

# Accessibility Guide

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# Parking & Taxis

## Arriving By Car & Taxi

We have seven accessible parking spots in our car park. Three car parks are directly attached to The Mains of Drum. The route is at least 2,133 mm wide. The car park in front of the store is paved. We have four electric vehicle charging points located in our paved car park, near our exit doors. Our electric vehicle charging point spaces are spacious enough for accessible electric vehicles.

The other two are located on the left-hand side of the store; these are gravel. The entrance is circled in red in both images below.

Below is a range of local taxi services in the area. Accessible taxis should be booked in advance. There are no designated drop-off points; our three car parks are directly attached to The Mains of Drum, where you can drop off. From the car park to the entrance, there is level access. The path is sloped.

### Aberdeenshire

- Marlo Taxis: 07939462721
- Davro: 01330 825152

### Aberdeen City

- Rainbow City Taxis: 01224 878787



# Electric Charging Points

Our electricity charging points are supplied by "ForEv". We now have four CCS2 charging points to get plugged into! Plug in and pay via contactless on the unit and enjoy browsing our store or a cup of tea in our Restaurant.

They are 160kW or 80kW, depending on the vehicle's voltage capability. The values can be reduced by other factors, such as ambient temperature, the temperature of the car's battery, grid constraints, and the vehicle's type and design.

The rate is 60p per kWh, which is subject to change – price is set by For EV. ForEv charging partners are the following: Zap-Map, All-star, Bonnet (OVO Energy), Electroverse (Octopus Energy) & Paua. Some of the roaming partners may offer discounts. When using the contactless payment method, a £20 pre-authorisation amount will be taken, which the bank will hold until the session amount is deducted. This usually takes between 3-5 working days to clear, but the timeframe may vary depending on the bank account.





# Public Transport & Cycle Routes

## Arriving By Bus

Stagecoach's 201 service stops near our store. The stop's name is Drumoak, Drum Castle Road End. The bus stop is 0.1 miles / 0.2 km from The Mains of Drum, stopping on the A93; it is a 10-minute walk from the stop to the store.

The route from the bus stop to the is 2,133 m wide or more.



## Arriving By Bike

We are close to the Deeside Way—a walking/cycle path. The route follows the line of the Old Royal Deeside Railway from Aberdeen to Banchory, through woodland and farmland to Kincardine O'Neil and then rejoins the old line from Aboyne to Ballater, a total distance of 41 miles.

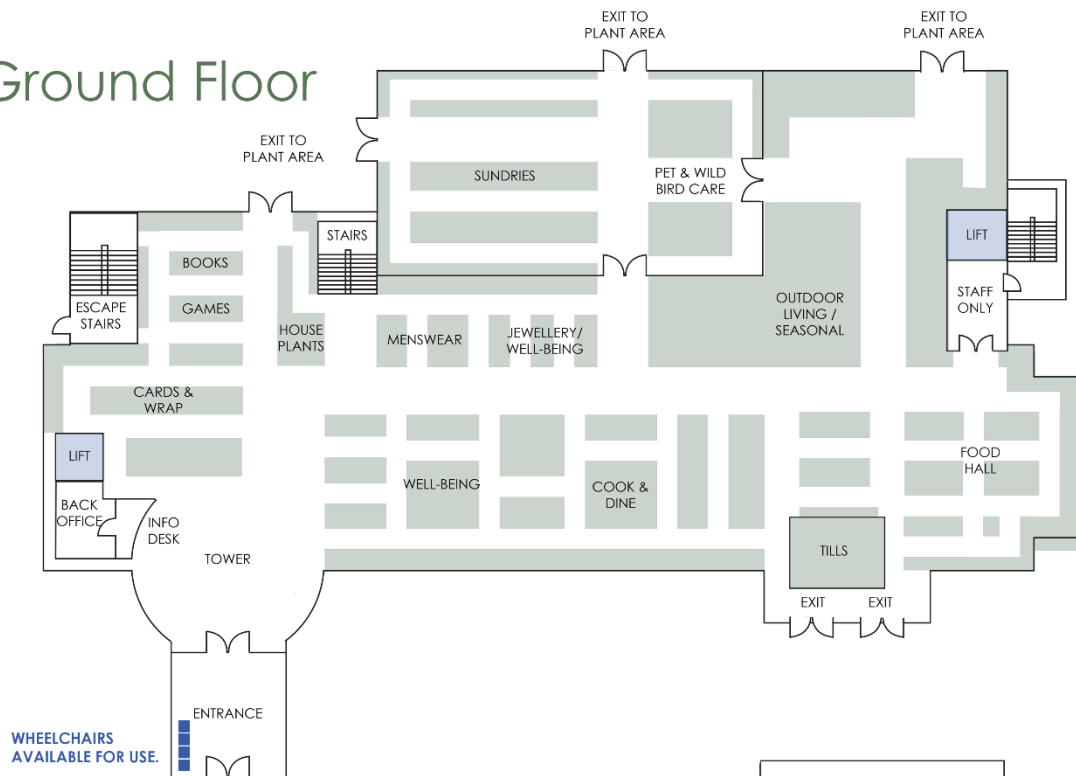
Aberdeen to Drumoak: 10.6 miles.

