



Accessibility Guide for RockReef Activity Attraction

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Welcome

RockReef Indoor activity attraction is located on the end of Bournemouth Pier. Activities suit all ages from 4 to 94. Activities include 28 fun themed climbing walls, an aerial obstacle course, Pier Cave and Vertical Slide. There is a cafe located on a mezzanine level overlooking the climbing arena and there is ground level seating making it accessible for spectators who are wheelchair users or those with disabilities. RockReef offers a weekly SEND session to cater for children & adults with Special educational needs and disabilities, these sessions offer a safe & quieter climbing experience.

Watch the video: [RockReef Bournemouth Pier](#)

At a Glance

Level Access

- There is level access from the main entrance to:
 - Dining Table
 - Climbing arena
 - Disabled toilet
- We have a viewing area for wheelchair users.

Hearing

- The fire alarm has flashing lights.
- All staff have disability awareness training.

General

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- All staff have disability awareness training.

Getting here

3 pier approach
Bournemouth
BH2 5AA

Travel by public transport

- You can get to RockReef Activity Attraction by bus and train.
- The nearest bus stop and coach drop off point is on Pier approach behind hot rocks, a short 2 minute walk away The bus stop is 0.10 miles / 3.2 km from RockReef Activity Attraction.

- The nearest train station is Bournemouth. The train station is 1.5 miles / 2.4 km from RockReef Activity Attraction.



Travel by taxi

- You can get a taxi with PRC Streamline by calling 01202 373737. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with United Taxis by calling 01202 556677. The taxi company has a wheelchair accessible vehicle.



Parking

- Passengers can be dropped off in the taxi drop off point behind Hot Rocks at the pier approach. It is a short 2 minute walk to the end of the pier. Unfortunately due to the location of RockReef on the end of the pier, there is no parking at the venue but there are a number of pay & display car parks just a few minutes walk to RockReef: Bath Road North & South Car Parks – 0.2 miles away with 12 disabled parking spaces, BIC Car Park – 0.2 miles with 35 disabled spaces and an accessible toilet, Winter Gardens Car Park – 0.3 miles, with 9 disabled spaces

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.



Main entrance

- The main entrance has level access.
- The main door is side hung and manual.

Getting around inside



Ticket/ information desk

- From the main entrance to the desk, there is level access.

Things to See and Do

- We have a complimentary ticket policy for personal assistants over 18 years of age.

Climbing arena

- From the main entrance to this area, there is level access. Some display information is low, for wheelchair users. There are seats.



Spectator/ Audience viewing areas

- We have a viewing area for wheelchair users.

Downstairs seating area

- From the main entrance to the viewing area, there is level access. The wheelchair spaces are sheltered. Personal assistants and friends can sit with wheelchair users.

- Stewards can bring food and drink to wheelchair users.
- There is a cafe seating area/viewing area at ground level and staff are happy to assist if help is needed to collect food and/or drinks.

Public toilet

Disabled toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access.

Place to eat and drink

RockReef Cafe

- To get to a table, there are no steps.
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- The RockReef cafe is located on a mezzanine level which is upstairs but there is a seating area on the ground floor suitable for wheelchair and disabled customers. Assistance can be provided on request by RockReef staff if help is needed for collecting food and/or drink items.

Customer care support

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

Customer care support

- All staff have disability awareness training.

Guide last updated: 31 March 2023