
Tamworth Tourist Information Centre

Access Statement

Tamworth Tourist Information Centre is located on the ground floor of the Philip Dix Centre, which also houses services from the Voluntary Sector such as Citizen Advice Bureau, Samaritans, Homestart, Daybreak & Relate.

Pre arrival

- Telephone number: +44 (0) 1827 709581/709618
- Fax number: +44 (0) 1827709582
- Text: TBCTIC followed by your enquiry to 88020.
- Email address: tic@tamworth.gov.uk
- Website: www.visittamworth.co.uk
- Postcode: B79 7DN
- Tamworth is situated just off the A5 and M42, and the Tourist Information Centre is located directly next to a central car park on Aldergate.
- Nearest railway station: Tamworth railway station is a 10 minute walk along Albert Road to the town centre.
- Nearest coach stop: Local buses and national coaches stop right outside the doors of the Philip Dix Centre in Corporation Street.
- Public conveniences: There are toilets located within the Phil Dix Centre including disabled facilities, and there are some situated on Aldergate Street just outside the Information Centre.

Arrival and car parking facilities

- The centre has its own disabled car park and the nearest pay and display short stay car park is to the rear of the Information Centre off Aldergate Street.

Main entrance

- The Tourist Information Centre's opening times are as follows: Monday to Friday 9am-7pm, Saturdays 9am-5pm, occasional Bank Holidays 9am-5pm.
- The main entrance is on ground level and there are automatic doors to the front and rear of the building to allow easy access.
- Entry is free of charge.
- The Tourist Information Centre reception has an area of low level counters. Refreshments and seating area is also available.
- Staff are identifiable by a uniform and name badge.

Public areas – general

- The Information Centre is all on one level with both an information section and souvenir section.
- The whole of the centre is accessible by wheelchair/scooters and DDA compliant.
- Lighting is high level including some spotlights.
- Staff are on hand for difficult to reach items on the shelves.
- All items are clearly priced.
- Payment is accepted by cash, cheque or credit/debit card. If paying by card the PDQ machine can be moved to allow customers to enter their pin easily.
- A hearing loop is available on request.
- A magnifying glass can be provided on request.
- Large print leaflets are available on request.
- RADAR keys are available for purchase.

Additional information

- Tamworth Shopmobility is located on level 5 of The Ankerside Shopping Centre. Level 5 is also the Street and shop level. This is approximately 10 minute walk from the Information Centre.
- The Information Centre can provide visitors with information on accessible parking, attractions and accommodation either prior to their arrival by post, text, or email or on arrival in the centre.

We welcome your feedback to help us to continually improve. Should you have any comments please telephone 01827709618 or email

tic@tamworth.gov.uk