

ACCESSIBILITY

Visitors to the Emma Bridgewater Factory are encouraged to enjoy their visit as much as possible with access a priority. With this in mind the site has the following facilities available:

Parking:

We have free onsite parking and if using Sat Nav we advise that you put in Pelham Street and you'll get the best directions to our factory which is on the corner of Talbot Street (which then leads into Pelham Street) and Lichfield Street. Follow the road and drive through the sign posted double gates. From the car park at the back of the factory to the retail area involves a walk of about 200 metres.

For disabled parking we have two marked spaces outside the front of the retail area, just in front of the bow windows of the shop on Lichfield Street; note that these are adjacent to the wall of the building.

From the disabled spaces to the shop entrances is a walk of about 35 metres, using the pedestrian 'Open' gate on Lichfield Street.

Drop-off Point:

There is a small drop off area on Lichfield Street in front of the retail area by the pedestrian 'Open' gate.

Toilets:

There are two unisex toilets located at the far end of the cafe, by the kitchen area, accessed downstairs (15 steps). An access toilet is located in the Gift Shop, via the courtyard, although please note that the access toilet is not equipped with full width disabled access due to the age of the building. Please note that there are currently no toilet facilities in the Decorating Studio.

Assistance Dogs:

We welcome assistance dogs in all areas and a bowl of water can be found outside the main cafe entrance.

Factory Tour Access:

Access on our factory tours isn't a problem but with it being a busy working environment we advise visitors to inform us of any access requirements (e.g. wheelchair or pushchair) at time of booking.

We recommend that factory tours are pre-booked, tours take around 45 minutes, although there are no stairs it does involve a ramp, to the mould makers and the area around the kilns can sometimes be hot.

Courtyard (Retail) Access:

There three main entrance doors (Cafe, Decorating Studio, and Gift Shop) are accessed via the courtyard. From the Gift Shop into the Cafe access is via 6 steps, therefore it is recommended to access these areas via the courtyard. The Decorating Studio is the location of the assembly point for Factory Tours. Access to the garden through the Gift Shop is via a step.

Hearing and Visually Impaired Visitors:

No additional facilities are currently available.

Food and Drink:

Hot and cold food and drinks are served in the Cafe. Drinks are only available in the Decorating Studio area.

General Information:

If you require further information please contact the Retail Team by calling 01782 201328 or emailing factoryshop@emmabridgewater.co.uk