



Accessible Jersey Visitor Guide

# Practical Information.

#theislandbreak



[www.jersey.com/accessible-jersey](http://www.jersey.com/accessible-jersey)



Jersey

Find out useful and essential information for visitors with accessibility requirements, from getting around during your island break, to accessible toilets and where to find them.

# Getting Around

Practical and helpful information to find your way around the island.



# Getting Around

## Car Hire

### Enable Jersey

T: +44 (0) 1534 485740

E: info@enablejersey.org

www.enablejersey.org

**For reservations contact Shopmobility**

T: +44 (0) 1534 739672

Enable Jersey has a wheelchair adapted car which can take a scooter or two wheelchairs. This is available to visitors, other than some Wednesdays and Thursdays in exchange for a donation to the charity. It is stored in the Sand Street car park and bookings are done on behalf of Enable by Shopmobility.

## Taxis

There are several taxi companies throughout Jersey with accessible vehicles. Each company has at least 20% of their fleet as designated Wheelchair Accessible Vehicles (WAVs). We advise visitors to contact each company to confirm they meet their access needs.

### Citicabs

T: +44 (0) 1534 499999

E: admin@citicabsjersey.co.uk

Vehicles suitable for disabled passengers are available. Pre-booking is essential.

### Domino Cabs

T: +44 (0) 1534 747047

E: ian@domino-cabs.co.uk

www.domino-cabs.co.uk

Vehicles suitable for disabled passengers are available. Pre-booking is essential.

### E-Cabs - Executive Transport Ltd

T: +44 (0) 1534 280280

E: bookings@e-cabsjersey.co.uk

www.e-cabsjersey.co.uk

E-Cabs will meet and greet clients at the airport and harbours and do short and long trips as well as island tours. The accessible cabs can seat four passengers plus a wheelchair passenger, although in this configuration there is little room for luggage. Normally the cars accommodate a wheelchair and two passengers to allow for luggage on arrival and departure. E-Cabs have a set policy that if they take you out somewhere, they will do the return trip (not leaving you without transport).

### Liberty Cabs

T: +44 (0) 1534 767700

E: bookings@libertycabs.je

www.libertycabs.je

Vehicles suitable for disabled passengers are available. Pre-booking is essential.

### Luxicabs

T: +44 (0) 1534 887000

E: bookings@luxicabs.com

www.signature.je/luxicabs

Vehicles suitable for disabled passengers are available. Pre-booking is essential.

### Michelle Hervieu

T: +44 (0) 7829 777321

Michelle Hervieu is a local taxi driver offering a personalised tour service in an accessible vehicle. Day time tours run from two to four hours for a maximum of three people, including one wheelchair, with tours being tailored to your requirements.

### Rachel's Cars

T: +44 (0) 1534 721343

T: +44 (0) 7797 711193

T: +44 (0) 1534 861732

T: +44 (0) 7797 811928

A Fiat Doblo which has been purpose built for the carriage of a wheel chair user plus three passengers and the driver. Available free of charge, but an insurance excess cash deposit will be required. Pre-booking essential.

### Rank Taxis

T: +44 (0) 07797 716121

T: +44 (0) 07797 715514

Available from the taxi rank in front of arrivals at the airport and in front of The Royal Yacht Hotel in St. Helier. They will come to other locations when telephoned.

### Signature Transport Group

T: +44 (0) 7797 789123

www.signature.je

Vehicles suitable for disabled passengers are available. Pre-booking is essential.

### Taxi 200

T: +44 (0) 7797 765928

A taxi which can take a manual or electric wheelchair. Pre-booking essential.

### Yellow Cabs

T: +44 (0) 1534 888888

E: booking@yellowcabs.je

www.yellowcabs.je

Yellow Cabs have some vehicles that are WAV accessible and continue to update the fleet on a regular basis. Please advise the operator at time of booking. Folding wheelchairs can be carried by the majority of the cabs.



# Getting Around



## Buses

All buses are low floor, so they are all fully accessible for wheelchair users, pushchairs, prams and some smaller mobility scooters (with a permit). Low-floor buses also help those who have other mobility requirements. All our buses have easy-access ramps and a dedicated wheelchair space.

