

## Accessibility Statement

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### Welcome

Our visitor attraction opened in January 2017 and is situated on the banks of the River Tummel, it features a gift shop and 60 seat café, where visitors can enjoy spectacular views overlooking Loch Faskally and Pitlochry Dam.

There is an exhibition located over two floors which showcases the rich history and heritage of hydroelectricity in the north of Scotland. Here, you can find out how bringing “power from the glens” transformed people’s lives in the highlands, as well as hear firsthand accounts from some of our “Tunnel Tigers” and “Hydro Boys”, the hydro pioneers who helped to build these schemes.

The salmon ladder is located a short walk away and the visitor centre contains information on the journey and life cycle of our iconic Scottish salmon, managing habitats and local animals as well as further details on Scotland’s green energy sources.

Whether you have come to visit our interactive exhibition, shop, café, or plan on holding an event here, we can guarantee a wonderful experience.

We are fully accessible for wheelchair users and can also cater for most other specific access needs.

Please get in touch if you need any advice planning your visit or require any further information about specific access requirements.

Enjoy your visit!

## Travel

**Location:** Pitlochry Dam Visitor Centre, Armoury Road, Pitlochry. Postcode: PH16 5AP

The visitor centre is located just off the A9 road at Pitlochry, Highland Perthshire between Perth and Inverness. It is 29 miles north of Perth.

Pitlochry Train station is on the Inverness to Edinburgh line. To view train times, visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or call traintracker on 0871 200 4950.

Citylink offers bus services between Edinburgh, Glasgow, Perth and Inverness. To view bus times, visit [www.citylink.co.uk](http://www.citylink.co.uk) or call 0871 266 3333.

The centre is located 600m from Pitlochry main street. While this is only a ten-minute walk, it is not a level road and may not be suitable for those with mobility issues.

If you do require a taxi once you are in Pitlochry, there are two local taxi firms:

**Elizabeth Yule** - 01796472290

**SR Taxis** – 01796473931

## Parking

Disabled parking spaces are located outside the main entrance door of the attraction.

There is a drop off/pick up point and turning circle outside the main entrance.

A larger carpark with disabled spaces is also located at the bottom of the hill.



## Assistance Dogs

Assistance dogs are welcome throughout the visitor centre.

There are dog water bowls available and staff are happy to fill these when required.

## Main entrance

There is level access from the disabled parking spaces outside with a dropped kerb at the front door.

The main entrance doors are two double sensor operated automatic glass doors, both these doorways are 1800mm wide

There is seating available just inside the front door with clear spotlight lighting.

The main entrance of the attraction enters the first floor of the building.



## First Floor

The flooring is porcelain tiles and there is level access across the entire first floor.

The area is open plan and there is bright lighting throughout the first floor.

## Reception desk

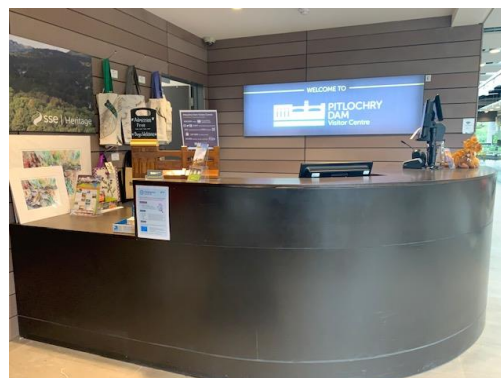
Level access from the main entrance on the first floor.

There is a lower level counter at reception.

There is a hearing loop fitted at the reception desk till point, this is also the shop till.

Reception staff are on hand to provide any further assistance if required.

The access is 1200mm wide or more.



## Shop

There is level access from the main entrance.

The access around the shop is 1100mm or more.

Induction hearing loop throughout the shop.

There is low accessible shelving in the shop.

Our shop staff are available to aid customers with higher shelving.



## Unisex Accessible Toilet

There is a public toilet for disabled visitors.

it is level access from the main entrance to the first-floor accessible toilet.

The toilet door is 900mm wide.

There is 1200mm clearance in front of the toilet.

The toilet seat is 460mm high.

There are fixed hand rails on the wall to the right-hand side of the toilet.

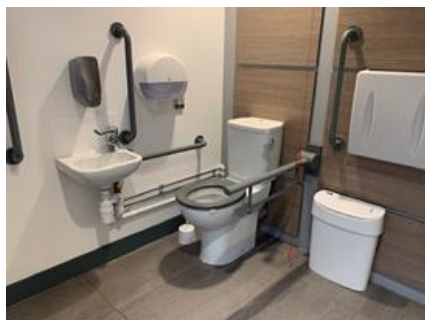
A pull-down horizontal grab rail is located to the left-hand side of the toilet.

An alarm pull cord hangs down on the left-hand side of the toilet.

Baby changing facilities are located within this toilet.

There is a full-length mirror on the wall.

There is second unisex accessible toilet located on the ground floor.



## Salmon Leap Café

There is level access to the café from the main entrance. The access to the café till area is 1200mm wide or more. There is a hearing loop in the café.

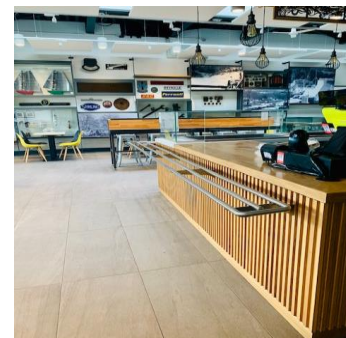
Occasionally at busy times, access may be restricted to some of our café tables, café staff are on hand and happy to help should any furniture adjustments be required.

There is a large print menu available if required.

We cater for vegan, vegetarian and gluten free diets. With advanced notice, all dietary requirements can be catered for. We also provide soya or almond milk for coffee, tea and hot chocolate.

