout the trip. The duration of pleasure cruises is between 1 hour (Menai Straits) to 2 1/4 hours (combined Puffin Island and Menai Straits cruise); the Puffin Island cruises lasts approximately 75 minutes.

general information

You will need to call at our booking kiosk at least 20 minutes prior to the scheduled departure time to allow sufficient time to collect your boarding cards and pay any balance due; please bring your booking confirmation or payment receipt with you. We are unable to delay departure if you are late so please allow sufficient travelling time. If you do find yourself unavoidably delayed, please call us as we may be able to transfer your booking to a later time, depending on availability, but we are unable to refund any deposit in such cases.

All trips are weather permitting so you are strongly advised to check prior to joining us whether we are able to sail as planned; this is especially important if you are travelling specifically to join us. We will attempt to contact all passengers to advise them of cancellation or significant changes, but this cannot always be guaranteed, especially on busy days or in the event of multiple cancellations. We cannot be held responsible for any costs or inconvenience you may incur if you fail to confirm your trip or if we are unable to contact you in the event of any last-minute cancellation or change. Please call us on 01248 810379 after 09:30 on the morning of your trip to confirm whether your trip will sail as planned.

All trips depart from Beaumaris Pier.

address: Starida Booking Kiosk, Beaumaris

post code: LL58 8BS

what3words: scale.yoga.flagpole

telephone: 01248 810379

All trips are subject to our standard conditions of carriage and cancellation policy, and, where relevant, our standard terms of business.

pre-arrival

- Our post code is LL58 8BS.
- Public transport information is available from Traveline Cymru by calling 0871 200 22 33 (call costs vary) or www.traveline-cymru.info.
- The nearest train station is Bangor, approximately 7 miles away. Taxis are available at the station or can be booked in advance. If you require an accessible taxi you can book this in advance, see contact information for details. There is a bus stop outside the station, or a short walk away.
- Beaumaris is served by bus routes 51 (from Llangefni) or 53, 57 & 58 from Bangor and Menai Bridge. The nearest bus stop is 120m from our booking kiosk (170m for buses travelling from the direction of Llangoed & Llanfaes) - ask the driver for the stop outside Ena's (or Spar if travelling from Llangoed or Llanfaes). Most buses are able to accommodate wheelchairs. Monday-Saturday daytime service from Bangor is good with buses running approximately every half hour; Sunday and bank holiday service sees a more limited service.
- The route from all bus stops to the booking kiosk and then to the boat is paved, with large sections pedestrian-only.
- An information guide is available in large print upon request.

car parking and arrival

- There is limited on-street parking available (including 1 clearly-marked Blue Badge parking space) by the booking kiosk; further parking is available in the town car park 110m away.
- Parking in the town's car park is mostly on grass or limited spaces on hard standing. There is a paved path from the car park to the booking kiosk and directly to the pier. There is a charge of £4 for all-day parking; there are no concessions for Blue Badge holders. During the summer months the car park is staffed and payment is made upon entry, at other times of year and after 18:00 payment is at the barrier machine.
- There is a drop-off point at the booking kiosk or you can drop passengers off by the RNLI station but no parking is available at this location.

main entrance, reception and ticketing area

- The booking kiosk is located next to the pier entrance; there are no public indoor areas.
- There is no lowered area on the booking kiosk but a member of staff can come out if needed.
- There are no glass screens in front of the kiosk to impair lip reading or visitors with a visual impairment. A pad of paper and a pen are available at the kiosk.
- There is limited bench seating available next to the pier entrance and then along the pier. There is a shelter at the end of the pier with bench seating all the way round.
- Vessels depart from the end of the pier, 185m from the booking kiosk (125m from RNLI Station).

attraction (displays, exhibits, rides etc.)

- The commentary on pleasure cruises is in English, mostly live with sections pre-recorded on tape and no background music is used.
- An outline of the commentary is available in both large and normal print for those with hearing difficulties.
- All floor surfaces on vessels are non-slip. Surfaces on the pier are either tarmac, wood or non-slip grid (pontoon access).
- No artificial lighting is used and there are no flashing lights.

public toilets

- Toilets are available on each vessel but are only suitable in an emergency. Toilets are unisex and are not accessible.
- Public toilets are available opposite the pier entrance, 70m from the booking kiosk. There is a charge of 20p.
- A unisex accessible toilet is also available: access is via a RADAR key. These toilets are operated by the Town Council.

additional information

- Emergency evacuation plans are in place for all vessels. Each cruise or trip starts with a safety briefing which includes details of evacuation. Details of the briefing are available in large print.
- Dogs are welcome on all cruises; we recommend that only assistance dogs are taken on fishing trips. A water bowl is available at the booking kiosk for dogs.
- Mobility scooters and wheelchairs can be left securely on the pontoon; you are recommended to apply the brakes and any lock and to remove any keys.
- Coastguard regulations require that all passengers must have sufficient mobility to be able to access a liferaft in the unlikely event of an emergency therefore passengers who lack sufficient mobility are generally unable to travel. We have plans in place to improve accessibility for wheelchair users and will update this statement accordingly in due course.
- Carers travel at reduced rates on all trips.

future plans

- We constantly review our literature and website to make them more accessible, your comments are welcome to assist us with this project.

contact details

If you require any further information on accessibility, please contact:

name: Gareth Williams

telephone/general enquiries: 01248 810907

telephone/booking: 01248 810379

email: gareth@starida.co.uk

postal address: Shed 15 Gallows Point, BEAUMARIS LL58 8YL

trip departure point: Starida Booking Kiosk, BEAUMARIS, Ynys Môn LL58 8BS

grid reference: SH 60605 76006

what3words: scale.yoga.flagstaff

website: puffinisleland.wales

hours of operation: 09:30 - 19:30

local accessible taxi: Ceir PG Cars: 01248 716503 / 07717 256 901
(Other taxi companies are available)