

THE VIEW RIVER CAFÉ ACCESS STATEMENT

INTRODUCTION

The View River Café is the 10th 'Tiptree' venue and has a breath-taking outlook. Taking advantage of its elevated location on the Blackwater Estuary, it has simply the most beautiful view in Essex.

This River Café offers a smaller menu than our other traditional tea rooms but you can find a selection of popular food choices from the special 'Tiptree' cream teas, hot and cold snacks, 'Tiptree' patisserie cakes and hot and cold beverages – available to eat in or take away.

ADDRESS: Osea Leisure Park, Goldhanger Road, Heybridge, Essex. CM9 4SA

TELEPHONE: 01621 855122

EMAIL: thelock@trooms.com

WEBSITE: www.tiptree.com

GRID REFERENCE: 51.733840, 0.727508

OPENING TIMES: Please see website.

PRE ARRIVAL

The View River Café is located on the sea wall in Heybridge, close to Goldhanger. To gain entrance by car you must arrive at Osea Leisure Park. For detailed directions to the Tea Room please visit - <http://www.trooms.com/> and enter the Contact Us page. Alternatively, you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours (CM9 4SA) to find directions.

The nearest railway station is Hatfield Peverel, which is 7.5miles (17 minute drive) away.

There are bus stops available at the end of Osea Road which will then require a walk of approximately 0.2miles.

The sea wall surrounding The View River Café, as well as the road leading from the car park is tarmac and very level. You will find a large metal set of stairs (10 steps) with a handrail leading upwards to the sea wall and Café.

The View River Café has a magnifying glass on site for those who may struggle to read the smaller font found on the Café Menu.

CAR PARK AND ARRIVAL

There is free parking on site with approximately 20 spaces. Currently none of these spaces are designated accessibility spaces.

The car park is gravelled followed by a tarmac road leading up to the sea wall. This car park is a suitable dropping off area for any Taxi. The car park is approximately 174m (570ft) from the metal

stair set leading up to the sea wall. There is limited lighting for the road leading to the sea wall and no lighting found in the car park.

On your arrival to the Café you will find 4 long concrete steps, there is temporary rubber kerbs on site for each concrete step.

The main entrance door to the Café is manual and opens inwards with very little resistance. There is also an alternative entrance to the Café via a fire door measuring 81.5cm wide. Assistance will be required to open this door from inside, any staff member of the Café can assist. There are four concrete steps with rubber temporary kerb/steps leading to this alternative entrance.

RESTAURANT AND BAR AREA

Once inside the Café the seating and order area is all one level wood/laminate. All toilets are found down stairs (14 steep steps) installed with a handrail.

You will find a mixture of upright chairs without arms, low sofa style seating as well as one booth with substantial back support. There are tables with large space for wheelchairs or pushchairs, measuring 73cm from table top to bottom of table leg.

The face of the Café is installed with a large glass conservatory which allows for a considerable amount of natural light. There are also spotlights fitted in the ceiling of the bar area as well.

General practise in the Café is to order and pay at counter, with food and drink then brought to the tables. The counter area has a lowered section to place your order.

The main Menu is printed on white thick card with Black, size 12 font. Some products are also displayed on large blackboards on the wall. These items are hand written as large as is reasonable.

Allergen training is given to all management member of staff as well as key kitchen staff. We cater for dietary requirements to the best of our ability, a staff member will always assist you.

Background music is played in the seating area through a domestic CD player. The volume is constantly monitored and adjusted to suit customers, a staff member will always assist if you request the volume to be lowered.

CUSTOMER TOILETS

The customer toilets are located down 14 steep carpeted steps, fitted with a handrail.

Alternatively, there is an outside door located at the side of the building at the foot of the metal staircase from the road. Upon entering through this door (measuring 73cm wide) you will be on level ground to the toilet area.

The toilet door measures 73cm wide and pushes inwards with very little resistance. There is limited space inside cubicle for a wheelchair, the height of the toilet seats from the floor measures 40cm.

The lights are set with a motion sensor and engage on the opening of the toilet door. Both male and female toilets are fitted with mirrors on the walls and every set of taps are twist lever operated.

OUTSIDE SEATING AREA

There is an outdoor terrace area to the side of the Café, on the same level as the sea wall. The surface of the terrace is wooden, with lightweight metal tables and chairs. All chairs are found with arm rests.

Customers wishing to sit outside in the terrace area are asked to order inside the Café at the lowered section of the counter. Food and drink is then brought to their table.

ADDITIONAL INFORMATION

Staff are all trained by qualified instructors. The qualifications obtained by staff focus on Food Safety as well as Health and Safety and are monitored year round.

Fire evacuation procedures are set in place in the Café with Fire Exit signs clearly sign posted above every appropriate door.

The View River Café welcomes assistance dogs, dog bowls are provided outside the premises.