

Travel Trade

Guide to Inclusive Suppliers



Explore a region filled with businesses that genuinely care about accessibility and inclusivity ensuring welcoming and enjoyable experiences for all visitors

A Welcoming Destination

At VisitAberdeenshire, we understand that not every supplier will suit everyone's needs. That's why we work closely with our partners to ensure that, if one cannot accommodate a request, we'll direct you to someone who can. This guide provides stand out examples of accessible options. If you have specific requirements, please don't hesitate to reach out - we'll gladly customise itineraries to suit your clients' needs.

Transportation and Accommodation

Public transport in and around Aberdeenshire is adaptable, supporting people with additional requirements. The 727 service conveniently connects Aberdeen Airport and P&J Live to the city centre, while buses across the city and shire are equipped to accommodate various accessibility needs - The buses are all wheelchair accessible and screens are placed around the bus to advise on next stop for anyone with hearing impairments. Chauffeur driven tours Premier Coaches offers two wheelchair-accessible vehicles (WAV), perfect for day trips with a professional driver.

For Self Drive tours, Herd Hire, a small local business near Aberdeen Airport, offers a wheelchair-accessible vehicle for hire. They pride themselves on providing affordable and convenient travel solutions for all.

Accommodation for wheelchair users and visitors with limited mobility. The below hotels reached out advising accessibility information is available. We recommend reaching out to your preferred accommodation provider if you would like more information.



Crathie Opportunity Holidays

Nestled in the heart of the Cairngorms and steeped in royal history, you'll find cottages designed with inclusivity at their core. Four of these cottages have been thoughtfully adapted to cater to a range of needs, offering full wheelchair accessibility alongside considerations for visual and hearing impairments, autism, dementia, and allergies. This accommodation provides a truly welcoming and comfortable home away from home.

Dalriada Luxury Lodges

Just outside Stonehaven, you'll find eight luxury self-catering lodges boasting breathtaking sea views. Owner Kelly ensures a warm and welcoming experience right from the moment you consider booking. The website is packed with helpful details, including door measurements, materials used, and spaces available for equipment, making it easy to plan your client's stay.

City Centre Hotels

- The Sandman Signature Aberdeen Hotel & Spa
- The Residence Inn by Marriott
- Leonardo Hotel, Union Square
- The Copthorne Hotel
- The Park Inn by Radisson

Outskirts of the City

- Hilton Hotel TECA Aloft Hotel TECA
- Village Hotel
- Aberdeen Altens hotel
- Leonardo Hotel Aberdeen Airport

Hotels in Aberdeenshire

- Holiday Inn Westhill
- Ardoe House Hotel
- Kilmarnock Arms, Cruden Bay



Event venues and beauty spots to explore

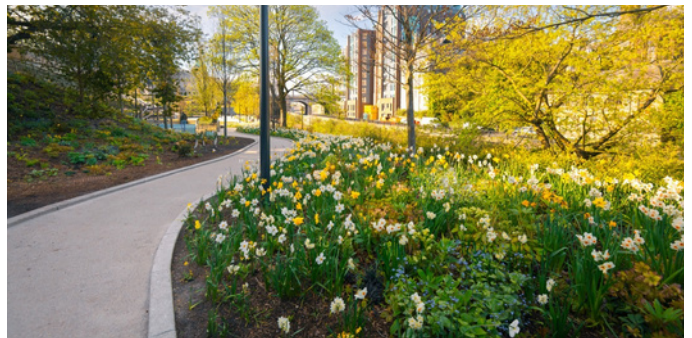


His Majesty's Theatre

His Majesty's Theatre in Aberdeen is an accessible venue, offering step-free access, lift access to all levels, wheelchair spaces with companion seating, and accessible toilets. It features an induction loop system for those with hearing impairments and welcomes assistance dogs. Staff are trained to provide support, ensuring a comfortable and inclusive experience for all visitors.

Union Terrace Gardens

Union Terrace Gardens in Aberdeen is accessible thanks to its recent redevelopment. It features step-free pathways throughout the park, lifts connecting Union Street and Rosemount Viaduct levels, and accessible seating areas. The gardens also provide accessible toilets and plenty of level spaces for wheelchair users and visitors with mobility challenges. These features ensure everyone can enjoy this central green space.



