

Information & Travel

There are various ways of getting information on all services within Lancaster, Morecambe and Carnforth Areas; here you can find information that you may need.

Also there are many areas that you can get information on the following:

- Bus timetable.
- National and local train times.
- Taxi companies in the area that offer a great service to all disabled customers.
- Petrol stations.
- Car hire for disabled people.

If you can't find what you are looking for and want more information you can contact the staff at One Voice Monday to Friday 10am - 3pm who will be happy to assist you.

Also, here you can find information on buses and trains in the area, and other ways of getting around the area.

Bus Services

Various Destinations in Lancaster & Morecambe

Tel No.: 08712002233

Fax No.: 01228 597888

eMail: northwest.disabilityhelpdesk@stagecoachbus.com

Website: <http://www.stagecoachbus.com/northwest/>

Low level easy access buses are used on the following services:

- Service 2/2A: Heysham - Morecambe - Lancaster - Lancaster University.
- Service 3/4 : Heysham - Morecambe - Bare - Lancaster - Lancaster University.

These buses will normally have room for at least one unfolded wheelchair or pushchair and ramped access.

The service is frequent but wheelchair and pram space may be limited at peak times.

Note also, that although the majority of buses on the routes are low level access, there may be occasions when this is not possible. If you require information about a particular service, contact Stagecoach Lancaster Tel 01524 846903.

Accessible buses are being introduced on other routes, but availability cannot be guaranteed.

Dial-A-Bus

Unit 7, Vickers Industrial Estate, Mellishaw Lane, Morecambe, LA3 3EN

Tel No.: 01524 844944

Fax No.: 01524 844944

Website:

<http://www.lancashire.gov.uk/corporate/web/index.asp?siteid=4600&pageid=21911>

Dial-a-Bus is a semi-scheduled service subsidised by Lancashire County Council - usual bus fares and concessions apply. **Available only to NOW card holders.**

Dial-a-Ride is a door-to-door service on demand, but is limited by the availability of vehicles.

- Provides Dial-a-Bus and Dial-a-Ride services in main urban areas.
- Adapted vehicles.
- Booking 48hrs ahead is required.
- Fares are based on bus fares plus a premium.
- Also provide group hire of specially adapted minibuses for individuals and organised groups who cannot use public transport due to mobility impairments or similar disabilities.

Getting Train Timetable and Travel Information

Various Destinations in Lancaster & Morecambe

There are several other ways of getting travel information, train times, fares etc. for your journey, other than using printed timetable information.

Virgin Assisted Travel: We advise that if you require assistance with your journey, you contact: Journey Care on 08457 443366 or Textphone 08457 443367

Open 0800 to 2200 every day (except Christmas Day and Boxing Day).

Journey Care ask that requests for assistance and wheelchair space reservations be made at least 24 hours before you intend to travel.

Journey Care is a service provided by Virgin trains to help people who require extra assistance when they are travelling by train. You do not need to be using Virgin trains to use this service. Journey Care can provide:

- Rail information.
- Arrange mobility assistance.
- Reserve seats and wheelchair spaces.
- Provide help getting on and off trains.
- Buy your tickets.

By Phone

National Rail enquiries: Tel. 08457 484950

This service gives a choice of speaking to a person or the automated enquiry service.

Automated Enquiry service: Tel. 0871 200 4850

Traveline: Tel. 0871 200 2233

For both local and national travel information.

By Phone Text

You can get train times by texting 84950 Type in the departure station followed by the destination. A text will return giving times and brief details of the next train. If you want a specific time, type in a time after the destination e.g. 1500.

For more information about what is available from this service, check the National Rail website for more information. Follow the link to 'train times'.

Via the Internet

National Rail: <http://www.nationalrail.co.uk>

Has lots of useful information such as timetables, assisted travel, railcards, station facilities etc.

Public transport information is also available from:

<http://www.lancashire.gov.uk> or <http://www.lancaster.gov.uk>.

Train Line: <http://www.thetrainline.com> or Tel. 0871 244 1545.

Disabled Persons Railcard

- Discounted rail tickets and accompanying adult entitled to discount.
- Cost are varied for yearly to 3 yearly, starting from £18.
- Other concessions and offers also available.

Application forms and more information available from most staffed stations, or from <http://www.disabledpersons-railcard.co.uk> or Tel: 0845 6050525 or Textphone: 0845 6010132

You can write to: Disabled Person's Rail card Office, PO Box 163, Newcastle-upon-Tyne, NE12 8WX.

