experienceguildford

SHOP | DINE | EXPLORE | ENJOY

GUILDFORD BUSINESSES

ACCESSIBILITY GUIDE

Safe Place

A more inclusive Guildford for everyone



A welcoming town centre

Accessibly shops and services

Useful informtion and facilities

Guildford's Safe Places scheme!

What are Safe Places?
A Safe Place offers help if someone is anxious, scared or at risk while they are out and about and need support.

What does the Safe Place offer?

Staff in the Safe Places receive a variety of training (First Aid, Mental Health First Aid, Dementia Awareness, Deaf Awareness and more) so they are prepared to offer a warm welcome. The staff will offer support to both local residents and visitors to the town, signposting to local support agencies

Scan the QR code to view Safe Places organisations in Guildford

Supported by: experienceguildford GUILDFORD BOROUGH

Introduction



A GUIDE BY ANDREW CRAWTE

This guide has been researched, compiled, and created with great dedication by Andrew Crawte, a member of Guildford Accessibility Group, with support from Experience Guildford.

Born with cerebral palsy, Andrew understands first-hand how important it is for people with disabilities to have clear, reliable information so they can make informed choices.

WORKING TOGETHER

Through this guide, we aim to create equal opportunities and help make Guildford a more inclusive place.

A special thanks goes out to all the participating businesses for their valuable support.

Discover Guildford

Guildford is a town filled with character and charm, with a High Street that reflects its rich history and stunning architecture. Steeped in heritage dating back to Anglo-Saxon times, Guildford's cobbled streets and historic buildings such as the iconic Guildhall clock and the Norman-era castle, surrounded by award-winning grounds, is a particularly impressive sight, providing a peaceful retreat in the heart of town. Guildford's High Street is packed with independent shops, award-winning restaurants, and unique retailers. Whether you're looking for fashion, gifts, or simply a great cup of coffee, there's something here for everyone.





Available Facilities

The symbols below are used thoughout this guide to show which facilities are available at each business.

- **YES** — Facility available
- **NO** — Not available
- **LIMITED** — Available with some restrictions
- **NOT APPLICABLE** — Not relevant to this business



Step- free access

Indicated whether the business is accessible for wheelchair users and those with limited mobility.



Lift

Shows if a lift is available to reach other floors.



Automatic door

Indicate whether the entrance has an automated door.



Floor levels

Shows if the business is on one level or has multiple floors.



Hearing loop

Indicates whether a hearing loop is available for customers with hearing aids.



Accessible toilets

Shows if an accesible toilet is available on site.



Accessible changing rooms

Indicates whether accessible changing facilities are available.

Please note: Facilities and access information can change. If you are planning a visit and have spesific requirements, we recomend contacting the business directly for the most up-to-date details.

A more accessible Guildford



SHOPPING

Anthropologie	YES	NO	2	YES	NO	NO	YES
Barbour	YES	NO	1	NOT APPLICABLE	NO	NO	YES
Bensons for Beds	YES	NO	4	YES	NO	YES	NOT APPLICABLE
Bobbi Brown	LIMITED	NO	1	NOT APPLICABLE	NO	NO	NOT APPLICABLE
Boots	YES	YES	2	YES	YES	NO	NOT APPLICABLE
Boux Avenue	YES	NO	1	NOT APPLICABLE	NO	YES	YES
Brora	YES	NO	1	NOT APPLICABLE	NO	NO	YES
Cancer Research	YES	NO	1	NOT APPLICABLE	NO	NO	YES
Cotswold Outdoor	YES	YES	2	YES	NO	NO	YES
Co-Operative	YES	NO	1	NOT APPLICABLE	NO	NO	NOT APPLICABLE
Decathlon	YES	YES	3	YES	NO	NO	NO
Dreams	YES	NO	1	NOT APPLICABLE	NO	NO	NOT APPLICABLE
Hobbs	YES	NO	1	NOT APPLICABLE	NO	NO	YES

YES Facility available

NO Not available

LIMITED Available with some restrictions

NOT APPLICABLE Not relevant to this business



SHOPPING

Jones & Tomlin	YES	YES	2	YES	NO	YES	NOT APPLICABLE
Lakeland	YES	YES	2	YES	YES	NO	NOT APPLICABLE
Loake Shoemakers	YES	NO	G	NOT APPLICABLE	NO	NO	NOT APPLICABLE
Lululemon	YES	NO	G	NOT APPLICABLE	NO	NO	YES
Lush	YES	YES	G	NOT APPLICABLE	NO	NO	NOT APPLICABLE
Marks & Spencer	YES	YES	3	YES	YES	YES	YES
Menkind	YES	NO	G	NOT APPLICABLE	NO	YES	NOT APPLICABLE
Montezuma	LIMITED	NO	G	NOT APPLICABLE	NO	NO	NOT APPLICABLE
Next	YES	NO	2	YES	NO	YES	YES
O2	YES	NO	G	NOT APPLICABLE	NO	NO	NOT APPLICABLE
Reiss	YES	NO	G	NOT APPLICABLE	NO	NO	YES
Rituals	LIMITED	NO	G	NOT APPLICABLE	NO	NO	NOT APPLICABLE
Robert Dyas	YES	NO	3	YES	NO	NO	NOT APPLICABLE

