

# **Access Statement for Mersey Tunnel Tour**

## **Introduction**

Mersey Tunnel Tours is a behind the scenes tour of an industrial Grade 2 listed building. The foyer is accessible via four steps and the original Control Room is accessible via a lift. The tour however is unsuitable for people with mobility, breathing or visual difficulties as there are over 400 steps on the tour and lighting can be low level in some areas. The industrial area of the tour has a high level of background noise.

## **Pre-Arrival**

- Bookings can be made via telephone, or e-mail
- Current leaflet available on website or as pdf file
- Nearest railway station is James St. 3 minutes walk
- Nearest bus stops are Pier Head or James Street. 3 minutes walk

## **Arrival & Car Parking Facilities**

- No car park on site
- Nearest car parks are Liverpool One, the Strand, or on street bays on Brunswick Street.

## **Main Entrance, Reception & Ticketing Area**

- Entrance via ramp with handrail.
- Automatic door opening
- 4 steps up to reception and area with display cabinets and photographic exhibition.
- Seating available in reception
- Quiet reception area with open counter on two levels.

## **Public Areas - Hall, Stairs, Landing, Corridors etc**

- Tour participants are escorted up stairs or in lift to 5<sup>th</sup> Floor original Control Room.
- No access to full tour for people with mobility or sight difficulties due

to number of stairs and dim lighting. No Guide dogs allowed.

- Doors in the industrial side of the tour are airlock doors which have a raised metal lip to step over (approx 10 cm high)
- Stairs on tour all have handrails.
- Tours can be provided for guests with hearing difficulties if they bring own signer. Signer will be free of charge.
- People with learning difficulties catered for by prior arrangement – we can offer private group tours and cater tours to the needs of the individuals (i.e. avoiding particularly noisy areas)

### **Additional Information**

- All staff DDA trained
- All guides first aid trained
- All guides Welcome Host trained
- As it is an industrial building there is a high level of background noise on the tour

Address: Mersey Tunnel Tours  
Georges Dock Building  
Pier Head  
Liverpool  
L3 1DD

Telephone: 0151 330 4504

Email: [tours@merseytravel.gov.uk](mailto:tours@merseytravel.gov.uk)

Website: [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)

Hours of operation: Tours held Tuesday, Wednesday, Thursday 5pm and Saturday at 10am . Group tours by arrangement.

## **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve if you have any comments please phone 0151 330 4504 or email [tours@merseytravel.gov.uk](mailto:tours@merseytravel.gov.uk)**

---

Created: 2016