### LibertyBus

**T:** +44 (0) 1534 828555  
**E:** info@libertybus.je  
**www.libertybus.je**

## Coach Tours

The following coach companies have the facility to accommodate collapsible wheelchairs, please contact them directly for more information:

### Jersey Bus Tours

**T:** +44 (0) 1534 863624  
**www.jerseybustours.com**

### Tantivy Blue Coach Tours

**T:** + 44 (0) 1534 706706  
**www.tantivybluecoach.com**

### Waverley Coach Tours

**T:** +44 (0) 1534 758360  
**www.waverleycoaches.co.uk**

## Jersey Airport

Jersey Airport participates in the Hidden Disabilities Lanyard scheme. The lanyard acts as a discreet sign to staff that the wearer may need additional time or consideration when traveling. Staff are trained to provide appropriate assistance, use clear language and avoid separating passengers from traveling with friends and family. Many UK airports also recognise this scheme, meaning passengers can expect a similar experience at their arrival and departure airports. This also means that lanyards can be retained for future use. Lanyards can be collected from the Special Assistance Desk in the departures terminal or ordered in advance from your UK departure airport.

## Accessibility Card

The Accessibility Card aims to allow individuals who need additional support to travel confidently on the bus. It is completely free and there is no sign up, you can simply collect one from Customer Services at Liberation Station. Please note that this card does not allow for free travel.

Unfortunately, UK Concessionary Passes are not valid in Jersey because there is no agreement between the UK and Jersey governments.

### Wheelchair users:

All buses have easy-access ramps and a dedicated wheelchair space suitable for all types of wheelchair - up to a maximum laden weight of 250KG. Please ensure that wheelchair users apply their brakes when in the wheelchair space. If there are no wheelchair users on the vehicle, this space will be available for other passengers - but LibertyBus ask any passenger to give up this space if a wheelchair user requires it.

### Mobility scooters:

If you travel using a mobility scooter, LibertyBus can accommodate some of the smaller varieties of scooter. The scooter will need a permit. These can be obtained through a brief assessment, trialling it on one of our vehicles to ensure you can travel safely. To arrange a scooter permit assessment, please call +44 (0) 1534 828550.

# Parking

## Blue Badge Holders and Parking Areas

The Blue Badge scheme is intended to assist people who have a permanent and/or substantial disability, which causes inability to walk or very considerable difficulty in walking, by making additional provisions for the parking of vehicles used by holders of a Blue Badge.

## Can Badges from other countries be used in Jersey?

Yes. All European style Blue Badges are accepted in Jersey. Badges issued outside of the EU can be used at the discretion of the parking authority. You should ask at Parking Control in the Sand Street car park. **UK badge holders should note that vehicles may not park on a yellow line at any time.**

## How do I display my badge?

You must display the badge on top of the dashboard or fascia panel of the vehicle with the front of the badge (the side showing the wheelchair symbol) facing forward. The relevant details should be clearly visible from the outside of the windscreen. Failure to display the badge correctly will result in a parking penalty being issued. When requested by a parking official, please show your photograph on the back of the badge to confirm your identity.

## Where can I park using my badge?

### On-street parking, St. Helier:

- Any specifically set aside disabled parking area may be used to park up to a maximum of four hours using a badge with a parking disc clock (parking disc clocks can be purchased from St. Helier Parish Hall if you forget to bring one). Exceptions are Lewis St, Halkett Place, The Parade (East), Patriotic St, Roseville St and Saville St (where some places are limited to one hour only). Vine St is for weekend parking, where some spaces are limited to one hour only.
- Parking for up to a maximum of two hours using a normal parking Paycard or PaybyPhone App with a badge, on any on-street parking area in the 20-minute (yellow) or one-hour (red) zones (one unit per stay).

### Off-street parking, St. Helier

#### Short Stay:

Using a badge with a parking disc clock, free parking for three hours in any parking space in Minden Place, Snow Hill, and Charles St car parks. A limited number of dedicated wheelchair access spaces are available [www.gov.je/Travel/Motoring/Parking/pages/parkingdisc.aspx](http://www.gov.je/Travel/Motoring/Parking/pages/parkingdisc.aspx)

- **Short Stay:** Free 12 hours parking in every 24 hours is available at short stay car parks by special permit using a badge with a parking disc clock. The granting of permits is discretionary and will be made on a case-by-case basis. Permits must be used in accordance with their rules for use and may be withdrawn by the parking authority at any time. Individual enquiries for permits should be made to Parking Control Office at Sand St. car park, +44 (0) 1534 448660.

- **Long Stay:** Free parking for 12 hours in every 24 hours in any of the public off-street parking spaces using a badge with a parking disc clock. A limited number of dedicated wheelchair access spaces are available. This includes the following car parks: The Esplanade, Green Street, Hue Street, Midvale Road, Patriotic Street, People's Park, Pier Road, and Route du Fort. To park longer than 12 hours Paycards are required to be displayed for the whole duration of your stay.

