



Luxurious Serene Dining

Graceful Swan - Access Statement

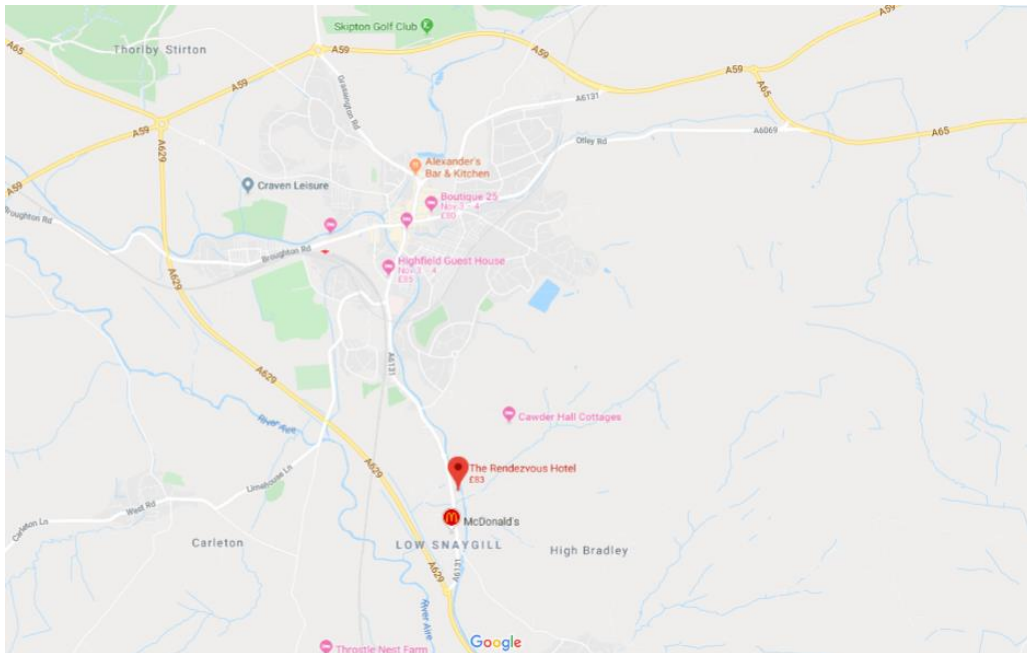
This access statement does not contain personal opinions as to our suitability for those with disabilities but aims to accurately describe the facilities and services that we offer to all our guests. This statement is reviewed regularly and updated when appropriate.

Introduction

Graceful Swan is a passenger trip boat based at the Rendezvous Hotel in Skipton, on the Leeds and Liverpool Canal. We run a range of trips to suit everyone from daytime lunch and afternoon tea cruises, group dining and packages, VIP weekend and evening cruises, special occasions, corporate hire and much more. Join us to escape the hustle and bustle of daily life and relax on a cruise along the Leeds Liverpool Canal in Skipton.

To discover more about us and the cruises we offer please visit our website www.gracefulswan.co.uk and www.rendezvous-skipton.co.uk or call 01756 700100 for more details.

How to get to us



Mooring Address

Rendezvous Hotel, Keighley Road, Skipton, BD23 2TA

01756 700100 info@gracefulswan.co.uk

www.gracefulswan.co.uk

Strong Value Ltd T/A Graceful Swan Company number 03178336



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Arriving by Car

SATNAV: Our postcode is **BD23 2TA**. Please note that the postcode is recognised as Rendezvous Hotel and not Graceful Swan.

From the M65: Exit at Junction 14 of the M65 and follow signs for Skipton. Skipton is 9 miles. Rendezvous Hotel is one mile south of Skipton on the A6131/B6265 Keighley Road.

Our mooring is not signposted from these roads and from the town centre. If you are seeking directions, please ask for Rendezvous Hotel.