The nearest accessible toilet is located beside the reception and shop.

A screen showing a live stream from one of the fish ladder pools is available to view on the café wall.



## Cantilever balcony

There is level access to the balcony from the main entrance.

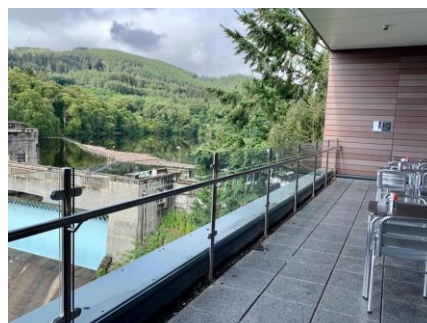
There is a double door out to the balcony, this is usually operated as a single door but both doors can easily be opened as required by our café staff.

The width of the balcony door is 800mm or 1650mm with both doors opened.

There are tables and chairs on the balcony.

At busy times, access may be restricted around the balcony tables, café staff are happy to help should any furniture require moving.

No smoking or vaping is permitted on the balcony.



## Top level of the interactive exhibition

There is level access from the main entrance to the top level of the exhibition.

There is a touch screen exhibit and a prerecorded video exhibit both at a low level with additional story boards on the wall.

A large screen shows a slideshow of archive photographs on the building of Pitlochry Dam and Power station, this is touch activated by the handprint underneath the screen.

There is fixed seating located next to the slideshow with a story board attached, space is available for a wheelchair either side of the screen.

There is a news screen on the wall before the café with pictures and text.



## Lift

We have 1 lift at the attraction. The lift provides access to the main exhibition and the conference room located on the ground floor.

The lift door is 850mm wide. The lift is 950mm wide. The lift is 1500mm deep.

The lift says the floor number at each floor. The lift shows the floor number at each floor.

The lift buttons have raised numbers or letters.

There is a mirror located on the back wall of the lift.

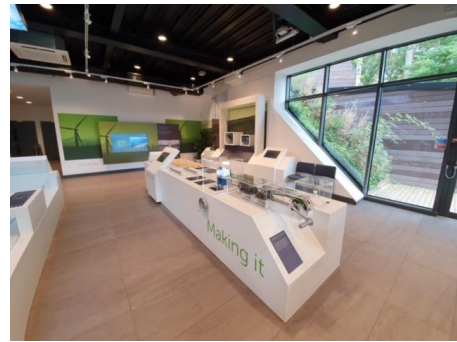
The lighting in the lift is spotlights and there is no music played in the lift.

The flooring in the lift is non-slip linoleum.

## Ground Floor

The flooring is porcelain tiles and there is level access throughout the ground floor.

There is bright lighting and the area is open plan.



## Downstairs Exhibition

There is a large map of the hydroelectric scheme at a low level.

The interactive touch screen exhibits are all at a low level.

All the video exhibits are located at a low level.

There is fixed bench seating with two iPads showing oral history video interviews. Headphones are available and there are also subtitles displayed on the iPad screen.

The interactive displays are all at a low level and some feature story boards.

There is a large touch screen exhibit on the wall, this can be accessed at a low level.

There are chairs located around the exhibition area, these are movable but please ask a member of staff if you do require any assistance.

## AV Theatre

The audio-visual facility features a rolling 9-minute-long informative film. Subtitles are also displayed on the theatre screen.

The seating in the theatre is movable, please ask a member of staff if you do require any assistance.



## Unisex Accessible Toilet

The ground floor toilet is kept locked and only accessible for disabled visitors, please speak to any member of staff if you require access.

From the lift downstairs there is level access.

The toilet door is 900mm wide. There is 1200mm clearance in front of the toilet.

The toilet seat is 460mm high.

There are fixed hand rails on the wall on the right-hand side of the toilet.

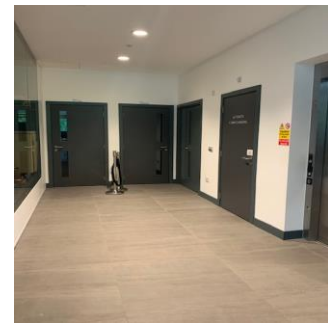
A pull-down horizontal grab rail is located to the left-hand side of the toilet.

An alarm pull cord hangs down on the left-hand side of the toilet.

Baby changing facilities are located within this toilet.

There is a full-length mirror on the wall.

There is another unisex accessible toilet on the first floor.



## Conference Room

Available to hire for conferences and private functions.

It can be set up as one room holding 50 people theatre style or split into two smaller rooms.

Smart screen, free WiFi and pens and notepads are provided.

Catering packages are also available on request.





## Emergency Evacuation

All staff members are trained in emergency procedures.

In the event of an alarm sounding, please follow all instructions from the visitor centre staff.

## Sickness or Injury

There are always trained first aiders on site.

Please ask the nearest member of staff if help is required.

It is necessary for staff to record details of all accidents and illness.

## External area

The visitor centre is located in a picturesque area and many local walks can be started from here.

The walkway over the top of the Dam unfortunately does contain steps and therefore is unsuitable for wheelchair users.

There is an all abilities path down to Loch Faskally that is suitable for wheelchairs and scooters, you can access this path from our bottom car park, and it will lead you down to the water's edge.

Swimming is not permitted at this section of the Loch due to the proximity of Pitlochry Hydro Power station.



## Feedback

We are always looking for ways to improve our facilities where possible, to help us ensure that all our visitors enjoy their visit to the visitor centre.

Please do pass on your comments about your experience either via our feedback forms, found at reception, by email to [pitlochry.dam@sse.com](mailto:pitlochry.dam@sse.com) or by speaking to a member of the visitor centre staff.