- **Sand Street Car Park:** Blue Badge holders will have to register at the office located at street level for free parking for the length of their stay in Jersey. Payment will be required for stays over three hours. Shopmobility are located on the ground floor of Sand Street car park.

## Underground Waterfront Car Park:

Those using this car park are required to register their Blue Badge, in person, with the Jersey Development Company before parking. They are based at the ground floor, Harbour Reach, La Rue de Carteret, St. Helier. On entering the car park take a ticket, but when leaving press the help/info button and speak to the operator who will lift barrier for you.

- **Elizabeth Terminal Car Park:** Blue Badge Holders must display their badge and time clock and use a one unit Paycard, showing their time of arrival, to cover the whole length of their stay for any 12 hours out of 24 hours. There are two designated disabled spaces, but Blue Badge holders may also park in non-designated disabled spaces following the same procedure. If you wish to park for more than one day and up to a maximum of five days, then the normal Paycard system will apply.



# Facilities

## Disabled Toilets, Changing Places & Radar Keys

The following toilets with disabled access can be found:

### St. Helier:

- Weighbridge
- Minden Place
- Patriotic Street
- Snow Hill
- West Park
- Parade Gardens
- La Collette Walk
- Conway Street
- Green Street Car Park
- Sand Street Car Park
- Conway Street

### Travelling east:

- Millard's Corner
- La Mare
- Le Hocq
- La Rocque
- Gorey Common
- Gorey House
- St. Catherine's Breakwater
- Rozel

### Travelling west:

- Millbrook Park
- Bel Royal
- Beaumont
- La Haule
- St. Aubin
- Red Houses
- Ouaisné
- St. Brelade's Bay
- Corbière
- La Pulente
- Le Braye
- Les Laveurs (St. Ouen's Bay)
- Grève de Lecq

### Public Toilets which have larger cubicle for disabled users:

- La Rocque, Grouville
- La Mare, St. Clement

### Changing Places toilet facilities

Changing Places facilities are designed for people with profound and multiple learning disabilities and their carers, as well as the many other disabled people who cannot use standard accessible toilets.

There are two Changing Places toilet facilities available in Jersey located at:

- Seale Street in St. Helier (provided by the Parish of St. Helier)
- Millennium Town Park in St. Helier (provided by the States of Jersey)

Request to access both facilities requires application and registration.

- Access to the Changing Places facilities is by way of a swipe card.
- A returnable deposit is required.

To apply, please email [townhall@posh.je](mailto:townhall@posh.je) where you will be asked to complete a form to register and receive your swipe card.

Carers and/or users will be required to sign a disclaimer to ensure they have read and understood the guidelines before a swipe card is issued.

Please note the Changing Places facilities are not for use by those who can access radar key scheme disabled toilets.

For any further information regarding the facilities and what is, or is not, provided please go to [www.sthelier.je/transport-and-streets/st-heliers-changing-places](http://www.sthelier.je/transport-and-streets/st-heliers-changing-places)

As the premises are accessible by a swipe card only, once registered and issued with a swipe card access can be at any time.

### Radar Keys

Access to all disabled toilets is by use of a Radar key which is available for hire at the Tourist Information Centre (located at Liberation Bus Station), the Town Hall in St. Helier and Sand Street Car Park office or Shopmobility. A £5.00 refundable deposit is required.

### Cleanliness

All public lavatories are maintained by the Department for Infrastructure and any comment relating to their standard and service should be directed to them on +44 (0) 1534 445509.

# Equipment Hire

The following organisations will hire specialised equipment for visitors with a disability.

**Boots**  
Queen Street, St. Helier  
T: +44 (0) 1534 730432

Boots will supply oxygen upon receipt of a fax from the patients GP prior to arrival in the island.

**Mercury Medical Jersey**  
Augres Garage Complex,  
La Route de la Trinite, Trinity  
T: + 44 (0) 1534 610055  
E: sales@mercurydistribution.com  
[www.mercurydistribution.com/jersey/medical](http://www.mercurydistribution.com/jersey/medical)

Products available for hire include manual lightweight wheelchairs, rise and recline chairs, profile beds, static and active mattresses, portable hoists, commode chairs, overbed tables, rollators and ramps. Free delivery available.

**SGB Hire (Formerly Harsco Hire)**  
Millbrook, St. Lawrence  
T: +44 (0) 1534 873699  
E: ukinfo@beis.com

Manual wheelchairs only. Delivery available. Please book at least one week in advance.

**Technicare Medical**  
Doué House, Longueville Road,  
St. Saviour  
T: + 44 (0) 1534 888975  
E: info@technicare-jersey.com

Manual Wheelchairs only, walking aids, specialist beds/mattresses and hoists available. Will deliver and collect equipment.

