



Accessibility Guide for Northern Tea Merchants

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Welcome

Family-run tea and coffee merchants encompassing The Pekoe Café.

At a glance:

Mobility

- The café and shop is all on one level.
- There is level access from the main entrance to:
 - Café and tables
 - Accessible Toilet
 - Shop

Hearing

- We have a hearing loop in the café and areas.
- Pen and paper is readily available if required.

Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have good visual contrast.
- Good lighting levels are available throughout the café and shop.
- The café menu is available in large print and [available online here](#).
- Simple, page magnifiers are available.
- Support will be made available to any guests with visual impairment who may need help with the menu or finding their way around the shop.



General

- On-line and telephone booking is available and particular table reservations can be made in advance.
- Table service is available.
- A variety of dietary requirements are catered for, for example vegetarian, gluten-free and we welcome customers phoning ahead to discuss any particular requirement.
- The public toilet is suitable for disabled visitors.
- Assistance dogs are welcome and provided for on request. No other dogs are allowed inside the shop and café.
- Seats with and without arms and of different heights are available and happily swapped where necessary.
- There is a virtual tour of the site available on [Google street view here](#) (please note old décor but access etc hasn't changed) and customers are welcome visit at anytime during opening hours in order to familiarise themselves with the venue.
- First Aid Kit is available on-site.

Getting here

Crown House
193 Chatsworth Road
Chesterfield
Derbyshire
S40 2BA

Travel by public transport

- You can get to Northern Tea Merchants by bus.
- The nearest bus stop is on Chatsworth Road. The bus stop within 0.1 miles / 0.2 km from Northern Tea Merchants.
- There are a selection of buses which connect us to the town centre for example, No 90, 91, 170.
- You can book a taxi with City Taxis by calling 01246 222 222. The taxi company has a wheelchair accessible vehicles which should be requested at the time of booking. More information on Accessible taxi's available in town can be found on the [Chesterfield Borough Council website here](#).

Parking

- There is 2 hour on-street parking available along Chatsworth Road to the front of the building with lowered kerb access.
- Further, there is a car park to side and rear of Northern Tea Merchants and there is level access from here to the entrance. The car park is on a level, solid surface.



Arrival

Pavement to main entrance

- From the street to the main entrance, there is level access.
- The pavement is 3000mm wide, or more.

Main entrance

- The main entrance has level tarmacked surface access.
- There is weather protection above the entrance area in the form of a recessed porch.
- The main door is side hung and the clear opening width of the entrance doorway is 850mm wide.

Getting around inside

Visual Impairment - General Information

- Good lighting levels are available throughout the café and shop.
- Page magnifiers are available.
- Large print menu is available upon request.

Accessible Public Toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 850mm wide, or more.
- The toilet door opens outwards with a clear opening width of 780mm wide. However the entrance corridor is 670mm at its narrowest point.
- The direction of transfer onto the toilet is from left to right as you look at the toilet.
- There is 1200mm space in front of the toilet. The toilet seat is 440mm high. The height of the sink is 760mm to the underside.
- There is a grab-rail on the inside of the door.
- There are level taps and paper towels are available.
- The nearest fully accessible toilet for any customers that need a larger facility is available along Chatsworth Road at Morrison's (1993 Bobbin Mill Lane, Chesterfield, S40 3DP).

Place to eat and drink

- From the main entrance to the dining area, there is level access. To get to a table, there are no steps.
- The menu is offered in large print.



- The route through the dining area is 800mm wide, or more.
- The pedestal tables are 730mm high so wheelchair users can pull up to them with ease.
- There is sometimes noise from the coffee grinders and the door opening and closing.
- The table and plates have colour contrast.
- We cater for vegetarian specific diets and other dietary requirements upon request.
- Wi-fi isn't available inside the café, however the mobile signal is good.

Customer care support

Accessibility equipment

- We have a hearing loop in the café area.
- We can provide water bowls for assistance dogs on request.
- You can hire mobility equipment from Care 100 based on Chatsworth Road, a mobility equipment hire company by calling 01246 275 767.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- We have information in large print.
- We have other services for people with accessibility requirements. Simply ask if additional help is required.

Read more about Northern Tea Merchants and The Pekoe Café on [Disabled Travel with Georgina here](#).

Find out more about Access for All locally on [Accessible Derbyshire here](#).