

## Visitor Access Information

### **Address**

High Force Waterfall, Forest-in-Teesdale, Barnard Castle, DL12 0XH

The Waterfall is situated in on the River Tees and is reached by a woodland walk. A member of the Visitor Attraction Quality Assurance Scheme, High Force Waterfall is wheelchair accessible; however, we advise that able pushers accompany wheelchair users. Due to its natural structure, disabled access to some areas is limited; however there are interpretation boards in level locations for those who are unable to access all of the public areas.

### **Distance from nearby Villages, Towns and Cities**

- Durham City - 36 miles
- Darlington – 28 miles
- Bishop Auckland – 24 miles
- Alston – 18 miles
- Barnard Castle – 15 miles
- Middleton-in-Teesdale – 4 miles

### **Pre-Arrival**

- The entrance to High Force Waterfall in Forest-in-Teesdale is approximately 4 miles/6.2km from Middleton-in-Teesdale, directly off a main Road, the B6277.
- The nearest mainline railway station is Darlington which is approximately 30 miles/46.5km from High Force.
- **Hodgsons** Taxis have accessible vehicles and they can be contacted on 01833 630730.
- There is a bus stop approximately 25ft/7.7m from the main entrance where the following bus service stops:
  - **Link 2** which has to be pre-booked on 0191 383 5383.
- If travelling from Newcastle via Durham, Arriva bus service 352, runs into Barnard Castle approximately 18 miles from High Force. Call 0844 800 4411 for further information.
- Arriva Bus Service 75 & 76 travels between Darlington and Barnard Castle, then transfer to service 75, 96 or 95 to travel to Middleton-in-Teesdale.
- Please check [www.travelinenortheast.info](http://www.travelinenortheast.info) or call 0871 200 2233 for up to date public transport information.

### **Car Parking & Arrival**

- There is a level tarmac road leading through the main entrance, which leads up to a pay kiosk on the right hand side.
- For those travelling on foot there is a pedestrian access between the Gift Shop and Hotel allowing safe access
- Those travelling in cars can pull up to the kiosk without having to get out, to purchase their admission tickets.
- The ticket kiosk is outdoors and therefore benefits from natural lighting.
- There is an open window at car level, where tickets and money are exchanged.
- There is no hearing loop system in the attraction; however the shop and ticket kiosks can offer paper and a pen for communicating.
- Two designated parking areas for Blue Badge holders are situated in the Coach Park located within the main car park which is a flat, well drained and maintained gravel and beach surface with main visitor facilities and an accessible toilet.
- Admissions staff can direct you to where to park.
- Visitors who are driving disabled friends/family who wish to visit the Falls are asked

- to drop off their guests at the Gift Shop and park their car in the main car park.
- The Waterfall itself is approximately 1/3rd of a mile/0.5km from the main roadside entrance down a natural gradual incline of approx 1 in 10 via a gravel footpath.
- There are several benches along the approach to the Waterfall to rest on.
- The walk gates are left open during normal opening hours.
- Those accompanying wheelchair users will need to be strong and able pushers.
- There are 26 steps with a handrail both sides leading down to the river's edge although the Falls can be viewed from the platform at the top therefore alleviating the need to use the steps.
- Due to its natural structure, wheelchair access is limited in bad weather.

### **The Site**

- There are three steps of 6in/15cm high (hand rail on right going up) with a handrail on the left into the shop. There is also a ramp to access the Gift Shop with a handrail on the right going up.
- There is seating to rest on in many areas around the Gift Shop and Toilets.
- There are two toilets and one Accessible toilet situated between the Car Park and the Gift Shop.
- Whilst the use of mobile phones is permitted in all areas, visitors will find that a signal may not be available at all times. There is a landline telephone in the gift shop for use in case of an emergency, please ask a member of staff.
- Assistance dogs are welcome.
- Those who are unable to access the Waterfall and walk can still be admitted to the Car Park and Gift Shop.
- Pushchair users please read access details for wheelchair users.

### **The Picnic Area**

- The Picnic Area is situated in the Car Park and also beyond the cattle grids. Side gates are available for wheelchair/pushchair users.
- The Picnic Areas are landscaped with grass and undulating, please wear sensible footwear in adverse weather conditions.
- Wheelchairs users may need assistance from a strong and able pusher.

### **Accessible WC**

- A unisex Accessible WC/ Baby Change with disposable nappy facilities is located 165ft/50.8m from the Gift Shop entrance, via 5 steps or 265ft/81m via a ramp. Access from the Car Park is level with no steps to negotiate.
- Please ask a member of staff for a key to Access the Accessible/Baby Change toilet.
- A wide level concrete path leads into the toilet.
- The entrance to the WCs is level and the width of the entrance door is 34in/86cm.
- The door has a lever handle and is outward opening and light.
- There is space of 50in/127cm on the right hand side of the WC and a width of 13in/33cm to the left hand side of the WC.
- The height of the WC from floor to seat is 20in/51cm and has a push button flush.
- There is an adaptable horizontal to vertical grab rail to the right hand side of the WC and a vertical grab rail to the left hand side of the WC (when facing WC, therefore Vertical is on the right and adjustable on the left when seated).
- The height of the sink from the floor is 29in/74cm. And has hot and cold knob style taps.
- Automatic switching fluorescent ceiling lighting is used and the flooring is non-slip Concrete.

### **The Gift Shop**

- The Gift Shop is located in the by the main entrance from the road, which is approximately 165ft/50.8m from the main car park and 150ft /46m from the Shop entrance.

- The approach to the Shop is on a traditional paving, which can be a little uneven; there are also some areas of gravel.
- The entrance door to the Gift Shop is 33inches/84cm wide and opens inwards with a lever handle.
- The shop has defused fluorescent ceiling lighting.
- There are three steps each with a height of 6in/15cm into the Shop from the road and five steps 9in/23cm each from the toilets.
- Level access to the Gift Shop is via a ramp.
- There is clear signage near the Gift Shop directing visitors to the entrance. There is also signage on the door.
- The flooring is level throughout with easy access for most wheelchairs.

### **First Aid**

- There is a first aid box located at the shop and each ticket booth.
- Please ask any member of staff who will call for a trained First Aider.
- There is a First Aider in the Shop and in at least one of the Ticket booths.

### **Photography**

- Photography and filming for personal use only is permitted on site. Please respect other people's privacy.
- Permission for commercial photography or filming must be gained in advance from the Marketing & Events Supervisor, who can be contacted on 01833 660202.

### **Dogs**

- Dogs must be kept on a short lead at all times and are not permitted in the Gift Shop.
- Assistance dogs only are permitted inside the Gift Shop.

### **Under 16's**

- An adult must accompany children at all times while on site at High Force.
- Please supervise children at all times, especially near the waters edge, in the car Park and on the woodland walk.

We look forward to welcoming you to High Force Waterfall, for further details please contact us on 01833 622209 or e-mail [highforce@rabycastle.com](mailto:highforce@rabycastle.com).

Please telephone in advance if you have any special requirements, so that we can offer assistance to make your visit as enjoyable as possible.