Banchory to Drumoak: 7 miles.

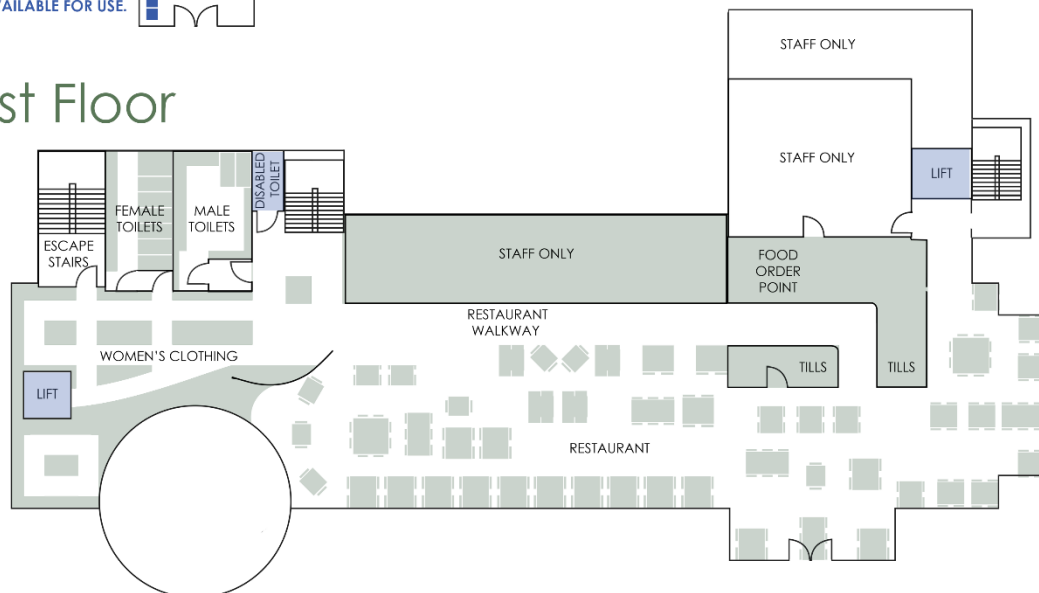
More information can be found on their website: <https://www.deesideway.org/>

# Store Map

## Ground Floor



## First Floor



# Arrival

The main entrance has level access. There is a lift. The door is 1,939mm wide. The main door is a sliding automatic door. All doors throughout the store are automatic.

We have wheelchairs available at our entrance for customer use, along with trolleys that can be attached to them.

Shopping trolleys are available here, and multiple trolley and basket points are spread throughout the store.

A floor plan of the store and a preview of the Restaurant menu are located at the entrance.

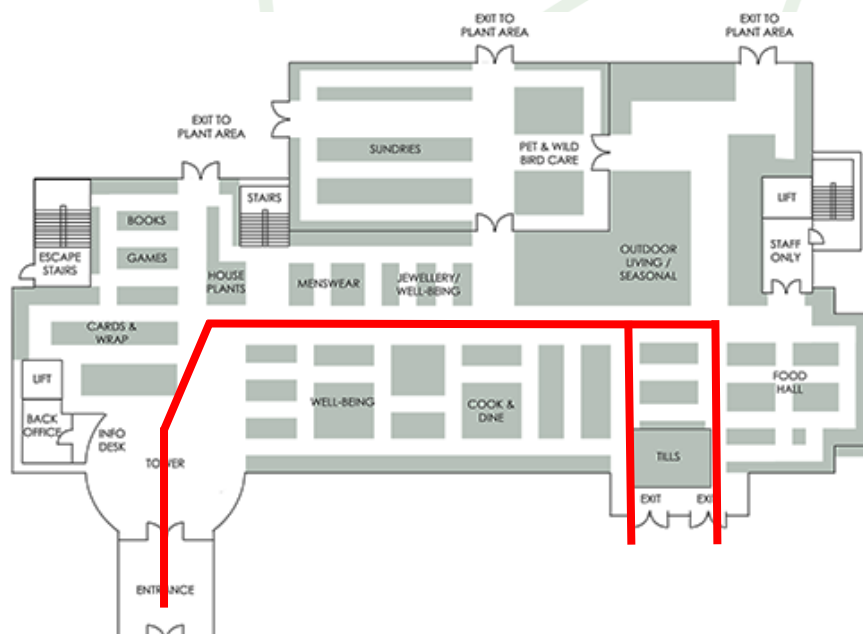




# Main Walkways

We have 1,905 mm wide main walkways throughout the store. Our main walkway leads from our tower, through our gift department and to our till point.