The nearest car park to our moorings is the Rendezvous Hotel car park. This is free of charge for our passengers and there is plenty of parking. If you are staying in the Hotel you will need to provide your car registration upon check in. It is recommended if you are a non-resident that you also leave your car registration details at reception.

There are two disabled car parking spaces, one to the right of the entrance to the Hotel, and one to the left by the leisure club. Both parking spaces are a short distance up to the tow path to reach Graceful Swan. It is advised you enter the Hotel and access the boat via the Hotel's 2nd floor and not via tow path from the car park.

Car parking spaces cannot be reserved. The Hotel nor Graceful Swan accepts any liability to damages. There is CCTV coverage of the car park.

Arriving by Rail

Skipton railway station is approximately 1 mile from Rendezvous Hotel where Graceful Swan is moored. There is a taxi rank outside the Station which will drop you off at the Hotel within minutes.

Trains from Leeds to Skipton, where most changeovers occur, are as frequent as every 15 minutes.

Arriving by Bus

The closest bus stop is in front of the Hotel and our mooring so you can catch a bus directly from the nearest towns of Skipton and Keighley directly to the Hotel. The buses are wheelchair accessible. The bus number along this route is no. 66, The Keighley Bus Company. Skipton has a bus station with frequent buses to Harrogate, Ilkley, Otley, Grassington, Malham, Settle, Burnley, Leeds and Manchester.

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Office and Mooring

Our office is based at the Rendezvous Hotel. If the office is not manned during working hours the Hotel staff will be more than able to assist with any enquires. If there is anything urgent, the Hotel can put you in touch with the Boat Master who has a mobile phone on board.

Mooring of the boat is directly behind the Hotel which can be accessed via the Hotel 2nd Floor, or via the tow path from each end of the car park.

Disabled access to Graceful Swan is via the Hotel 2nd Floor lift, or via the right-hand side of the car park, up the path and on to the tow path. It is advised you use the Hotel's access point where staff assistance can be given.

There are three steps down onto the tow path from the Hotel. For passengers with restricted mobility, crew will be able to assist you on to the boat. It is advised you contact us before arrival about your mobility needs.

Boarding Points

Our cruises depart from the mooring at Rendezvous Hotel. To embark you will need to be checked in as a resident at reception and/or have an assigned ticket or confirmation with you.

Pictures available on request.

Graceful Swan is wheelchair accessible. Wheelchairs may be stored onboard if maximum occupancy is not reached as space is restricted. Maximum passenger occupancy is 54, please check with us beforehand of your requirements so we can accommodate you. Wheelchairs can also be left in close proximity to the disembarkment point outside the Hotel. Assistance must be arranged with the organiser of your event. It is not possible to accommodate mobility scooters on board but they may be left at the Hotel during the cruise.

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Accessibility

The furnishings on the boat are multi configurational depending on the size of the event. Some events are more suitable for wheelchair users and those with restricted mobility than others. Please check with us before booking so we can accommodate you. We reserve the right to require persons who are unable to move independently to be accompanied by a companion who is able to provide any necessary assistance and take full responsibility accordingly.

Unfortunately, due to the design of our boat, access to the deck can be difficult for those with restricted mobility and may not be possible for wheelchair users.

Graceful Swan has a wheelchair accessible toilet.

All boats have an amplified public address system with speakers located on the open and enclosed decks. Due to the location of the speakers the volume will vary slightly around the Vessel. Those with a hearing impairment may find it useful to ask a crew member where best to sit to enjoy the music or commentary.

All crew members are aware that we welcome all people on board and that some may have a mental or physical illness or disability, dementia or a learning disability including autistic spectrum disorder that means that they may need some extra assistance or understanding to fully enjoy their cruise.

Unfortunately there is no concession for carers with disabled passengers.

We hope that you have found this access statement useful and it helps you in planning both your visit to Skipton and the Rendezvous Hotel and your cruise with Graceful Swan. Remember, if you have any further questions, please call our office on 01756 700100.

We look forward to welcoming you aboard.

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