YES Facility available

NO Not available

LIMITED Available with some restrictions

NOT APPLICABLE Not relevant to this business



SHOPPING

Ryman	●	●	G	●	●	●	●
Sainsbury's	●	●	G	●	●	●	●
Sofa.com	●	●	2	●	●	●	●
Superdrug	●	●	G	●	●	●	●
TG Jones	●	●	2	●	●	●	●
The Body Shop	●	●	G	●	●	●	●
The Friary Centre	●	●	2	●	●	●	●
The Grape Tree	●	●	G	●	●	●	●
TK Maxx	●	●	3	●	●	●	●
Tunsgate Quarter	●	●	3	●	●	●	●
Vapestore	●	●	G	●	●	●	●
White Stuff	●	●	2	●	●	●	●

● **YES** Facility available

● **NO** Not available

● **LIMITED** Available with some restrictions

● **NOT APPLICABLE** Not relevant to this business

BANKS

Barclays	●	●	2	●	●	●	●
HSBC	●	●	2	●	●	●	●
Lloyds Bank	●	●	G	●	●	●	●
Metro Bank	●	●	G	●	●	●	●
Natwest	●	●	G	●	●	●	●
Skipton	●	●	G	●	●	●	●

HEALTH PROVIDER & LEISURE

Bayfields Optitians	●	●	G	●	●	●	●
Boots Hearing Care	●	●	G	●	●	●	●
Boots Opticians	●	●	G	●	●	●	●
Pure Gym	●	●	3	●	●	●	●
Specsavers	●	●	1	●	●	●	●

● **YES** Facility available

● **NO** Not available

● **LIMITED** Available with some restrictions

● **NOT APPLICABLE** Not relevant to this business



FOOD & DRINK

Bill's	🟡	🔴	2	⚫	🔴	🔴	⚫
Black Sheep Coffee	🟡	🔴	G	⚫	🔴	🟢	⚫
Cafe Nero NS	🟢	🔴	G	⚫	🔴	🟢	⚫
Esquires Coffee	🟢	🔴	G	⚫	🔴	🟢	⚫
Five Guys	🟢	🟢	G	⚫	🔴	🟢	⚫
Franco Manca	🟢	🔴	G	⚫	🔴	🟢	⚫
Gails Bakery	🟢	🔴	G	🔴	🔴	🟢	⚫
McDonald's	🟢	🔴	2	🟢	🔴	🟢	⚫
Megan's	🟢	🔴	G	⚫	🔴	🟢	⚫
Ole & Steen	🟡	🔴	G	⚫	🟢	🟢	⚫
Pret A Manger	🟢	🔴	3	⚫	🔴	🟢	⚫
Rosa's Thai	🟡	🔴	G	⚫	🔴	🟢	⚫
Shardana	🟢	🔴	G	⚫	🟢	🟢	⚫

🟢 **YES** Facility available

🔴 **NO** Not available

🟡 **LIMITED** Available with some restrictions

⚫ **NOT APPLICABLE** Not relevant to this business



FOOD & DRINK

Slim Chickens	●	●	G	●	●	●	●
Starbucks	●	●	G	●	●	●	●
The Boathouse	●	●	2	●	●	●	●
The George Abbot	●	●	G	●	●	●	●
Coppa Club	●	●	3	●	●	●	●
The March Hare	●	●	2	●	●	●	●
Wetherspoons	●	●	2	●	●	●	●
The White House	●	●	2	●	●	●	●
Tortilla	●	●	G	●	●	●	●
Wagamama	●	●	G	●	●	●	●
Wendy's	●	●	G	●	●	●	●

● **YES** Facility available

● **NO** Not available

● **LIMITED** Available with some restrictions

● **NOT APPLICABLE** Not relevant to this business



EDUCATION

The Guildford Institute	●	●	2	●	●	●	●
The Library	●	●	2	●	●	●	●

ENTERTAINMENT VENUES

G Live	●	●	3	●	●	●	●
Mulligans	●	●	2	●	●	●	●
Yvonne Arnaud Theatre	●	●	2	●	●	●	●

HOTELS

The Guildford Harbour Hotel	●	●	3	●	●	●	●

● **YES** Facility available

● **NO** Not available

● **LIMITED** Available with some restrictions

● **NOT APPLICABLE** Not relevant to this business

GUILDFORD ShopMobility

has now reopened

This has been made possible with support from

GUILDFORD BOROUGH

experienceguildford



Guildford ShopMobility



Mobility Equipment Hire

Mobility Scooters & Power Chairs

Open Monday – Saturday 10am – 4.30pm

01483 453 993 07897 581613

A service for anyone with long or short term mobility issues

Level 3, Bedford Road Car Park, Guildford GU1 4SA

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A member of ShopMobility UK