Our till point is located at the farthest end of the entrance tower in our food hall.

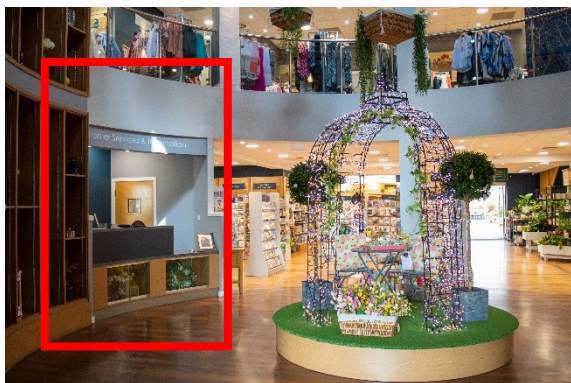


# Information Desk & Lift

## Information Desk

There is level access from the main entrance to the desk. The route is 1,828mm wide or more. The desk has a low section.

Our information desk is on the left-hand side of our entrance tower on the ground floor. A staff member should be present; however, if no staff member is available, a bell can be pressed at the information desk. If no one is available, please proceed to the till area located at the farthest end of the store.



## Lift

Our customer lift is located to the left after the information desk.

The lift door is 780mm wide.

The lift is 1,050mm wide.

The lift is 1,370mm deep.

The lift displays the floor number for each level.

The button in the centre on the top will take you to the first floor, where the restaurant and toilets are. The button on the second row, on the right-hand side, will take you back down to the ground floor, where the information desk is located. The open and close door buttons are located at the bottom, along with an alarm button.





# Accessible Toilet

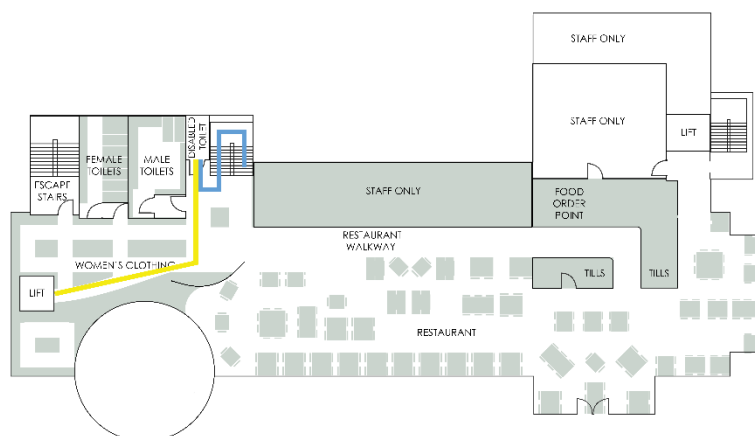
Our accessible toilet is on the first floor. Below is a map showing how to get to it from our lift (yellow line) and stairs (blue line).

From the main entrance to the public toilet, there is level access. There is a lift. The route is 780mm wide, or more, from the lift to the public toilet.

The toilet door is 880mm wide.

The direction of transfer onto the toilet is to the left.

The toilets have handrails. There is 630mm on the side of the toilet. There is 1,800mm in front of the toilet. The toilet seat is 490mm high.



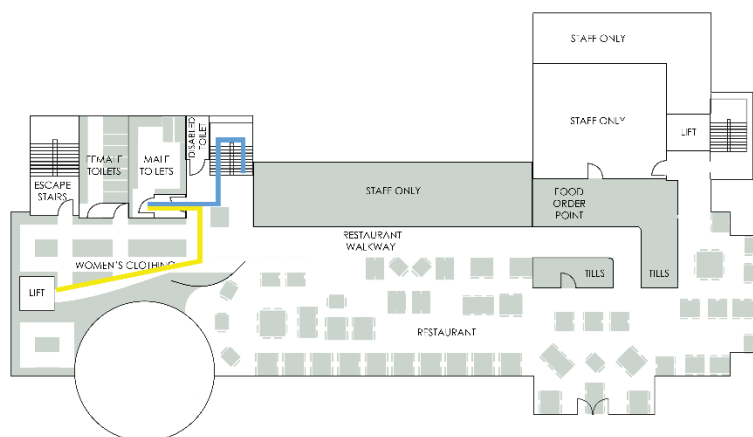
# Men's Toilet

Our men's toilets are located on the first floor. Below is a map showing the routes to them from our lift (yellow line) and stairs (blue line). From the main entrance to the public toilet, there is level access. There is a lift. The route is 780mm wide, or more, from the lift to the public toilet. The toilet door is 880mm wide.

The direction of transfer onto the toilet is to the front only. The toilet is 1,210mm in front, and the toilet seat is 420mm high.