P&J Live

P&J Live in Aberdeen is a fully accessible, modern event space, offering step-free access throughout the venue, accessible toilets, and lifts to all levels. It features designated wheelchair spaces in the arena and conference spaces, as well as an induction loop system for hearing aid users. Ample accessible parking and drop-off points are available, and assistance dogs are welcome. The venue's staff are trained to support visitors with additional needs.

Newburgh Seal Beach Boardwalk

Newburgh Seal Beach now has an all-abilities boardwalk, making it more accessible. This boardwalk allows visitors, including those with mobility challenges, to view the seals from a safe distance without disturbing them. Newburgh Seal Beach is renowned for its large colony of grey and common seals, which can be observed resting on sandbanks at the Ythan Estuary.



Bennachie Visitor Centre

Bennachie Visitor Centre near Inverurie offers accessible features, including an all-ability Discovery Trail, accessible toilets, and blue badge parking. It's open from April to October and provides information on the area's history and wildlife. The centre also offers assistance to visitors, making it an ideal starting point for exploring the Bennachie area.

Travel Trade Suppliers

These businesses have shared details about their accommodations for both hidden and physical disabilities. You can explore further information on their offerings and venues by visiting their travel trade listings through the links provided. These listings will give you comprehensive details about their products and services.

Royal Lochnagar Distillery

The Royal Lochnagar Distillery, located just one mile from Balmoral Castle, offers a unique opportunity to experience the heritage of Royal Deeside. For wheelchair users, most of the tour is on ground level, and where this isn't possible, trained staff provide an in-depth virtual tour. The distillery offers guided tours, tastings, and exclusive experiences, allowing visitors to explore the craftsmanship behind this royal malt whisky.

[Royal Lochnagar Distillery](#)



Farm Stop

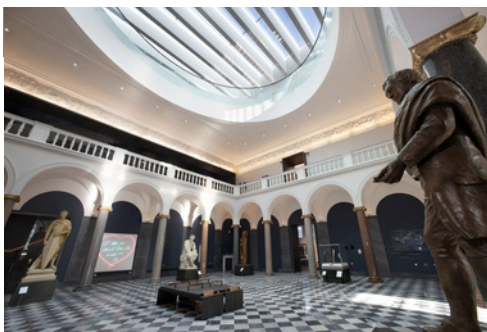
The farm experience at FarmStop offers visitors the chance to interact closely with a variety of animals, from highland cows to goats, pigs, chickens, and more. The facility is purpose-built with accessibility in mind, allowing wheelchairs and mobility aids to access all the animal pens, ensuring an inclusive experience. Additionally, for visitors with neurodevelopmental requirements, quiet days or private tours are available to provide a more relaxed, tailored visit.

[Farm Stop](#)

NTS Fyvie Castle

Fyvie Castle offers spacious, gravel-based grounds to make exploring the estate as accessible as possible. However, access to the castle's interior is limited for wheelchair users due to stairs and narrow spaces. Visitors can still enjoy highlights such as garden tours and learning about the castle's sustainability initiatives.

[Fyvie Castle](#)



Aberdeen Art Gallery

Aberdeen Art Gallery champions inclusive tourism with full wheelchair access, a Changing Places facility, and resources for visitors with visual or hearing impairments, including large-print guides, audio-described tours, and BSL interpretation. Sensory-friendly initiatives, such as quiet times and sensory backpacks, support those with sensory sensitivities, while collaboration with community groups ensures inclusive programming for all.

[Aberdeen Art Gallery](#)

Gordon Highlanders Museum

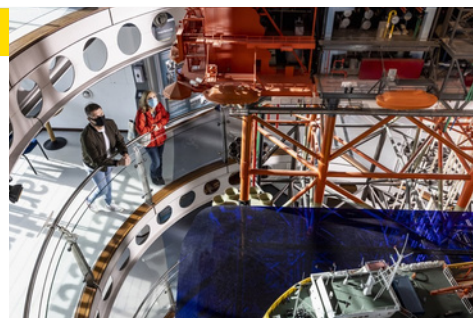
The museum welcomes all visitors. It's wheelchair-friendly with step-free access and accessible toilets, and seating is available throughout. Audio guide headsets come in multiple languages and versions for younger audiences. Clear signage, printed materials, and staff support help visitors with visual or hearing impairments. Guide dogs are welcome. For tailored visits or special requirements, please contact the museum in advance.

