



giving
nature
a home

Accessibility Guide for RSPB Dungeness

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<https://www.rspb.org.uk/reserves-and-events/reserves-a-z/dungeness/>

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Welcome

At almost 1000 hectares, RSPB Dungeness boasts a range of habitats. Predominantly shingle habitat with its unique lichens, plants and insects it has the largest expanse of shingle anywhere in the world. Dungeness also has open freshwater habitat which provides a home to thousands of wintering wildfowl and nesting seabirds. It also has important fen habitat, wet grassland and wildflower meadows.

Dungeness is the third most biodiverse site in the country for its invertebrates and gives a home to a large number of rare bee species. Reedbeds provide home to our resident marsh harriers, bitterns and bearded tits and our summer visiting warblers.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Welcome Hut
 - Shop
 - Toilets
 - RSPB Dungeness Shop
 - Seating Area
 - Discovery Area
- There is level access from the car park to:
 - Dennis Picnic area
 - Car Park Picnic Area
- The hide entrance has level access.

Hearing

- We have a hearing loop in Shop and Seating Area.
- Some staff have Next Generation Text training.

Visual

- Glass doors have contrast markings.

General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.

Getting here

RSPB Dungeness

Dungeness Road

Lydd, Kent

TN29 9PN

Travel by public transport

- You can get to RSPB Dungeness by bus and train.
- The nearest bus stop is at the reserve entrance off of Dungeness Road (upon request to the driver) from there it is a one-mile track to the visitor centre. There are two, hourly routes that stop here. Bus service 11/11A/11B from Ashford via Lydd (although not on Sundays). And there is a limited service on bus 102 from Lydd or Folkestone. The nearest stops on Sundays are at either Lydd or Lydd-on-Sea (The Pilot Inn). The bus stop is 1.0 miles / 1.6 km from RSPB Dungeness.
- The nearest train station is Rye. The train station is 13.1 miles / 21.1 km from RSPB Dungeness.
- These are the distances from the following train stations. Please note – Services and accessibility information is not known for each of these and it is advised to check the relevant websites accordingly for further information.
 - Dungeness 4.2 miles (6.8km)
 - Romney Sands 4.5 miles (7.2km)
 - New Romney 6.4 miles (10.3km)

Romney Warren Halt 6.9 miles (11.1km)

Dymchurch 9.5 miles (15.3km)

Appledore 10.6 miles (17.1km)

Ham Street 12.6 miles (20.3km)

Rye Station 13.1 miles (21.1km)

Winchelsea 15.8 miles (25.4km)

Ashford Station is 18.9 miles (30.4km)

Folkestone 19.3 miles (31.1km)

Doleham 20.6 miles (33.2km)

Some of the closer stations have very limited or seasonal services. Rye is the closest fully operational station.

Travel by taxi

- You can get a taxi with Folkestone Taxi Co. Ltd. by calling 01303 252000. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Number One Taxis by calling 01892 511116.
- You can get a taxi with Tenterden Cars & RC's Taxis by calling 01233 666777. The taxi company has a wheelchair accessible vehicle.
- For further assistance with this please call the reserve for a member of staff to help you.

Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.

- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The route is 1524mm wide, or more.



Three disabled parking bays clearly marked next to the visitor centre entrance.

Arrival

Path to main entrance

- From the street to the main entrance, there is 1 step. There is no ramp and no lift.

Main entrance

- The main entrance has level access.
- The door is 990mm wide.
- The main door is side hung and manual.
- If arriving by public transport or parking at ARC there is a curb or cattle grid to get onto the main part of the reserve. The 'main entrance' predominantly mentioned is in

reference to the entrance to the visitor centre. The main entrance to the Visitor Centre is accessible through a small vestibule. The vestibule has two side hung glass doors at staggered intervals, the main entrance door and an internal door. The main door opens outwards to the left, the internal door outwards to the right. At the first door there is a door bell for those who need assistance with the opening of these doors.



Front Door Entrance to Visitor Centre



Porch Entrance Door to Visitor Centre



Doorbell at Entrance

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors.



Seating area with refreshments



Entrance area

 *[Ticket/ information desk](#)*

[Welcome Hut](#)

- From the main entrance to the desk, there is level access. The route is 1524mm wide, or more.
- This designated 'Welcome Hut' is outdoors and therefore allows for easier access to the reserve. Especially if you are required to drive to some hides/lookouts, you no longer need to request access from inside the Visitor Centre. If need be this Welcome Hut is accessible via your car to prevent the need from having to get out.



Welcome Hut

 *Ticket/ information desk*

Shop

- From the main entrance to the desk, there is level access. The route is 1447mm wide, or more.
- The door is 990mm wide, or more.
- The desk has a low section.
- There is a lowered section of the till desk at both ends with the till at the furthest end for payment.



Lowered Counter at Information Desk



Lowered Counter for Shop Purchases

Things to See and Do

- We have a complimentary ticket policy for personal assistants.