Getting Travel Information

Various Locations

Apart from the printed timetables, there are several other ways of obtaining travel information, either when planning your journey or whilst travelling.

By phone:

Travel line 8am - 8pm daily: Tel 0871 200 2233 or Minicom 0870 2412216.

By Mobile text

Bus times can be obtained by using your mobile and text 84268.

You can check the next buses from a particular bus stop by sending the bus stop code in a txt.

The bus stop code may be displayed on the bus stop flag or in the timetable case.

To use the service, simply type the stop code as a text message in your mobile phone - and send it to 84268.

If the stop is a busy one, then you can also add the service number you want (leaving a space after the stop code) ... so your message might look like "bucdtdgj 66".

You will receive a message back; typically the message will show a clock time - eg: 0935.

Remember the service is specific to an individual stop for travel in that one direction ... the code for the stop in the other direction will be different!

Via the Internet

The Travel line website has lots of useful information, journey planning, routes, bus times etc. <http://www.traveline.org.uk>.

Public transport information is also available from:

<http://www.lancashire.gov.uk> or <http://www.lancaster.gov.uk>.

A leaflet of the bus route is available. This leaflet also contains a plan of the bus station together with destination details.

Lancashire Tourist Board (LBTB)

St. George's House, St. George's Street, Chorley, Lancashire, PR7 2AA

Tel No.: 01257 226600

Fax No.: 01257 469016

eMail: info@visitlancashire.com

Website: <http://www.visitlancashire.com/>

This has Information and advice on where to stay in Lancashire and Blackpool area.

There are publications about accommodation and attractions that may be suitable for disabled people.

Lancaster Bus Station

Damside Street, Lancaster, LA1 1PB

Website: <http://www.lancaster.gov.uk/a-to-z/b/bus-station-lancaster-bus-station/>



Open: 6am to 11:45pm Mon-Sat. 7am to 11:00pm Sunday. Information Office: 8am to 6pm Mon-Sat

The bus station is where most bus routes go through. There are two sides to the station, the eastern side, with stand numbers 1 to 11, and the western side which has stand numbers 12 to 21. As a general rule, the eastern stands are for services going south, and the western stands go north - but make sure you check first... there are sometimes exceptions to this.

Orientation around the bus station area may be difficult for people with visual impairment. No assistance available.

- Level access at the entrance approached from the City Centre.
Ramped entrance from Cable St.
- Two wheelchair accessible toilets;
 - One toilet inside station and opening hours as above.
 - One toilet outside station and open 11:45pm-6am.
 - Both toilets RADAR key operated.
- RADAR key available from cleaning and security staff if needed.
- Destinations and routes are displayed in large print at each stand.

Buses on several routes also stop on Common Garden St. (adjacent to the Market Hall), services 2,3,4 serving the University, south of the City and Morecambe/Heysham, and service 40,41,42 to Garstang, Preston and Blackpool.

Lancaster City Centre

City Centre, Lancaster

Lancaster City Centre is a pedestrian area with a certain amount of vehicle access (see PARKING). There is level access in most areas.
The streets are paved, with occasional decorative cobble work.
Bollards may be a hazard for those with a visual impairment. The top of the bollards are ringed in white.
Drop kerbs are present at most junctions.
Pedestrian crossings have either audible signals or rotating cones, and colour contrast tactile paving.
Also see individual entries of shops, banks etc.

Lancaster Tourist Information Centre

The Storey Creative Industries Centre, Meeting House Lane, Lancaster, LA1 1TH

Tel No.: 01524 582394

Fax No.: 01524 382849

eMail: lancastervic@lancaster.gov.uk

Website: <http://www.citycoastcountryside.co.uk/site/visitor-information/lancaster-visitor-information-centre>



- Located close to Lancaster Castle.
- Steep approach from City Centre.
- Level access.
- Limited car parking in Castle Park.
- Button-controlled door.
- Induction loop system.
- Low level lighting.
- Some large print available.
- Low level counter section.
- Accessible toilet.
- RADAR keys can be purchased here.

Lancaster Train Station

Meeting House Lane, Lancaster, LA1 5NW

Website: <http://www.nationalrail.co.uk/stations/lan/details.html>



The station is situated some 400 metres from the City Centre. The ticket office and main entrance is on the southbound side.

The Taxi rank outside the north bound side of the station. Taxis can pick up and drop off at either north or southbound entrances. Pre-booked taxis only from southbound side, main entrance.

