

Access Statement for Darlington Tourist Information Centre

Introduction

Darlington Tourist Information Centre, located on the historic Horsemarket, provides a wide range of advice and help for residents and visitors, including information on: accommodation, attractions, events and places to visit throughout the UK. Agency booking services for National Express Coaches, TicketMaster, and a number of local and regional day trip, short break and coach holiday providers. Local maps, books and souvenirs are available within the centre.

Pre-Arrival

- Tel No: +44 01325 388666
- Fax No: +44 01325 388667
- Email address: tic@darlington.gov.uk
- Sat Nav: DL1 5QT
- Website: www.visitdarlington.com
- Transport information: www.traveline.org.uk
- Nearest Railway Station: Darlington Bank Top is 15 minutes walk
- RADAR toilet available on Feethams, opposite the Town Hall
- D.A.D (Darlington Association on Disability) offices are next door to the Centre and are open Monday - Saturday 09.30 - 16.45

Arrival & Car Parking Facilities

- The Centre does not have its own car park
- Town centre car parks are close by with designated bays for Blue Badge Holders (time limits apply)
- Free roadside parking in allocated bays in the town centre are available subject to display of badge (time limits apply)

Main Entrance, Reception & Ticketing Area

- Double glass automatic doors open onto a wide ramped access to the Dolphin Leisure Centre and the Tourist Information Centre
- A separate manual glass door opens onto a wind of four steps leading directly to the low counter area of reception, handrails are provided

- A limited number of seats are provided at the low counter area
- A permanent hearing loop is provided
- A magnifying glass can be provided on request
- Assistants are on hand for difficult to reach items
- The centre is fully accessible for all types of wheelchairs, manual and electric

Public Areas - Hall, Stairs, Landing, Corridors etc

- A limited amount of seating is also available by sports reception
- Lift available to all levels (Leisure Centre)
- Licensed Bar Bistro available on first floor, lift available. Opening times: Monday - Saturday 10.00 - 23.00, Sundays 10.00 - 22.30 Bank holidays 10.00 - 23.00
- Bar Bistro serves a range on hot and cold meals and snacks

Public Areas - Sitting room, lounges, lobbies etc

- Ample seating areas with Large TV screens with subtitles available on first floor in Bar Bistro, lift available

Public WCs

- Accessible toilets are available on both the ground and first floor, lift available
- Clear signage to all floors including in Braille

Leisure Facilities

- Dolphin Centre is a multi sports leisure complex with wet and dry sports facilities, with a licensed Bar Bistro on the first floor, lifts available

Conference & Meeting Rooms, Banqueting

- Many rooms with differing layout possibilities available to seat 5 to 200 delegates

Additional Information

- Darlington Tourist Information Centre is also a booking office for the Darlington Civic Theatre and Art's Centre
- The Centre stocks a variety of locally produced guides: Dine - Eating Out Guide, Discover a Different Darlington – short, town centre heritage trails, Walk - A walking guide, Visit Darlington Mini Guide
- The Centre staff have undertaken additional training including: Welcome Host Plus, Welcome All
- Large print leaflets are available on request, via PDF files
- Guide dogs permitted in the Centre only (including Bar Bistro) not the Leisure Centre

Address:

Darlington Tourist Information Centre
Dolphin Centre
Horsemarket
Darlington
DL1 5RP

Telephone: +44 01325 388666

Fax: +44 01325 388667

Email: tic@darlington.gov.uk

Website: www.visitdarlington.com

Grid reference:

Eastings: 428945

Northings: 514399

Hours of operation:

Opening hours:

Monday - Friday	09.00 - 17.00
Saturday	09.00 - 15.00
Sunday	Closed
Bank Holiday Monday	10.00 - 14.00

Future Plans

- Increase items for resale
- Expand range of agency booking partners

Contact Telephone and Email Address

We welcome your feedback to help us continually improve, if you have any comments please telephone 01325388666 or email: tic@darlington.gov.uk