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Welcome to the New Forest Centre

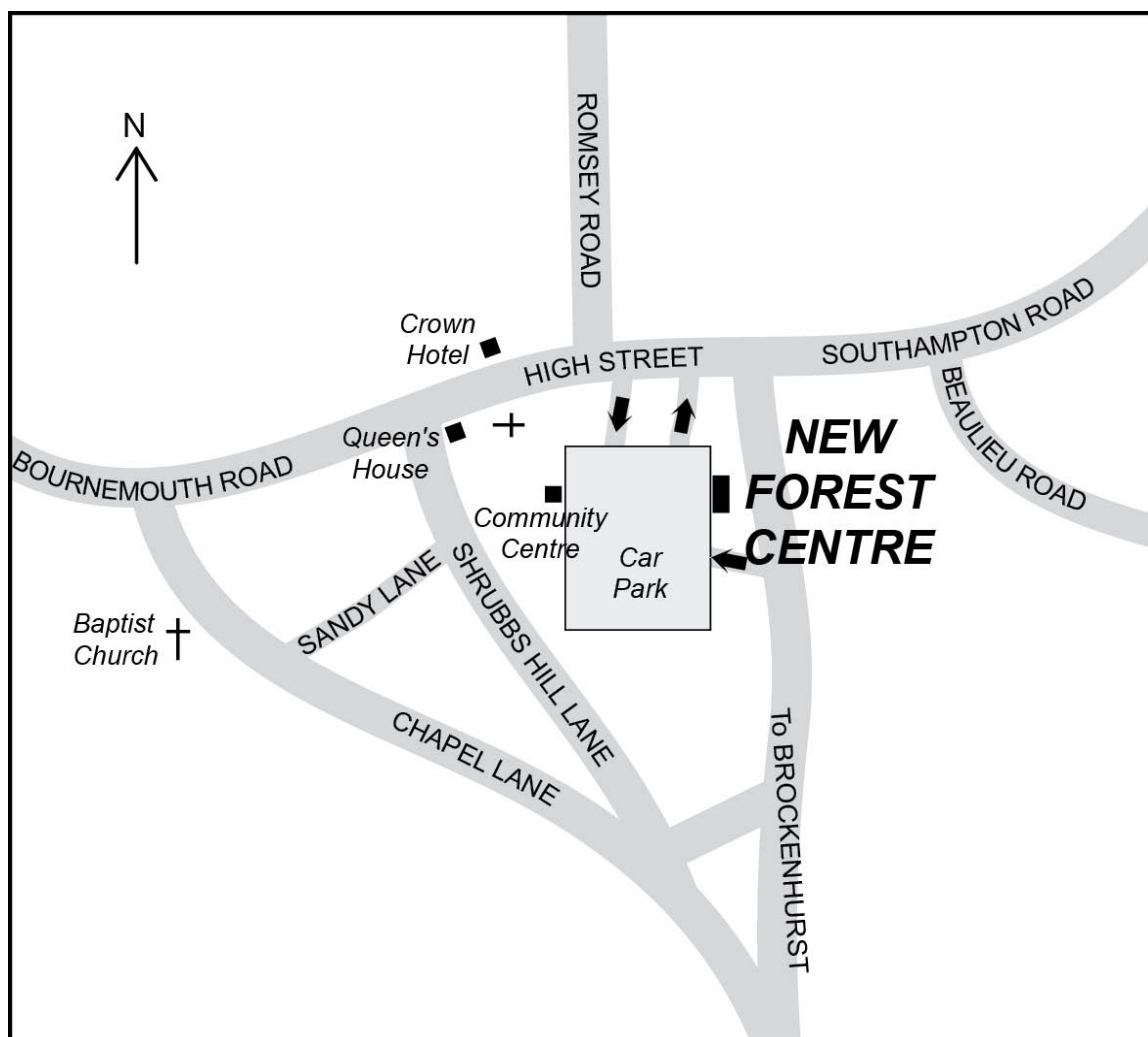
The New Forest Centre is now more accessible than ever. Our new Family Fun Tree has been built with audience accessibility in mind and our ever changing programme of exhibitions and events is designed to appeal to all ages and interests.

We are committed to being accessible for people with sensory and visual impairments, people with mental health issues, physical and mobility difficulties, young people, elderly people and families. We constantly strive to improve upon our accessibility and reach out to existing and new audiences whenever the opportunity arises.

This leaflet will help you to plan your visit by giving you information on how to get to the Centre, how you can access information about the Centre, what facilities are available at the Centre as well as exhibitions and displays.

The leaflet is available at Reception (also in a larger format), can be downloaded from our website www.newforestcentre.org.uk or can be sent to you prior to a visit by calling **023 8028 6158**.

