



ACCESSIBILITY STATEMENT (DECEMBER 2022)

Welcome

Lincoln Free Walking Tour hosts various external guided walking tours of the city of Lincoln. Due to the nature of the city including cobbled streets, narrow pavements and steep gradients in some places our tours vary in accessibility; however we make every effort to ensure we can make tours as accessible as is possible for visitors.

Our tours have different start/end points and often vary in time. Therefore please check information on our website for individual tours you plan to attend. Tour length currently ranges between 2 and 3 hours depending on the tour.

We encourage visitors to book onto our tours via our website to ensure that their place is reserved; however we do also welcome visitors on our tours who have not pre-booked. Tours are available on different days depending on the type of tour; so please ensure you check the date and time of your tour when booking. We ask visitors to arrive 10 minutes prior to the start of the tour to ensure that we are able to start the tour on time.

We strive to do everything we can to meet visitor's specific needs and are always seeking to improve on our customer experience. Please read the FAQs on our website for more information. If there are any questions we do not answer, please do not hesitate to contact us so that we can endeavour to make sure your needs are met.

Getting Here

Please check both the start and end points of the tour you are attending before making your journey. As there are steep gradients in Lincoln we encourage people to consider using car parks closer to the start point of the tour. On certain tours the end point is in a different location; however we can advise on public transport if needed to help visitors return to the start point easily. Please do not hesitate to contact us beforehand if you require additional advice regarding your car parking or public transport in the city.

Accessibility Information

As our walking tours are situated within an historic city, there are aspects of our tours that we are unable to alter. These include cobbled streets, narrow pavements, steep gradients and kerbs; there are also sections of external steps on some of our tours. We advise visitors of the following main considerations:

- All of our tours are active walking tours; guests are advised that they should be physically capable and prepared to walk around an urban environment for up to 3 hours.
- We make use where possible of existing external street furniture for visitors to rest whilst we tell stories; however all guests should ensure that they are physically able to keep up with a tour group.
- On certain tours we use unavoidable steps; whilst on other tours we are able to avoid steps. Visitors should be physically capable of climbing steps. These are highlighted on individual tour information as well as at the start of tours.
- Care should be taken when walking on different surfaces if wet or icy; particularly in cobbled or uneven areas and when using steps or kerbs.
- All our tours are external and visitors should wear appropriate clothing for the weather conditions (ie. waterproof jacket, umbrella, sun protection etc.). Sensible footwear is also recommended due to the uneven nature of some surfaces.
- As the tours are external; all lighting is from natural light sources and the hours of operation throughout the year reflect this.
- Visitors are advised to stay hydrated during tours, especially on warmer days. Visitors are encouraged to bring water with them.
- Prams and pushchairs are allowed on our tours, but visitors may find uneven surfaces more difficult to navigate. Please do not hesitate to contact us if you have any queries on the suitability of a tour.

Wheelchairs and Mobility Vehicles

Any guests who use a wheelchair must be capable of travelling throughout the length of the relevant tour, some parts of which will be on uneven terrain. Manual wheelchair users are likely to need to bring a personal assistant with them. Self-propelled wheelchair users even with assistance are likely to struggle in some areas and as a result may experience difficulty on some areas of tours. Guests who use an electric wheelchair or mobility scooter must ensure they have sufficient battery power for the duration of a tour. Our guides will be happy to assist where possible at points where a wheelchair user is struggling with terrain. Please refer to individual tour information as some tours are unsuitable for wheelchairs and mobility vehicles. Please do not hesitate to contact us if you have any queries on the suitability of a tour.

Hearing Impaired Guests

Our walking tours are predominantly verbal with stories told by guides; this is however also accompanied by visual aids presented by guides. We do our utmost to take advantage of quieter locations to tell longer stories with guides continually ensuring throughout tours that visitors are able to hear adequately. Visitors are advised that they are able to adequately hear a guide within an external environment.

Visually Impaired Guests

Visitors with visual impairment are advised to consider the above accessibility information as well as specific tour information to ensure that the tour is suitable. Please do not hesitate to contact us if you have any queries on the suitability of a tour or if we can help with adapting the tour to your requirements.

Assistance Dogs

All dogs are welcome on our walking tours including registered guide dogs, hearing dogs and medical alert dogs. It is not necessary to make us aware of this beforehand.

Toilet Facilities

As we host external walking tours we are not able to provide permanent toilet facilities for visitors. We however try to ensure our tours are designed to pass via public accessible toilets as a rest break for visitors. We are however not able to guarantee that these will be open at all times during our tours. Our guides will always try to direct visitors towards open facilities if required.

Large Print

A large print version of this accessibility statement can be made available by contacting us directly.

For more information please email lincolnfrewalkingtour@gmail.com and we will do our best to help.