## Facilities:

- 4 Urinals.
- 2 Cubicle toilets.
- 4 Sinks.

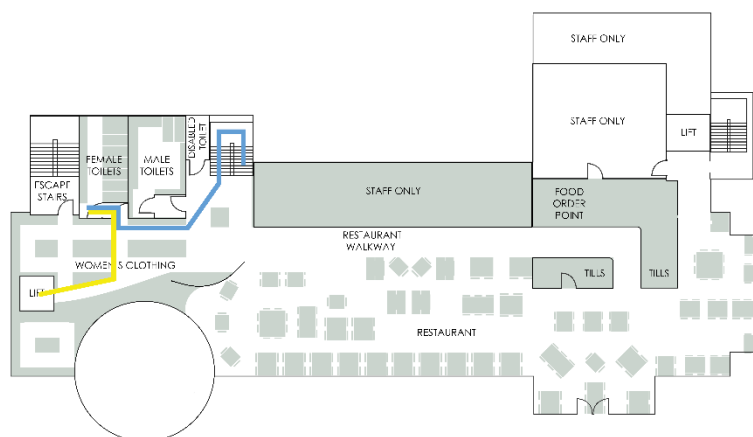


# Women's Toilet

Our women's toilets are located on the first floor. Below is a map showing the routes to them from our lift (yellow line) and stairs (blue line). From the main entrance to the public toilet, there is level access. There is a lift. The route is 780mm wide, or more, from the lift to the public toilet. The toilet door is 880mm wide. The direction of transfer onto the toilet is to the front only. There is 1,210mm in front of the bathroom. The toilet seat is 420mm high.

## Facilities:

- Six cubicle toilets and sinks.
- One baby changing table is located in the furthest cubicle from the entrance of the toilets.
- Sanitary bins in each stall.





# Restaurant

There is level access from the main entrance to the dining area. There is a lift. The route from the lift to the dining area is at least 780 mm wide. There are no steps to get to a table. The routes through the dining area are at least 800mm wide. There is background music. The table and plates have a high colour contrast. We take bookings for tables with any access or specifications by phone on 01330 811000.

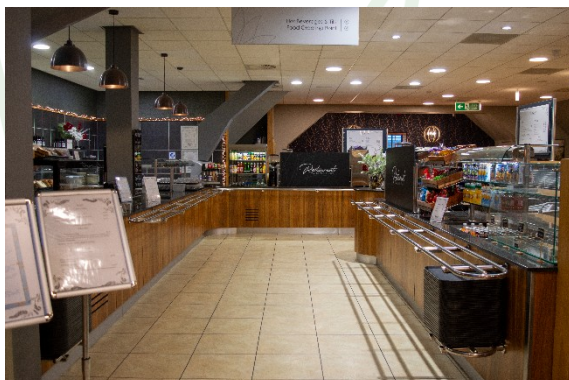
We cater to vegetarian, gluten-free (for celiacs), lactose-free (dairy-free), and vegan-specific diets.

Our restaurant operates by allowing customers to choose a table first, and the menus are available on the tables. Table numbers are attached to the table. Your table number is required to place your food order. Below is an example of what our Restaurant seating area looks like.



Once the table is secured, head to our till food ordering points.

Our food service area is at the end of the walkway into the Restaurant. Our ordering point is on the left-hand side of the walkway. This is where you can order your hot food and select from our range of cakes. Our daily soups and desserts are listed on the blackboard beside the ordering till.



# Restaurant

Along from the ordering point is the till point. This is where you can place your order and pay for it.

There is a second till point on the right side of the walkway. This till point is also for ordering drinks and has a selection of cakes and scones. You may also pay for food orders here. A menu with the available hot drinks and prices is behind the till point.





# Plant Area

The plant area can be found on the ground floor, straight down the walkway from the tower. The entire plant area is paved, with some sections on a slight slope.

In the centre of the outside plant area is an information office, and inside, information on plants and plant care can be found. Our plant team members can be found inside this office or outside, roaming the plant area.

From the main entrance to this area, there is level access. There is a permanent ramp that measures 1,130 mm wide. The route is 1,130mm wide or more. The automatic door to the outside is 1,939mm wide, and the plant office door is a manual sliding door that is 734.85mm wide.





# Garden Sundries Section

Our gardening products and sundries area can be found through the same doors as the plant area, located to the right of the entrance.

This section includes Bulbs, Car Maintenance, Garden Essentials, Garden Tools, Lawn Care, Path & Drive Care, Plant Food, Propagation, Watering Tools, Weed Killer, Wild Bird Care, and Wildlife Care.



# Tills

Our till point is at the furthest end of the tower. It has up to four till spaces, two on each side of the 2,000 mm walkway.

View of right till point and exit. There are tills on each side. Below are images of where the tills are; a red circle is around the placement of one of the tills for reference.