## Shopmobility Scheme

Lower Ground Floor, Sand Street Car Park, St. Helier

T: +44 (0) 1534 739672

T: +44 (0) 7700 736797

E: shopmojersey@gmail.com

[www.shopmobility.org.je](http://www.shopmobility.org.je)

Shopmobility is a scheme widely available in the UK where visitors can use powered wheelchairs or scooters to enable them to visit shops and places of interest. There is a limited number of scooters which will fit in cars. All equipment will be delivered to hotels/homes without charge for overnight usage.

This scheme operates from the lower floor of the Sand Street car park. Powered chairs, scooters and manual-push chairs will be available from 10:00 to 16:30 Monday to Saturday and with pre-booking summer bank holidays, Christmas shopping evenings and Sundays. These are £10.00 per day powered and £6.00 per day manual. Free delivery and collection.

Those using the service can park free on the lower ground floor for an unlimited time during the opening hours of Shopmobility while they use the equipment.

Powered scooters and chairs, manual chairs, quad and tri-walkers, walkers, baby buggies, shower and toilet seats. Full advice on the equipment will be given.

Shopmobility equipment is available at Jersey Zoo (Durrell Wildlife Conservation Trust) for use whilst visiting this attraction. The scheme is available during the Zoo opening hours. Pre-booking is strongly advised. For more information or to make a booking please contact Jersey Zoo on +44 (0) 1534 860071. This facility is also available at the Jersey War Tunnels on a 'first come, first served' basis, please call +44 (0) 1534 860808 to check availability.

# Equipment Hire

## BeachAbility

T: +44 (0) 7797 935 088  
E: beachability@hotmail.co.uk  
www.beachability.org

### Where there's a wheel there's a way!

BeachAbility is a charity providing specially designed manual, ballooned wheel chairs for use on the beach and other rough terrain.

BeachAbility chairs are available for anyone that needs help with their mobility at no cost and can be booked out for up to three hours. Users should be able to transfer onto the chair and should be accompanied by a helper. A hoist is also available for those who are not able to transfer. Free to use - donations welcome.

### Chairs are located at six key sites:

- West Park, St. Helier
- Bel Royal Kiosk, St. Aubin's Bay
- Le Braye Café, St. Ouen's Bay
- St. Brelade's Bay, Winston Churchill Car Park
- Long Beach, Gorey
- La Mare Slip, St. Clement
- Gunsite Café, St. Aubin's Bay





# Medical Services

Information for all your nursing care  
needs whilst on the #theislandbreak.

# Nursing Care

## **Palm Spring Nursing & Care Services**

Lower Ground Floor, Sand Street Car Park, St. Helier

**T:** +44 (0) 1534 733479

**T:** +44 (0) 7797 755873

**E:** care@palmspringsnursingandcareservices.co.uk

**www.palmspringsnursingandcareservices.co.uk**

A local nursing agency providing registered nurses and health care assistants to assist clients visiting and living in Jersey. Care staff can attend to visitors staying in local hotels or with relatives, and assist with personal care and surgical dressings. The service is suitable for clients of all ages and levels of mobility or disability. They also offer an in-house wheelchair taxi service for those who want to enjoy social outings with the security of a driver trained in health care.

## **Kidney Dialysis Information for Visitors**

To obtain kidney dialysis during your visit please follow the procedure below:

1. Contact your local renal unit to ensure that you are fit to travel.
2. Organise your funding which is often through your local renal unit, or you can apply to your local kidney association.
3. Once funding has been organised call the Jersey Renal Unit on **T: +44 (0) 1534 442125** to check the dates you are looking to visit Jersey are available. Please do not book any travel arrangements prior to organising your dialysis dates as the time you are looking for may not be available.

## **Loop Service/Hearing Aids**

The Hearing Loop System is currently available at the following establishments:

Barclays Bank Library Place	Jersey Museum	De Gruchy
Lloyds TSB	Diabetes Centre	Maritime Museum
Fort Regent (Don Theatre)	Masonic Temple	General Hospital
NatWest International Bank	Grouville Town Hall	Opera House
Hearing Resources Centre	RBS International	HSBC Bank
St. Helier Town Hall	Jersey Airport	St. Lawrence Parish Hall
Jersey Arts Centre	Salvation Army Citadel	Jersey Hospice
Tourist Information Centre		

## **Audiology Clinics and HRC Information**

Repair sessions for hearing aids: For minor repairs the General Hospital Audiology Department run a Drop-in Clinic every Monday from 09:00 to 12:00. For further information, call +44 (0) 1534 442551.