Public toilet

Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 950mm wide, or more.
- The toilet door is 838mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1000mm at the side of the toilet. There is 1524mm in front of the toilet. The toilet seat is 460mm high. The toilets have handrails.
- Our toilets are on the otherside of the car park away from the main visitor centre. There is a disabled parking bay available next to the block if required. Otherwise it is short distance across compacted shingle from the main disabled

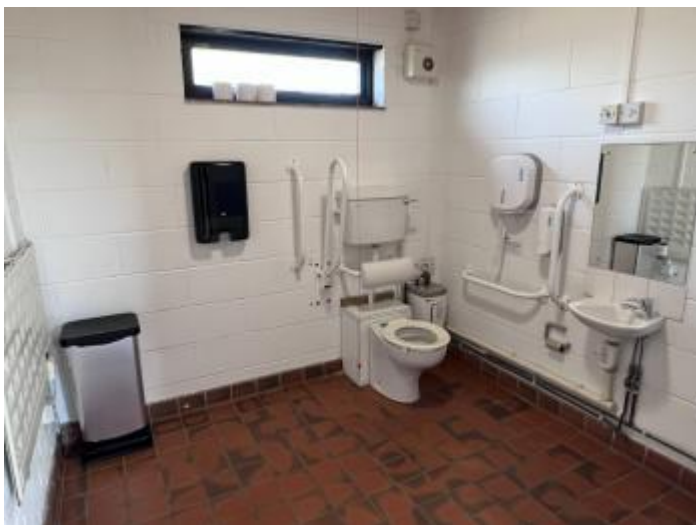
parking bays. A cement path, 1750mm wide, runs around the outside of the toilet building. The toilets include a unisex accessible toilet, open to all and described below: An outer door, which is always open, with entrance 840mm width and an inner, outward opening door also with 840mm width. The light cord is within reach 900mm above floor level. The flush handle is at a height of 1200mm. There is a vertical support rail (35mm diameter and 600mm long) on the back wall (300mm from the side of the WC and height 800mm from bottom of rail). There is a vertical support rail (35mm diameter and 600mm long) on the side wall (1065mm from the back wall and height 800mm from bottom of rail). The wash basin is on the side wall but not within reach of the toilet. There is a hinged support rail next to the toilet (transfer side), the top rail being 70mm high. There are lever taps on the sink. There is a baby changing table in front of the toilet that folds down for use. There are separate ladies, mens toilets in this building too. The ladies has two cubicles. The men's has a cubicle and two urinals.



Accessible Toilet Entrance Porch



Accessible Toilet Facilities



Accessible Toilet



Ladies Toilet



Mens Toilet

 [Shop](#)

RSPB Dungeness Shop

- From the main entrance to the shop, there is level access. The route is 1524mm wide, or more. The door is 990mm wide.
- The route through the shop is 800mm wide, or more.
- The shop stocks bird food, feeders, nestboxes and wildlife products, as well as books, outdoor clothing, home, gift

ideas and cards. We also offer a full range of binoculars and telescopes which are available to try in-store, just ask a member of staff for assistance.



Shop View 1



Shop View 2



Shop View 3



Shop View 4

Seating Area

- From the main entrance to this area, there is level access. The route is 1524mm wide, or more.
- The door is 990mm wide.
- This seating area provides fantastic viewing opportunities across Burrowes Pit where you can enjoy birdwatching in a warm room with refreshments if you wish. All indoor seating

can be moved and adapted if more space is required. More seating is available upon request.



Visitor Seating Area



Seating area and refreshments

Getting around outside

Designated Walking Trail

Discovery Trail

- The trail is 2735metres long. Some of the trail has a loose surface. The trail is sloped. The trail has seats. There are bird hides along the trail.
- Dennis's hide is 120m from the Visitor Centre along a hard packed gravel path, 1500mm wide. The last 25m of the path has a cement surface and has a gradient of 1:33. The door handle is at a height of 1m. There is a 38mm step into the hide and a 12mm lip in the doorway. The windows are easy to reach and secure.

Firth Lookout is 210m from the Visitor Centre along a broad hard-packed shingle path, but with some loose stones. There is a parking bay adjacent to the lookout.

Scott lookout is 710m from the Visitor Centre along a broad hard-packed shingle path, but with some loose stones.

There is a parking bay adjacent to the lookout.

Christmas Dell hide is 1180m from the Visitor Centre along a narrower path with a short grass surface and occasional patches of loose shingle. There is a 100mm step up into the hide and the door handle is at a height of 1m. The windows are easy to reach and secure. There is a lowered window and a moveable bench to enable wheelchair access.

Denge Marsh hide is 1560m from the Visitor Centre along a path of variable width (but no less than 900mm) with a

short grass surface and occasional patches of loose shingle. Access to the hide is via a ramp with a handrail on each side. The door handle at a height of 1m. The windows are easy to reach and secure. There is a lowered window and a moveable bench to enable wheelchair access.

There is a fairly steep grass verge up to the viewing ramp and at the top there are 2 benches to provide comfortable viewing of the reedbed.

Most of the trails surface is made up of compacted shingle. However, some areas are grass which can be soft during the wetter months. Please enquire with staff prior to setting off to hear about the most recent state of the trail is.

Along the trail there are perching points every 150-200 metres to allow for resting along the way.



