

ACCESS STATEMENT FOR ST MICHAEL'S MOUNT 2019

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. Between March 18th and October 26th, the castle is open 6 days each week excluding Saturday. 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 no cost 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 & Sail Loft Restaurant

The café and the restaurant are both accessible for wheelchair users and customers with limited mobility. Ramps are available for wheelchair users.

Both are well-lit with clear signage. Large format menus / magnifying sheets are available on request.

There is an outside seating area at both the Island café and the Sail Loft. The café has a graveled area and the Sail Loft has a cobbled and graveled outside area so care must be taken in both areas..

Island Shop and Courtyard 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

At the Ticket Office, we can provide magnifying sheets for the partially sighted.

An Induction Loop is installed at our Ticket Office for the hard of hearing.

There are scheduled free specialist tours within the village which detail the history of St Michael's Mount and island life. These are free of charge, take place in the village area of St Michael's Mount and are step free making them suitable for wheelchair users and those of limited mobility. These take place daily (except Saturday) at 11.30, 13.30 and 14.30.

Please call 01736 710507 for further information or if you have any queries about accessibility of the tours or visit www.stmichaelsmount.co.uk

Our Visitor Services Manager – Richard James will be on hand during your visit and can answer any queries you may have on access.

Assistance Dogs

Assistance dogs are welcome to the village area and assistance dogs are allowed into the Castle. There are no facilities for dogs in general on the island and dogs (other than assistance dogs) are not permitted into the castle or the grounds. Water bowls are available at certain points in the village.

Overseas Visitors

Orientation leaflets containing a map of the island are available in German, French and Italian. Leaflets can be downloaded off the website or picked up from the ticket office or ticket check point on request.

Guided tours can be conducted in specific languages (subject to staff availability). Please call **01736 710507** for further information.

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 but we do have a number of hipster seats which can be used free of charge to make the climb for you and your baby or toddler easier. Hipster seats are available at the check point and a Pushchair Park is situated opposite the Ticket Office.

There are baby-changing facilities on the island and the Island Café and Sail Loft have 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 and a children's trail in the Mount gardens. 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

A clearly worded leaflet is available describing the main facilities, opening times, directions, public transport, cycle routes and parking facilities. The leaflet includes our contact telephone number, email and web address. The leaflet is widely distributed to other tourist venues, hotels, restaurants and Tourist Information Centres in the area.

The information is repeated on our website at www.stmichaelsmount.co.uk

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.

The Tourist Information Centre is located at Station Road, Penzance TR18 2NF. Call **01736 335530** for further details.

Arrival: Mainland Car Park & Accessible Toilet Facilities

We have 4 parking bays for Blue Badge holders in the Slipway car-park and 12 bays for Blue Badge holders in Follyfield car-park.

There is a ramp at Slipway car-park which allows step-free access onto the beach.

There are accessible toilet facilities near Follyfield 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

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.

Travel by Bus

There is a regular bus service to Marazion at all times of the year. First Group Bus numbers 2, 2A and 17B make regular stops in Marazion throughout the day all year while the 300 is a summer only service as it is an open top tripper bus on a circular route around west Cornwall that can be hailed at all stops in Marazion. Western Greyhound bus numbers 513 and 515 also stop regularly in Marazion.

Visit www.firstgroup.com for further information.

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 710507 or 01736 710265 (tide and ferry information)

Email enquiries@stmichaelsmount.co.uk

Website www.stmichaelsmount.co.uk

OPENING TIMES* 2019 M T W T F S S

Castle

24 Mar - 28 Jun	10:30-17:00	M	T	W	T	F	-	S
30 Jun -30 Aug	10:00-17:30	M	T	W	T	F	-	S
1 Sep - 1 Nov	10:30-17:00	M	T	W	T	F	-	-

Garden

15 Apr- 22 Jun	10:30-17:00	M	T	W	T	F	-	-
4 Jul - 30 Aug	10:00-17:30	-	-	-	T	F	-	-
5 Sep-27 Sep	10:30-17:00	-	-	-	T	F	-	-

*Last admission is 1 hour before closing time

Local Public Transport numbers

First Group Bus Information 0845 600 1420

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 710265 or email
enquiries@stmichaelsmount.co.uk