Hearing aid batteries are available from The Gwyneth Huelin Wing at the General Hospital, +44 (0) 1534 442000. A full selection of NHS hearing aid batteries is available at a small charge.

## **Accommodation Information regarding Assistance Dogs**

Due to new Accessibility Legislation in Jersey from 01 September 2018 it will be illegal to refuse to accept a booking for a disabled person for a reason relating to their disability. This means that an assistance dog owner who makes a booking at a hotel with his/her assistance dog should not be refused accommodation due to the fact that they are blind or partially sighted, or that they have a guide dog with them. It is the service provider's (i.e. the hotelier's) responsibility to provide the same level of service to disabled people that they would provide to other members of the public and to make any necessary reasonable adjustments in order to be able to do so. It is unacceptable and could be seen as discriminating to charge an assistance dog owner extra or charge for cleaning as their dog is an essential mobility aid. Therefore, all accommodation must comply and accept assistance dogs.

## **Services for visually impaired visitors**

### **EYECAN (Jersey Blind Society) since 1886**

Westlea Centre, Rue Du Huquet, St Martin JE3 6HU

**T:** +44 (0) 1534 864689 or **E:** info@eyecan.je

EYECAN is a charity that supports sight impaired islanders in Jersey. Previously known as the Jersey Blind Society, it is the only charity on the island whose sole focus is to help those with sight impairments. Services and support are offered to all age groups, from infants through to the elderly. The charity aims to help enable those affected by sight impairment and their families benefit from tailored support, activities and social events, to ensure that they are empowered to live more independently with their sight loss. Services and support are open to anyone with sight impairment.

# Autism-friendly

## **Autism Jersey**

Patriotic Place, St. Helier

T: +44 (0) 1534 871888

[www.autismjersey.org/autism-friendly-in-jersey](http://www.autismjersey.org/autism-friendly-in-jersey)

**The Co-op Grand Marché** in St. Helier and St. Peter hold a quiet hour from 15:00 to 16:00 every Monday afternoon. Staff have been trained in autism awareness.

[www.channelislands.coop/je/campaigns/quiet-hour](http://www.channelislands.coop/je/campaigns/quiet-hour)

**Jersey Heritage** have drawn up Visual Stories for each of their sites, to help visitors explore the castles and museums. Here's an example of one at Mont Orgueil Castle.

[www.jerseyheritage.org/news/visual-stories](http://www.jerseyheritage.org/news/visual-stories)

## **Cineworld Jersey**

Waterfront Centre, St. Helier

Cineworld Jersey hold an autism-friendly screening on the first Sunday of each month. During these screenings lighting is kept on, volume levels are reduced, there are no adverts or trailers, seating is not allocated, and customers are allowed to bring in their own food.

[www.cineworld.co.uk/cinemas/jersey](http://www.cineworld.co.uk/cinemas/jersey)

**The Entertainer** toy shop in Bath Street have introduced a Quiet Hour every Saturday morning, from 09:00 to 10:00. They are happy to turn off the music and make it a welcoming environment for children who have autism. You can phone ahead of your visit if you need to.

[www.thetoyshop.com/store-finder/jersey](http://www.thetoyshop.com/store-finder/jersey)

## **Les Quennevais Sports Centre,**

La Route des Quennevais, St. Brelade JE3 8LZ

T: +44 (0) 1534 449880 E: [active@gov.je](mailto:active@gov.je)

[www.gov.je/Leisure/Sport/LesQuennevaisSportsCentre](http://www.gov.je/Leisure/Sport/LesQuennevaisSportsCentre)

Autism friendly swimming sessions take place on the first Sunday each month from 14:00 to 15:00, they also have a downloadable Autism swimming storyboard to assist during swimming sessions. Please contact Les Quennevais Sports Centre for more information.



All details contained within this document are correct at the time of print and are based on information received from the aforementioned establishments and services. Whilst we endeavour to maintain accurate information Visit Jersey cannot accept responsibility for any amendment or cancellation of the above facilities.

Should you wish to advise us of any observation relating to these disabled facilities which you may feel would be of assistance for future information please do not hesitate to contact Tourism Information Centre on +44 (0) 1534 859000.




### **We hope you enjoy your stay in Jersey #theislandbreak**

Should you have any questions during your visit please pop in and speak to a member of the team at:

**The Tourist Information Centre**  
Liberation Station  
St. Helier  
JE2 3AS

T: +44 (0) 1534 859000  
E: [info@jersey.com](mailto:info@jersey.com)

Or you can reach us through our social channels:

-  @VisitJerseyCI
-  VisitJerseyCI
-  VisitJersey