Christmas Dell Hide



Christmas Dell Hide Accessibility Seat



Christmas Dell Hide Interior



Dennis's Hide Trail



Dennis's Hide



Dennis's Hide Accessibility Seat



Dennis's Hide Interior



Dennis's Hide Interior



Dengemarsh Hide and Ramp



Dengemarsh Hide Entrance



Dengemarsh Hide Accessibility Seat



Dengemarsh Hide Interior



Dengemarsh Hide Interior



Scott Lookout



Viewing Ramp Entrance



Viewing Ramp



Firth Lookout

 *Designated Walking Trail*

Boulderwall Trail

- The trail is 3540metres long. Some of the trail has a loose surface. The trail has seats.
- The same hides are accessible on this trail that are listed under the Discovery trail. Boulderwall trail is an extension of the Discovery trail and avoids some wetter, more boggy areas of the reserve (during the wetter months) and largely remains on the compacted shingle pathways.

A short distance follows the access track where cars drive to access the car park.



An example of the type of track across the reserve.

Designated Walking Trail

Walkers Outland Trail

- The trail is 4988metres long. Some of the trail has a loose surface. A section of this trail covers loose shingle (approximately 0.5 miles) which would offer no traction for wheelchair users. The trail has seats.
- The same hides are accessible on this trail that are listed under the Discovery trail.

Designated Walking Trail

Water Tower Trail

- The trail is 6437metres long. Some of the trail has a loose surface. A cattle grid or gate out of the reserve entrance to access the other side. Access to the ARC side is across Dungeness Road which is a 60mph road. 0.5 miles of this trail goes across an area of loose shingle which would offer

no traction for a wheelchair. The trail has seats. There are bird hides along the trail.

- The same hides are accessible on this trail that are listed under the Discovery trail.

Alternatively parking is available in ARC car park to allow easier access to this part of the reserve.

The Hanson-ARC hide is 380m from the Hanson-ARC car park along a hard-packed gravel track 2000mm wide. The hide is reached via a 6m long ramp, width 1300mm, with 1:15 gradient. There is a handrail on either side. The door width is 910mm and the handle is at a height of 1m. The windows are easy to reach and secure. There is a lowered window and a moveable bench to enable wheelchair access. The track to the Hanson-ARC hide can be accessed by RADAR key holders. There is a parking bay 20.5m from the hide.



Hanson Hide



Hanson Hide Ramp



Hanson Hide Accessible Seat



Viewing Screen



Viewing Screen Accessible Space

Dennis's Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 914.40mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Viewing Screen

- At the hide entrance, there is level access. There are low windows in the hide, so wheelchair users can see outside.

Christmas Dell Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 889.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Hanson Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 2438.40mm wide.

- There are low windows in the hide, so wheelchair users can see outside.

Dengemarsh Hide

- At the hide entrance, there is level access. There is a permanent ramp. The door is 889.00mm wide.
- There are low windows in the hide, so wheelchair users can see outside.

Firth Lookout

- At the hide entrance, there is level access.

Scott Lookout

- At the hide entrance, there is level access. There is a permanent ramp.

Viewing Ramp

- At the hide entrance, there is level access. There is a permanent ramp.

Picnic Area

Dennis Picnic area

- From the car park to the picnic area, there is level access. There is a permanent ramp. The path is 1092mm wide, or more.
- The entrance is 1092mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.

- There are 6 picnic benches by Dennis's hide. All offer access for wheelchair users.

We please ask that you respect the reserve and take any litter home with you. Or use the recycling bins provided in our visitor centre. Thank you.



Dennis's Picnic Benches

[Picnic Area](#)

[Car Park Picnic Area](#)

- From the car park to the picnic area, there is level access. The path is 1092mm wide, or more.
- The entrance is 1092mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- There are two picnic benches by the bird feeders across from the Visitor Centre. Both offer access for one wheelchair user at each.

We please ask that you respect the reserve and take any

litter home with you. Or use the recycling bins provided in our visitor centre. Thank you.



Car Park Picnic Benches



Car Park Picnic Benches

Discovery Area

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1092mm wide, or more. The entrance is 1092mm wide.
- This areas surface is short grass which can be boggy during the wetter months. It is best to check with the Welcome

Team on your visit as to the current condition of this route. There is an alternative route in the case of flooding/inaccessibility.

Customer care support

Accessibility equipment

- We have a hearing loop in Shop and Seating Area.
- • Assistance dogs are very welcome at the reserve. Assistance dogs can use any usually accessible area for their toilet needs provided the area is left clean. There are no dog waste bins on site so this will need to be taken with you.

Emergency evacuation procedures

- There is an alarm but no flashing lights. The emergency exit lights turn on when a fire alarm is sounded.

Customer care support

- Some staff have Next Generation Text training.
 - All visitors with mobility difficulties may drive to Scott Lookout or Dengemarsh Hide - please ask at the Visitor Centre for access and information. The track to the Hanson-ARC hide can be accessed by a vehicle by RADAR key holders. The visitor centre is open 10am - 4pm. Staff in the visitor centre are available to assist visitors with any reasonable individual accessibility requirement requests during these hours.
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Guide last updated: 12 May 2022