

Access Statement for York's Chocolate Story

YORK'S CHOCOLATE STORY

The access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer to all our visitors.

Statement checked as accurate on 29/11/17

Introduction

York's Chocolate Story is a visitor attraction located in the heart of York's historic Minster Quarter in King's Square. The attraction consists of a guided tour element which takes guests through the history of chocolate, followed by a visit to the shop and café. The attraction is a Visit England Quality Assured Visitor Attraction 2017.

The attraction is situated over three floors with the top two floors making up the tour and the ground floor constituting the attraction entrance, café, shop and toilets.

King's Square has a flat smooth service which is easily accessible and guests in wheelchairs are able to access all areas of York's Chocolate Story. A lift is available to access all floors and there is an accessible toilet available on the ground floor.

Nut free, dairy free and gluten free chocolate is available as an alternative to the samples given on the guided tour.

Below: York's Chocolate Story Entrance



Below: Lift to access guided tour



Pre-arrival

York's chocolate Story is located in the centre of York (in the Minster Quarter).

On foot:

York's Chocolate Story is located in the heart of York in King's Square - close to the Shambles. Two easy ways to find us are:

1) Head to the Shambles, we are located in King's Square at the top of the Shambles - at the opposite end to the Golden Fleece and Marks and Spencer.

2) Head to the Minster. From the Minster head down Petergate and Low Petergate, towards the Shambles. We are located in King's Square.

By rail:

York's Chocolate Story is approximately 15 minutes' walk from York Railway Station, follow signs for the Minster then head down Petergate and Low Petergate towards the Shambles. We are located in King's Square.

By bus:

Busses which stop in the city centre are within walking distance of York's Chocolate Story, you can find details of bus routes which access the city on the [First website](#).

Our leaflet is available in large print format on request.

Car Parking and Arrival

There is no allocated parking at York's Chocolate Story as the attraction is located in the heart of York's historic city centre. Please use either city centre car parks or the city's [Park and Ride service](#).

You can use the [iTravel York](#) journey planner tool to help plan your route if you are visiting the city centre by car.

Due to York's pedestrianisation scheme York's Chocolate Story cannot be accessed by car during the following times:

Monday to Friday 11am - 4pm

Saturday 10.30am - 4.30pm

Sunday 12pm - 4pm

Disabled Parking:

Disabled badge holders can park on the yellow lines on Goodramgate or Colliergate for a maximum of 3 hours at any time of day. In order to do this you will need a valid disabled blue badge with a time clock to show the time of arrival.

If you require more than 3 hours of parking the nearest car park is on Bootham Row, you can park here for free with no time limit.

In any York council car park (during opening hours) you can park in either disabled or standard bay if you are displaying a blue badge. The nearest York Council car park to the attraction is Piccadilly.

If you need any further advice on Car Parking you can call 01904 551309.

Access:

On entering York's Chocolate Story there is a small slope, which should not cause any access problems. The doors are relatively heavy so assistance may be required to open them. However, for much of the year they are left open and there is always a member of staff present who will be able to assist with the doors if they are closed.

The clear door opening width is 74.5 inches (188cm). The entrance corridor is relatively narrow, 46 inches (116cm) at its smallest point.



Above: Attraction entrance and small slope

Right: Attraction entrance corridor



Public Toilets

York's Chocolate Story has three toilets available for customers. These are situated on the ground floor of the attraction at the back of the café. None of these are locked. One of the toilets is an accessible toilet.

These are the only available toilets within the attraction. Once on the tour, guests need to descend back down to the ground floor to use the toilets. In order to do this they will need to alert their tour guide and may miss sections of the guided tour.

There is a small pillar in front of the toilets which should not cause any access issues.

The accessible toilet door has a width of 32 inches (82cm) and there is enough space for a wheelchair when facing the WC. The height of the floor to the seat is 19 inches (48.5cm). There are three grab rails located around the toilet and two around the sink. The disabled toilet does not have a hoist. The nearest public toilets with access to a hoist are a two minute walk at Silver Street – information on these can be found [here](#).

There is an emergency pull cord in the toilet which will alert staff with an alarm and flashing light.

Below: The Inside of the disabled toilet and an external view of the toilet doors.



Above: The toilets viewed from the café

The Guided Tour

Visitors should be aware that York's Chocolate Story is a fully guided tour. The tour is across two floors, going through four rooms on the second floor then a large open plan room on the first floor.

The tour is accessed by a lift which is 35 inches (90cm) wide and 78 inches (200cm) tall. Inside the lift is 43 inches (110cm) wide, 78 inches (201cm) tall and 82 Inches (210cm) deep.

The majority of guests will stand throughout the tour however there are a number of chairs in each room which are available for those guests who need them. Guests are advised to make the tour guide aware at the start of the tour of any issues with standing.

Visitors should also be aware that some rooms contain areas of low lighting.

Wheelchair users:

In the event of a fire alarm activation, the lift will not be available for use. As such, York's Chocolate Story can only accommodate a maximum of 2 wheelchair users per floor at any one time to ensure the safe evacuation of all guests. If you pre-book a visit, please inform the attraction if you have a wheelchair user in your group.

Allergies:

Throughout the tour a number of samples are handed out to guests. If you have any allergies please inform your tour guide at the start of your tour. A nut, dairy and gluten free option is available.

Below: An example room on the top floor of the attraction



Café and Shop

The café and shop are situated on the ground floor of the attraction and are easily accessible from King's Square. The door to the café and shop has a level entrance and wide double doors 74.5 inches (188cm) clear opening.

The shop is relatively large and open plan, however in some areas there is restrictive space dependent on display stands and number of people. Tables in the café are of a medium height (clear height under table is 19 inches, 48.5cm) and movable to be accessible to guests.

The café is very well lit. The crockery is white and tables are dark brown.

The floor surface consists of white tiles with a brown pattern in some places. In wet conditions the floor can become slippery, so caution is advised.

The shop and café contain a range of dairy free and gluten free options. However, due to the variety of ingredients we use, we cannot guarantee that our products are 100% free from a particular allergen, even though it may not contain that allergen/allergens as a deliberate ingredient.



*Above: Café and shop entrance doors from King's Square
Left: Café seating and moveable tables*



Additional Information

In the instance of a fire your tour guide will lead you to the nearest fire exit and safely out of the building. The attraction has an external and several internal fire escapes. For those needing assistance on the stairs in the case of fire, an evacuation chair is available.

Working assistance dogs are permitted at the attraction. If you wish to visit with an assistance dog please arrange it with us in advance of your visit by calling 01904 527725.