1. Where are we?



New Forest Centre

High Street

Lyndhurst

Hampshire SO43 7NY

Grid Ref: SU 300 081

SATNAV postcode SO43 7NY

We are located in the large Pay and Display main car park in Lyndhurst. The main entrance to the building opens onto the car park directly opposite Lyndhurst Community Centre.

2. Getting Here

On foot

Lyndhurst is not served by a railway station and there are no pavements connecting it to the nearest stations of Ashurst and Beaulieu Road. There is however a newly created cycle path along the A35 connecting Ashurst Station to the village of Lyndhurst.

By taxi or community transport

The New Forest Centre enjoys level access onto the Main Car Park and taxis and other road transport can drop you off outside the front entrance.

By bicycle

Bicycle racks are located to the right hand side of the building when facing the front entrance.

By road

The New Forest lies to the west of Southampton Water in south-west Hampshire. If you are travelling from Southampton, London or the east, exit the M27 at Junction 1, signed Cadnam and head southwards into the New Forest.

If you are travelling from the west, you can use the A31 from Dorset. From the north, take either the A338 from Salisbury to Ringwood in the west of the Forest, or the A36 to Totton in the east.

The Centre is also signposted with brown heritage signs on all the major routes into Lyndhurst.

We are located in the large main Pay and Display car park in Lyndhurst. There are several parking spaces for people with disabilities to the front of the Centre.

By train

The main train service in the area is operated by South West Trains which provide good links to Southampton, Bournemouth, London and further afield. The train stations within the National Park are **Ashurst, Beaulieu Road**, Brockenhurst and Sway. The

other train stations in the New Forest are Hinton Admiral, Lymington, New Milton and Totton. Please contact the below for information on timetables, access and fares.

Tel: 08457 484950

www.nationalrail.co.uk

Access at Train Stations close to the New Forest Centre

Ashurst Station – Step free access to platform 1 and 2, no toilet.

Beaulieu Road Station – Level access to platform 2 only, no toilet.

Brockenhurst Station – Step free access to every platform via a barrow crossing (traverser to platform 1), wheelchair accessible toilet. They also have an induction loop and accessible taxis

If you are a wheelchair user or need assistance when travelling by train you should book your rail journey at least 24 hours in advance. Please contact South West Trains Assisted Travel
Tel: Freephone 0800 5282100 or 0845 6000650

By bus

There are 4 bus companies which operate services in and to the New Forest. Please contact the below companies for information on timetables, access and fares.

Black Velvet - Eastleigh 023 8061 2288

www.velvetbus.info

Bluestar Buses – Southampton 023 8061 8233

www.bluestarbus.co.uk

Wilts & Dorset – Salisbury 01722 336855, Poole 01202 673555

www.wdbus.co.uk

Yellow Buses – Bournemouth 01202 636000

www.bybus.co.uk

By New Forest Tour Bus

The New Forest Tour open top bus is the best way to see more, explore more and enjoy more of the New Forest. You can sit back, relax and experience rich open countryside, beautiful coastline, historic villages and all that Britain's newest National Park has to offer. Hop on and off the tour bus as many times as you want during the day.

The tour runs right through the summer until September. For more information, including route and timetable, please visit www.thenewforesttour.info

Or telephone the Visitor Information Centre on 023 8028 2269.

By coach

National Express coaches stop at Lyndhurst, Lymington and Ringwood and other stops in The New Forest. Please contact National Express for information on timetables, access and fares.

National Express 08705 808080 between 08:00 and 20:00
Travel Helpline: 0121 4238479
www.nationalexpress.com

If you are a wheelchair user or need assistance when travelling by coach you should book your journey at least 24 hours in advance.

National Express coaches can also be booked in person at Lymington and Ringwood Visitor Information Centres.

For further information on travel please contact:

Getting about guide New Forest:
Passenger Transport Group
Environment Department
Hampshire County Council
The Castle
Winchester
SO23 8UD
01962 847042
www.hants.gov.uk/passengertransport

Disabled Persons Transport Advisory Committee (DPTAC):
020 794 48011
www.dptac.gov.uk/door-to-door

Traveline:
0870 6082608
www.traveline.org.uk

3. Admission

Times

The Centre is open daily from 10am to 5pm with last admissions to the Museum at 4pm and the New Forest Gallery at 4.30pm. It is open on occasional evenings for lectures and other events. The Centre shuts on Christmas Day and Boxing Day and for the end of year stock take at the end of January.

Admission to the Library is from Wednesday to Saturday (10am to 4.30pm) and at other times by appointment.

Charges

There is free admission to the Shop, Visitor Information Centre, New Forest Gallery and Christopher Tower Library. There is a small admission charge to the New Forest Museum for adults only. We are committed to giving free entry to under 16s and to carers of 'looked-after' and foster children, elderly and people with disabilities to ensure that visitors can come to the site with the people who support them.

