

# WAVERLEY

THE WORLD'S LAST SEAGOING PADDLE STEAMER



LONDON & THAMES ESTUARY ACCESSIBILITY GUIDE





**Introduction**

Paddle Steamer Waverley is a heritage vessel from the 1940s which operates from over 70 ports and piers around the UK. In operating Waverley for public benefit we work to provide a safe and enjoyable experience for all passengers, including those with accessibility needs. This guide is provided to aid passengers in planning their trip aboard Waverley.

If you have any specific requirements or further questions regarding accessibility, please contact our Booking Office by emailing [info@waverleyexcursions.co.uk](mailto:info@waverleyexcursions.co.uk) prior to your cruise.

**Gangways and Wheelchair Access**

The gangways leading to Waverley have foot ridges for safety purposes therefore wheelchairs can't be pushed across gangways. Wheelchair passengers who are unable to walk across the gangway will need to be carried across whilst seated in the wheelchair.

For safety reasons, there is a maximum weight limit of 14 stone (90kg) for passengers which can be carried in wheelchairs. Please keep this in mind when planning your cruise.

Please be aware that there may be stairs on one or both ends of the gangway when embarking or disembarking Waverley. Our crew members are able to assist passengers who require additional support or have limited mobility.

**Electric Wheelchairs and Motor Scooters**

Due to safe manual handling regulations and the nature of Waverley's gangways, we are unable to carry electric wheelchairs or motor scooters on board Waverley. We apologise for any inconvenience this may cause.

**Moving Around Waverley**

As Waverley is a historic passenger ship, the stairs between the decks are relatively steep. If you have any concerns or require assistance navigating the stairs, please ask our crew members for help.

**Accessible Toilet**

Waverley has an accessible toilet facility on the promenade deck, which can be accessed using a Radar Key or by collecting a key from the Purser's Office or the Caledonia Tea Bar.



**Coach Connections**

Some of Waverley's trips include a coach connection. Please contact us to confirm if there are accessible coaches operating where a section of the trip is undertaken by coach.

**Ports and Piers Information**

Many of the piers Waverley uses were built in the days before easy accessibility and step-free access were considered necessary. Embarking and disembarking the ship can also be made difficult due to tidal ranges in certain locations.

We use three categories for classifying the accessibility of each port / pier as shown in the table below.

Category	Description
<div>A</div>	Category A ports / piers have no restrictions to accessing Waverley for disabled passengers or those with restricted mobility.
<div>B</div>	These ports / piers may have access restrictions depending on local tidal conditions.
<div>C</div>	These ports / piers have access restrictions with no step-free access.

**Please note that at any port / pier there may be steps at the gangway or once aboard Waverley.**



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Pier / Port	Category	Pier / Port	Category
Clacton	A	Rochester	C
Folkestone	A	Southend	B
Gravesend	C	Southwold	A
Ipswich	A	Whitstable	A
London Tower Pier	B		

## Clacton Pier

Clacton, CO15 1QX

### Car Parking

Limited spaces available at Agate Road, CO15 1RA. Large Pay & Display car park also available at High Street Car Park, CO15 6QF.

### Step-free access to ship

Yes

### Wheelchair Accessible

Yes

### Additional Accessibility Information

Passengers should be aware that Clacton Pier is 360 metres in length.

## CATEGORY A



## Folkestone Harbour Arm

Folkestone, CT20 1QH

### Car Parking

Large pay & display car park available at Folkestone Harbour, CT20 1QH.

### Step-free up to gangway

Yes

### Wheelchair Accessible

Yes

### Additional Accessibility Information

N/A

## CATEGORY A



## Gravesend Town Pier

Gravesend, DA11 0BJ

### Car Parking

Pay & display spaces available at West Street Car Park, DA11 0DJ.

### Step-free up to gangway

Yes

### Wheelchair Accessible

No. Gangways are too narrow to accommodate non-foldable wheelchairs.

### Additional Accessibility Information

Waverley must use narrow gangways at Gravesend.

## CATEGORY C



### Car Parking

Parking facilities available nearby at Ipswich NCP Station Car Park IP2 8AH or West End Road Car Park IP1 9AS.

### Step-free up to gangway

Yes

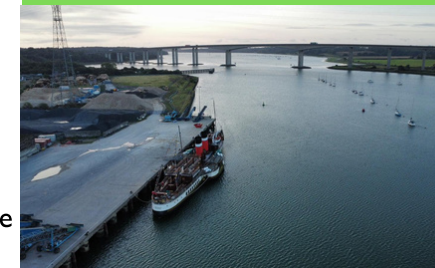
### Wheelchair Accessible

Yes

### Additional Accessibility Information

Passengers must join Waverley via a mandatory shuttle bus service from Ipswich Railway Station.

## CATEGORY A



## London Tower Pier

London, EC3N 4DT

### Car Parking

No parking available at pier.

### Step-free access to ship

Yes

### Wheelchair Accessible

Yes

### Additional Accessibility Information

Passengers should be aware that the gangways at Tower Pier will be at a steep angle.

## CATEGORY B



## Rochester - Limehouse Landing

Rochester, ME1 1PB

### Car Parking

Pay & display parking available at Rochester Riverside Multi-Storey Car Park, Cory's Rd, Rochester, ME1 1PZ, approx. 5-10 minutes walk to Waverley's berth.

### Step-free up to gangway

No, at this time step-free access is not available at Rochester. A set of 4 steps must be used upon boarding.

### Wheelchair Accessible

A set of 4 steps must be used upon boarding.

### Additional Accessibility Information

N/A

## CATEGORY C





## Southend Pier

Southend, SS1 IEE

### Car Parking

On-street parking available along seafront.

### Step-free access to ship

Low water landing stage requires use of stairs.

### Wheelchair Accessible

Yes

### Additional Accessibility Information

Southend Pier is the longest pleasure pier in the world at 1.3 miles in length, passengers should give sufficient time to travel down the pier. A train from the esplanade to the pier head is available. We suggest arriving at the pier entrance around 1 hour before Waverley departs.

## CATEGORY B



## Whitstable Harbour

Whitstable, CT5 IAD

### Car Parking

Large pay & display car park available at The Gorrell Tank, CT5 1BZ.

### Step-free up to gangway

Yes

### Wheelchair Accessible

Yes

### Additional Accessibility Information

N/A

## CATEGORY A



## Southwold Pier

Southwold, IP18 6BN

### Car Parking

Large pay & display car park available to the left of the pier entrance.

### Step-free up to gangway

Yes

### Wheelchair Accessible

Yes

### Additional Accessibility Information

Passengers should be aware that Southwold Pier is 190 meters in length.

## CATEGORY A



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