



This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Pandora Inn

Introduction

The Pandora Inn is set in a stunning location right on the shores of Restronguet Creek. A thatched, grade II listed traditional inn with parts of the building dating back to the 13th century. A pontoon stretches out into the tidal creek for truly al fresco dining! We are open every day of the year and serve food from 10.30am to 9.30pm every day except Christmas Day. Award winning cask ales are supplied by St. Austell brewery and we have 17 wines available by the glass. The pub is located at the bottom of a steep narrow hill but once there there is level access to the ground floor of the building and a wheelchair accessible toilet for our customers.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01326 372678 or email info@pandorainn.com.

Pre-Arrival

- For full details of how to reach us please see the directions section on our website. For 'sat nav' users please enter our postcode which is TR11 5ST. Brown, directional tourist signs provide additional help with guiding you to the pub.
- The nearest railway station is Falmouth which is approximately 6 miles away. Due to our rural/coastal location bus services are very limited with the nearest bus service being to Mylor Bridge which would require completing the journey by foot along steep narrow lanes. Falmouth & Penryn radio taxis provide a service for both manual and electric wheelchair users. Taxis can be booked in advance on 01326 315194.
- The access lane to the pub is steep and surfaced with tarmac.
- Specialist equipment can be hired locally, we suggest contacting www.cornwallmobilitycentre.co.uk or 01872 254920 for details.
- We can provide large print versions of our menu, price/wine lists and this access statement on request.

Car Parking and Arrival

- We have 40 free parking spaces on site for customers of the pub only. The car park is immediately adjacent to the pub with all spaces being within 20 meters of the side entrance. One clearly marked Blue Badge parking space is available next to the side entrance.
- The car park is surfaced with tarmac and slopes slightly to the rear of the building uphill from the river. An oak and rope fence provides a barrier between the car park and the river. There are no curbs in the car park.
- There are no street lights but there are wall mounted floodlights providing good levels of light in the car park and the approach to the entrances. Discreet low level lighting is provided on the outside terrace and pontoon.



- There are two entrances to the pub both have level access with no steps. The front door opens inwards and has a clear width of 800mm or 31 inches. The double doors to the side entrance porch open outwards and have a clear width of 1600mm or 62 inches. From the side entrance an archway leading to the bar and dining areas has a clear width of 800mm or 31 inches. Both entrances have manually opened doors.
- Our staff are on hand throughout opening hours to assist customers.

Bar & Bar Area and Dining Area/Restaurant

- The Pandora Inn is an ancient, grade II listed building and has low ceiling heights and changes of floor level inside. It is possible to access the bar area and the major part of the ground floor dining areas via the front entrance. One step up leads to a further dining area and the ground floor wheelchair accessible toilet, although this can be accessed via the side entrance without the need to negotiate any steps.
- There is a first floor dining area which is not accessible other than by using the wooden staircase. All treads on the stairs are marked with discs to highlight the individual steps. Any changes in level on the ground floor are highlighted on the actual step with white tape and cautionary signage at approximately eye level.
- There is adequate space between some tables for either wheelchair or pushchair users.
- The pub is furnished with antique tables and chairs of various styles. We have a mixture of fixed bench seating and upright chairs, some with arms and some without. The clear height under the tables ranges from 600mm to 750mm.
- The pub is illuminated with a mixture of traditional style light fittings all using low energy led or compact fluorescent bulbs. As we are an old building the window openings are small. Candles are used throughout the pub in the evenings and during the winter months.
- There is no background music, no television screens and no gaming machines.
- The floor surface throughout the ground floor is slate and upstairs the floor surface is wood. There are no carpets or loose rugs.
- The ground floor is heated by three open fireplaces.
- Special dietary needs can be catered for on request. Food allergy information can be found on our printed menu and on our website version of the menu.
- Menus are available in printed form, enlarged copies by request and specials are displayed on a blackboard. Our staff are trained to read out menus/prices lists.
- Our crockery is white and our tables are wooden so a contrast is visible.
- Service is from the bar although we are happy to assist by taking an order from your table - please ask.

Customer Toilets

- Our Gentleman's public toilets can be found on the ground floor and are accessed through the porch leading to the side entrance. Our Ladies public toilets are located on the first floor. All steps on the staircases leading to the first floor have discs on each tread to highlight the individual steps.
- A wheelchair accessible toilet is located on the ground floor and is accessed through the side porch. There is level access to this toilet from outside and from the adjacent seating area.
- The doorway to this toilet is 900mm or 36 inches wide. There is 800mm clear space to the left of the WC when facing it. A vertical and horizontal grab rail is located to the left of the WC when facing it.



- A clearly marked red alarm cord can be pulled to alert the staff in an emergency. This sounds an audible and visual alarm both in the bar and outside the toilet.
- In the event of the fire alarm sounding a red flashing light will activate in this toilet.
- The floor is surfaced with an anti slip floor covering and the room is lit with a compact fluorescent overhead light fitting.
- The wash hand basin is fitted with lever taps.
- The distance from the floor to the toilet seat is 450mm.

Beer Garden/Outdoor Area/Smoking area

- There is an outside paved terrace to the front of the pub and right on the waters edge. A oak post and rope fence separates the terrace from the river. This terrace is furnished with picnic style table/benches which have space alongside for wheelchairs and pushchairs.
- A metal anti-slip ramp gives access to the floating pontoon which is also equipped with picnic style table/benches. Safety rails are fitted along the pontoon with safety chains at intervals to allow boats to off load passengers onto the deck (timber) surface. It should be noted that as people using the river for recreational purposes use the pontoon there can sometimes be water on the surface even in dry weather conditions.
- Food and drink can be served to any of the outside tables from the pub and table service is available on request.

Additional Information

- Free wifi and with limited mobile phone signal we have a customer payphone.
- All of our staff receive regular training including disability awareness training.
- We welcome assistance dogs throughout the building. A water bowl is available outside the front doors.
- In the event of an evacuation our staff are trained to assist and provide safe exits from the building

Contact Information

Address (Inc postcode):	The Pandora Inn Restronguet Creek Mylor Bridge Falmouth TR11 5ST
Telephone:	01326 372678
Email:	info@pandorainn.com
Website:	www.pandorainn.com
Grid Reference:	SW 812 6437270 Lat = 50.19 Long. = 5.06
Hours Of Operation:	10.00am - 11.00pm daily
Local Carers:	www.cornwallmobiltycentre.co.uk 01872 254920
Local Equipment Hire:	www.cornwallmobilitycentre.co.uk 01872 254920
Local Accessible Taxi:	Falmouth & Penryn Radio taxis 01326 315194
Local Public Transport:	Falmouth Railway Station