Charges apply for some events (e.g. lectures), activities (e.g to cover materials used in Discovery Day activities) and all taught sessions, talks and lectures. Initial enquiries in the Library are undertaken free of charge and a research service is available thereafter at £25 an hour.

4. Access to information

The New Forest Centre

Lyndhurst
Hampshire
SO43 7NY

OS Grid Ref SU 300 081

Centre Office

Tel 023 8028 3444
Fax 023 8028 4236
Email: office@newforestcentre.org.uk

Last updated 25.08.10

Gift Shop

Tel 023 8028 6158

Email: shop@newforestcentre.org.uk

Education

Tel 023 8028 6153

Email: education@newforestcentre.org.uk

Reference Library

Tel 023 8028 6150

Email: library@newforestcentre.org.uk

5. Access to the Galleries and the Library

- Free entry to the New Forest Gallery and the Christopher Tower Library.
- Seating available in the New Forest Gallery, the New Forest Museum and the Christopher Tower Library.
- Hands-on exhibits and touch screens in the New Forest Museum
- Large print versions of information panels and oral history recordings in the Museum
- Large print versions of some of the Museum Quiz available at Reception. Other family activity sheets available on request.
- Large print versions of the main text for temporary exhibitions in the New Forest Gallery
- Large print version of the Library Guide available at Reception and in the Library. Alternatively, it can be downloaded off the website and printed off onto A3 paper.

6. Visitor facilities

The New Forest Centre is a modern purpose built building which enjoys good facilities throughout. We value our VAQAS and

Family Friendly status and make every effort to make family visits as enjoyable as possible.

Gift Shop

- The Gift Shop sells a range of items linked to the New Forest National Park for all ages and tastes. It is open daily from 10am to 5pm.

Visitor Information Centre

- The Visitor Information Centre is open during Centre opening times. It carries a wide range of information, including maps about the New Forest and can help with accommodation and activity bookings. It has an induction loop, low access counter and carries a Disability Tool Kit to help those with visual impairments.

Lifts

- A lift is available between the ground and first floor. It has an alarm to alert staff in the case of an emergency.

Equipment

- We offer free use of a manual wheelchair. It is advisable to book this in advance by ringing **023 8028 6158**
- Clip boards and pencils are available at the entrance to the Museum. Activity sheets are offered as part of the Museum entrance ticket.

Seating

- Seating is available in the New Forest Gallery, the New Forest Museum and the Christopher Tower Library.

Toilets

- Two public toilet blocks (the second containing an accessible toilet and baby changing unit) are sited immediately to the front and side of the building in the main car park.
- Accessible toilets are available on the ground and first floors and are equipped with an alarm to alert staff in the event of an emergency.
- Baby changing facilities are available in the first floor accessible toilet.

Visitors with Dogs

- Well behaved dogs are welcome at the New Forest Centre but for the benefit of other visitors must be kept on a lead and under control at all times.

Languages

- We offer information and worksheets in French and German.

7. Access issues to be aware of when visiting the New Forest Centre and using our services

Visitors with visual impairments

- Guide dogs are welcome.
- There is an audible fire alarm system throughout the site.
- Many of our displays have been designed to be hands-on and multi-sensory.
- Large print versions of this leaflet and our Centre leaflet are available from our Reception Desk, can be downloaded from our website www.newforestcentre.org.uk or can be sent to you before your visit by calling **023 8028 6158**.

Visitors with hearing impairments

- Hearing and assistance dogs are welcome.
- There is an audible fire alarm system throughout the site.
- Many of our displays have been designed to be hands-on and multi-sensory.
- There is an induction loop in the New Forest Gallery
- Print versions of the oral history recordings are available to read at the Listening Post.
- Large print versions of this leaflet and our Centre leaflet are available from our Reception Desk, can be downloaded from our website www.newforestcentre.org.uk or can be sent to you before your visit by calling **023 8028 6158**.

Visitors with mobility impairments

- Guide, hearing and assistance dogs are welcome.

- There is level access for wheelchairs, pushchairs and mobility scooters via the main entrance.
- The ground floor Galleries, Museum Shop and Visitor Information Centre are all wheelchair accessible.
- There is first floor access for wheelchair users via a lift. The lift will accommodate wheelchairs, electric scooters and pushchairs. It may not be large enough to accommodate some electric scooters, however a manual wheelchair is available (please ask at Reception) should you wish to use one.
- There are two Refuge Points in the building. One is at the top of the back stairs near to the entrance to the lift and the other is at the top of the Library Entrance staircase near to the staff offices. Visitors with mobility problems should alert staff at Reception should they require assistance evacuating the building in the event of an emergency, and in the event of an emergency, make their way to the Refuge Points to await assistance.
- If you are planning to visit the Centre as part of a group of two or more wheelchair users, please call Reception on **023 8028 6158** to help arrange your visit.
- Accessible toilets (with emergency alarms) are available on the ground and first floor.