

St Michael's Mount

ACCESS STATEMENT FOR ST MICHAEL'S MOUNT

Introduction

St Michael's Mount a tidal island situated in Mounts Bay. The castle and garden are open to the public at selected times throughout the year. Due to the unique nature of our location, access to the island is either by crossing a cobbled causeway at low tide or by catching a ferry boat.

St Michael's Mount is a rugged and natural domain, requiring a steep climb up a cobbled path to reach the castle at the summit. Access to the castle is difficult for visitors with limited mobility although there are some benches along the route to the summit which can be used as a resting stop. Unfortunately, it is not possible to take wheelchairs or pushchairs up to the castle.

We work with local disability groups including Disability Cornwall, Mobility Cornwall and the Sensory Trust, alongside the National Trust's access department to ensure that we continually improve our services and facilities to as wide an audience as possible.

Our visitor centre in The Barge House allows step free access to an interpretation area on the harbour-side, providing a valuable experience to all our visitors, regardless of their ability to visit the castle. Including a short film about the Mount, historical overview with interpretation and a bronze tactile scale model of the Mount.

Information for visitors with limited mobility on St Michael's Mount

All carers are admitted free of charge with registered disabled visitors.

Visitors with limited mobility or wheelchair users should be aware that access is possible around the village and harbour-side of St Michael's Mount, which includes the shops and café. However, all pathways are cobbled making wheelchair usage difficult.

Access to the castle is not possible in a wheelchair (or with a pushchair) due to steep paths, steps and rocky terrain.

The garden lawn can be accessed via wheelchairs although further exploration of the gardens is difficult due to steps and steepness.

Access on the Causeway & Boats

Please note that it is possible to bring wheelchairs over the cobbled causeway although with great difficulty. Wheelchairs and pushchairs (folded) can be taken on the boats and amphicraft, although access to both the mainland, harbour landing points and amphicraft have steps. When the tide is in, the only access to St Michael's Mount is by boat during the summer or by amphicraft during the winter opening.

We recommend that visitors who may struggle with the boat landings and access onto the boats or amphicraft, plan to visit the Mount when the causeway is open. Causeway opening/closing times are clearly available on the website.

Mobility Scooter

We currently have one self-drive, single-seat, powered mobility vehicle, available at £2.50 to the visitor, for use around the village area of St Michael's Mount. A full demonstration will be given by a trained member of staff.

This must be booked in advance, as it is very much in demand. Please call 01736 710265 to book.

Toilet Facilities

Toilets are available at both the east and west side of the village. Both toilet blocks have step-free access and the east toilets have wheelchair access. We also have an additional access toilet on the harbour front.

Both access toilets are fitted with automatic audio description devices and emergency pull chords.

The east and west toilets have baby changing facilities.

Island Café

The café is accessible for wheelchair users and customers with limited mobility. Ramps are available for wheelchair users.

There is an outside seating area at the Island café. The café has a graveled area so care must be taken.



St Michael's Mount

Island Shop and St Michael's Mount Shop

Both shops are accessible for wheelchair users, but do have limited space. Both are well-lit with all merchandise clearly priced. Many items are at low level and assistance can be provided by the staff if requested.

Resources

An induction loop for the hard of hearing can be found in the Ticket Office, The Barge House and in the island shops

Dogs & Pets

Dogs are welcome in the harbour and village of St Michael's Mount during opening hours between 1st October and 31st March inclusive.

When can I bring my dog?

We have decided that dogs* and any other pets are not permitted to visit the island between 1st April and 30th September inclusive.

This was a difficult decision. We know that this will disappoint some visitors. We know how important dogs and pets are to many people, but it was also clear that for many people, the experience of visiting us has improved as a result of having no dogs and other pets on the island during the busier times of the season.

Dogs are welcome to visit the harbour and village on the island from 1st October and 31st March inclusive when the island is open to the public. Please note that dogs* and other pets are not permitted to visit the castle or garden during this period.

*Apart from Assistance Dogs, please see full information below.

Assistance Dogs

Assistance Dogs are permitted to visit St Michael's Mount, the harbour, village, castle and the garden at all times throughout the year when we are open..

Families

The causeway to St Michael's Mount is cobbled which can make it tricky to navigate pushchairs and we would recommend using hipsters or baby carriers as an option. However, if you do decide to bring pushchairs we have an area on the island to park them. This area is covered, but not enclosed.

The climb to the castle is steep with steps and uneven surfaces so pushchairs are not allowed.

There are baby-changing facilities on the island and the Island Café has a number of high chairs and serve a number of suitable snacks, drinks and meals for children. An informative and educational children's quiz is available in the castle. Family tickets are available for two adults and up to three children and further concessions are available for single adult families.

Pre-Arrival & How to Get Here

Large format signage is available on the mainland in Marazion and clearly directs you to St Michael's Mount. The nearest major town is Penzance (2 miles away), with public footpath access to Marazion and public transport to St Michael's Mount via bicycle, car, bus or taxi. The nearest train station is at Penzance. Adjacent to the train station is a bus station with regular services to Marazion. Accessible taxis are also available to book from Penzance.

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Arrival: Mainland Car Park & Accessible Toilet Facilities

We have 4 parking bays for Blue Badge holders in the Marazion Short Stay car-park and 20 bays for Blue Badge holders in Marazion Long Stay car-park. There is a ramp at Marazion Short Stay car-park which allows step-free access onto the beach.

There are accessible toilet facilities near Marazion Long Stay car-park adjacent to the children's playground.

Access to St Michael's Mount is well signposted in the town of Marazion and many signs use universal symbols for ease of understanding.

Directions

For SatNav use the postcode TR17 0EG

From North Cornwall & the A30

Follow the A30 past Hayle and towards Penzance. About a mile after the village of Crowlas, take the second exit at the roundabout, signposted to Marazion. At the junction with the main road turn left. This road takes you into Marazion.

From Penzance

Follow the A30 east, and about three miles out of Penzance take the third exit at the roundabout, signposted Marazion. Follow this road and turn left at the junction with the main road. This road takes you into Marazion.

From Helston and The Lizard

Take the A394 from Helston towards Penzance. After about nine miles, go straight over the roundabout (ignore the left-hand exit signposted Marazion). Follow this road to a further roundabout and take the first exit, signposted Marazion. Continue along this road until the junction with the main road, where you turn left. This road takes you into Marazion.

First Aid

Trained first aiders are always on duty. Please contact any member of staff immediately if you require any assistance.

Contact Information

Address

St Michael's Mount, Estates Office, Marazion, Cornwall, TR17 0EL

Telephone 01736 710265 (tide and ferry information)

Email changehouse@stmichaelsmount.co.uk

Website www.stmichaelsmount.co.uk

For opening times please visit our website.

Local Public Transport numbers

Go Cornwall Bus information 0808 196 2632

First Great Western Trains – Assisted Travel Line 0800 197 1329

Local Accessible Taxi numbers

Brians Private Hire	01736 755599
Hayle Taxis	01736 753000
St Erth and Hayle Cars	01736 390100
Any Time Taxis	01736 888888

We welcome your feedback to help us continuously improve if you have any comments please phone us on 01736 887822 or email changehouse@stmichaelsmount.co.uk