Bus service 7, to and from the bus station (Stand 2), stops outside the northbound entrance. Some of the buses are accessible, but cannot be guaranteed.

- Level access to the Ticket Office from the southbound side, main entrance.
- Stairs to platform level.
- Step free access to platforms by talking lift.
- Level access to northbound platforms - from northbound entrance.
- Assistance on request.
- Ramps available for train access.
- Tactile platform edge.
- Announcements of train arrivals.
- Accessible toilet on platforms 3 and 4 (north and southbound). RADAR key or ask staff.
- Waiting room.
- Accessible cafe on Platform 3.
- Baby changing room.

Disabled Parking

There are 6 spaces outside north bound entrance. There are 2 spaces near southbound entrance (be aware of uneven surface).

Morecambe Bus Station

Central Drive, Morecambe

There is no manned bus station in Morecambe. Some routes travel along Central Drive (opposite Morrison's supermarket). Unfortunately, accessible route 2 does not stop close to the town centre. Accessible service 2/2A departs from Euston Rd, approximately 150m from town centre. Service 3/4 (via Bare) goes along the seafront, and is more convenient for the Town Centre.

Morecambe City Centre

City Centre, Morecambe

Morecambe Town Centre has level access. It is situated close to the Promenade and seafront (part of it is pedestrian area).
There are some drop kerbs and pedestrian crossings have either audible signals or rotating cones, and colour contrast tactile paving.

Morecambe Train Station

Central Drive, Morecambe, LA4 4DW

Website: <http://www.nationalrail.co.uk/stations/mcm/details.html>



Station is about 200m from the seafront and Visitor Information Centre, along accessible level pathways.

Approximately 100m from the town centre. The station is not always manned. There is a small shelter on the platform.

Ticket Office and waiting room open 8am - 1.30pm Mon to Sat.

- Car Park (free to Blue Badge holders).
- Shallow ramp to platform.
- Tactile platform edge.

Morecambe Visitor Information Centre

Old Station Buildings, Marine Road Central, Morecambe, LA4 4DB

Tel No.: 01524 582808

Fax No.: 01524 832549

eMail: morecambevic@lancaster.gov.uk

Website: <http://www.citycoastcountryside.co.uk/site/visitor-information/morecambe-visitor-information-centre>



- Located on Morecambe seafront with car parking approx 100m.
- Car park free for blue badge holders.
- Two designated spaces on road.
- Level access.
- Automatic & push-button doors
- Low level counter.
- RADAR keys can be purchased here.

NOW Card

NOWCARD, Room A1C, County Hall, PO Box 100, Preston, PR1 0LD

Tel No.: 0845 0581096

Website: <http://www.nowcard.org/>

The NOW Card provides FREE off peak bus travel for disabled and elderly residents of Lancashire from Mon-Fri 09.30am-11.00pm, and all day weekends and bank holidays.

These concessions also apply nationwide.

More information and application forms from NOW card Helpline, Tel 0845 058 1096.

One Voice

The Cornerstone, Sulyard St, Lancaster, LA1 1PX

Tel No.: 01524 382800

eMail: one-voice@btconnect.com

Website: <http://www.onevoicedisabilityservices.org.uk>



Nearest parking in Dalton Square and Bulk St car park - 100 metres.

Run by disabled people for disabled people with local knowledge providing information, advice and support on a wide variety of disability related issues.

Petrol Stations

Various Destinations in Lancaster & Morecambe

ASDA:

Ovangle Rd, Morecambe

Self service (Please note that credit or debit card can only be used here)

Open 24hrs

MORRISONS:

Central Drive, Morecambe

Self service and pay kiosk

Opening hours 7:30am-9pm, Sun 9:30am-6pm

Taxi: 32090 Taxis

Lower Church Street, Lancaster

Tel No.: 01524 32090

Booking ahead advised and check for availability for return journey.

6 adapted cars available.

Taxi: 848848 Taxis

Various Ranks in Lancaster & Morecambe

Tel No.: 01524 848848

Booking ahead advised and check for availability for return journey.

9 adapted cabs available.

Other telephone numbers:

- 0800 123444
- 01524 832444
- 01524 847847
- 01524 832111
- 01524 832444

Taxi: Coastal Taxis

Various Ranks in Lancaster & Morecambe

Tel No.: 01524 424424

Booking ahead advised and check for availability for return journey.

4 adapted cabs available.

Other telephone numbers:

- 01524 424111
- 01524 424424