



LOCH NESS HUB & TRAVEL

COMMUNITY OWNED & RUN

Accessibility Policy for Loch Ness Hub & Travel

Last Updated: 27/03/2024

Introduction: At Loch Ness Hub & Travel, we are committed to providing a welcoming and inclusive environment for all visitors. We strive to ensure that our facilities, services, and information are accessible to everyone, including those with disabilities. This Accessibility Policy outlines our commitment to accessibility and the steps we take to make our tourist information centre accessible to all.

Location and Access:

Loch Ness Hub
The Carpark
Drumnadrochit
IV63 6TX

Car Park

The parking facilities, operated by Highland Council, offer Cars 112 and Coach 3. There are also a number of reserved spaces for disabled visitors. The car park also benefits from an charging station for electric vehicles. Additional charging locations can be found here [Charge Place Scotland](#)

Public Transport

For those utilising public transportation, the nearest bus stops are located a short distance to the left and also to the right of the car park entrance , on the A82. We are committed to promoting sustainable travel options and encourage visitors to consider public transport as an eco-friendly alternative.

Physical Accessibility:

We have ensured that our physical premises are fully accessible to individuals with mobility challenges. This includes measures to ensure that both the hub entrance and public toilets are on one level with no steps, facilitating easy access.

We provide a disabled toilet that is accessible using a radar disabled toilet key.

Unfortunately, due to space constraints, we do not have adult changing facilities onsite. However, the nearest adult changing facilities can be found at:

- Inverness Leisure, Bught Lane, Inverness, Highlands, IV3 5SS Click [here](#) for more information (13 Miles)
- Singleton Distillery Brand Home, Muir of Ord, Highland IV6 7UJ Click [here](#) for more information (13.3 Miles)
- Eastgate Shopping Centre, 11 Eastgate, Inverness. IV2 3PP Click [here](#) for more information (14.3 Miles)



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Communication:

- Informational materials, including brochures and signage, are designed to be clear, legible, and easy to understand.
- Staff members available to provide assistance and information in a manner that is accessible to all visitors, including those with visual or hearing impairments.

Website Accessibility:

- Our website is designed to be accessible to individuals with disabilities. We strive to comply with WCAG (Web Content Accessibility Guidelines) standards to ensure a seamless online experience.

Assistance and Support:

- Our staff are available to provide assistance and support to visitors with disabilities. Please feel free to ask for assistance at the information desk.
- Service animals are welcome in our centre.

Feedback and Suggestions:

We welcome feedback and suggestions regarding our accessibility efforts. Visitors are encouraged to provide input on how we can enhance accessibility at the Loch Ness Hub.

Contact Information:

The Manager
Loch Ness Hub
The Carpark
Drumnadrochit
IV63 6TX

Tel: +44 1463 832566

Email: hub@lochnesshub.com

Review and Updates:

This Accessibility Policy will be regularly reviewed and updated to ensure its continued effectiveness and relevance.