

Land's End are committed to ensuring the safety and enjoyment of all visitors. We will endeavour to give access to all facilities on site but must point out that due to the location and nature of our landmark certain activities may be physically demanding. Also please note that Land's End is very exposed to the elements and during certain weather conditions access around the site can be quite difficult.

This guide has been designed to provide our guests with a full and realistic picture of our site, exhibitions, shops and restaurants, and with this information we hope to ensure that all our guests have a safe and enjoyable day out. If you have any questions or concerns on this guide, or your visit, please contact our customer services team on 0871 720 0044, or e-mail info@landsend-landmark.co.uk. All staff at Land's End are trained to help all visitors and will offer any help or advice upon request.

An information leaflet is available from our Visitor Centre or can be downloaded [here](#)>

PARKING

- We have 2 designated areas of parking for customers with disabilities, these are located at the front of the main car park and clearly signed.
- Coach passengers with disabilities can disembark at the main entrance in designated 'drop-off' points.
- There is a reduced parking charge for those customers who carry a blue-badge.

CUSTOMER SERVICES

The Visitor Centre is located just inside the main entrance and should be your main point of contact if you have any concerns or questions once at Land's End, wheelchairs are available for hire for a small refundable deposit. This is also where you can purchase tickets for the attractions (please see details below), discounts are available for persons with disabilities.

GENERAL ACCESS INFORMATION

The Land's End site is in the main, accessible for disabled persons. There are clearly marked walks around the site which are

tarmacked and suitable for wheelchairs, prams and pushchairs. Please note that the walk to the 'First and Last Point' is generally on the level, but that Greeb Farm is located in a valley and the walk back up can be quite strenuous. The First and Last House is accessed via a shallow step and help may be required, please ask staff for help. Penwith House contains a gift shop and an art gallery, the shop is totally accessible whilst the gallery has a step into the front door. The West Country Shopping Village is totally accessible with wide flat walkways throughout, please ask staff if you need any assistance when purchasing goods.

CATERING FACILITIES

The Cornish Pantry Self Service restaurant is totally accessible for persons in wheelchairs, if you need any help purchasing your food, please ask a member of staff who will be pleased to help. The Old Bakehouse serves take-away food and is totally accessible, in the main square there are a selection of picnic tables, some of which are specially designed for wheelchair users and are clearly signed.

'PAY AS YOU GO' VISITOR ATTRACTIONS

There are 5 'Pay as you go' attractions at Land's End which are detailed below:

- **The 4D Film Experience** is accessible and has a wheelchair designated area at the front (4 spaces). Anyone who suffers with a heart condition, back problem or high blood pressure, and pregnant women, are advised not to enter the 4D experience.
- **Prehistoric Monsters of the Deep** is accessed via an ascending spiral walkway with small steps of 50mm or 2 inches in height, assistance is therefore recommended for wheelchair users (unfortunately motorized wheelchairs can not be used on these steps but standard wheelchairs can be hired from the Visitor Centre).
- **Air Sea Rescue** is the only attraction which is not suitable for wheelchairs or pushchairs/prams. This attraction is an enclosed simulator which is also not recommended for those with heart conditions or back problems.
- **Greeb Farm** is totally accessible but please be aware that it is located in a valley a short walk from the main site, please see above.

- **The End to End Story** which is a free attraction is totally accessible.

Concession tickets can be purchased for all of our attractions, plus there is a 'Registered Disabled/Carer' Inclusive ticket available. Please ask the staff in our Visitor Centre for more advice on all our attractions before purchasing tickets.

TOILETS

There are toilets which are accessible for wheelchair users and those with disabilities located around the site:

- Under the main entrance archway - open daily, during normal operating hours (except Christmas Eve and Christmas Day).
- Next to the First Aid room to the left of the Air Sea Rescue Show entrance – Peak season only.
- In the Cornish Pantry Self service Restaurant.

FIRST AID

The First Aid Room is located to the left of the Air Sea Rescue Show entrance. However if you need assistance please first contact the Visitor Centre who will call a First Aider.

THE LAND'S END HOTEL

Unfortunately due to the age of the hotel it is not suitable for residential use by wheelchair confined persons. The bedrooms are all located on the first and second floors and again due to the hotel's age there is no lift. However if you wish to stay in the hotel and have any concerns then please contact the reception for more advice.

WE HOPE YOU ENJOY YOUR TIME AT LAND'S END. IF YOU ARE ABLE TO OFFER US ANY ADVICE ON POTENTIAL IMPROVEMNTS TO OUR FACILITIES/SERVICES THEN PLEASE CONTACT US.