[Gordon Highlanders Museum](#)



Maritime Museum

Aberdeen Maritime Museum ensures inclusive tourism with step-free access, lifts, a Changing Places facility, sensory backpacks, quiet spaces, and tactile exhibits. Support for visual and hearing impairments includes large-print guides, Braille, audio-described tours, and hearing loops. The museum also collaborates with local groups to create inclusive programming for all visitors.



Maritime Museum



Garioch Heritage Centre

Garioch Heritage Centre supports inclusive tourism with step-free access, wheelchair-friendly facilities, and an accessible toilet. The centre provides large-print materials and offers a welcoming environment for visitors with sensory sensitivities. It also collaborates with local groups to ensure its exhibitions and programs are inclusive, making it an accessible destination for all.

Garioch Heritage Centre

Walking Tours in Aberdeen

Walking Tours in Aberdeen offers accessible routes for wheelchair users and adapts tours for those with visual impairments by providing verbal descriptions. They avoid obstacles like cobble streets and dropped curbs where possible. Visitors with specific needs, such as requiring a helper or additional details, are encouraged to contact in advance for a tailored experience.

Walking Tours in Aberdeen



Grampian Transport Museum

The Grampian Transport Museum offers accessible facilities, including step-free entry and wheelchair-friendly spaces, ensuring an enjoyable visit for all. Visitors can interact with exhibits like vintage vehicles and the Cruden Bay Hotel tramcar. The museum is designed to accommodate diverse needs, providing an inclusive experience for families and individuals with mobility challenges.

Grampian Transport Museum

City of Aberdeen Distillery

The Gin School offers an inclusive experience with level access, a wheelchair-friendly sales counter, and a custom-built wheelchair table for events. The venue has a wheelchair-accessible toilet and can provide large print materials or verbal descriptions of botanicals upon request. Quieter sessions are available for those who prefer a less crowded environment. The distillery also offers early entry and adapted event set ups to accommodate mobility needs, with staff available for assistance.

City of Aberdeen Distillery



Braemar Highland Games Centre

The Braemar Highland Games Centre offers accessible facilities to support inclusive tourism. It has disabled access and provides Blue Badge parking spaces for visitors with mobility challenges. The venue also includes an induction loop to assist visitors with hearing impairments. Additionally, it caters to families with its child-friendly facilities and offers a café, toilets, and a gift shop for a more inclusive experience.

Braemar Highland Games Centre

HES Duff House

Duff House in Banff offers accessible features including a gravel path to the entrance, wheelchair-accessible parking, and a lift to upper floors. The side entrance provides an alternative to the steps at the main entrance. Visitors can enjoy an introductory audio-visual presentation, though it is not subtitled. Carer discounts are also available.



HES Duff House



Kinnaird Head Castle and Lighthouse Museum

Kinnaird Head Castle and Lighthouse Museum offers wheelchair access with ramps and an accessible car park. The museum provides a stairlift to the café and upper floors, but due to its historic nature, there is no lift to the higher levels, which may limit access for some visitors. Staff are available to assist where needed.

Kinnaird Head Castle and Lighthouse Museum

Pitmedden Gardens

Pitmedden Garden offers level pathways suitable for wheelchairs and pushchairs, making the main garden spaces easy to navigate. While some areas have uneven surfaces, most of the garden is accessible, with ample seating areas for rest. The garden also hosts special tours and events designed to accommodate a wide range of visitors, ensuring an enjoyable experience for many.

Pitmedden Gardens



Additional Information

VisitAberdeenshire is collaborating with suppliers to expand available resources. If you're looking for something specific, please don't hesitate to get in touch!

VisitAberdeenshire is committed to keeping suppliers informed about inclusive tourism through ongoing education and support. Our industry website features a range of resources, including an inclusive tourism section within our Sustainable Tourism Toolkit, as well as webinars and case studies to aid further development.

For information, contact:

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SUSTAINABLE TOURISM TOOLKIT



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