



Little Moreton Hall

Access Statement

Iconic timber-framed Tudor manor house with a small garden

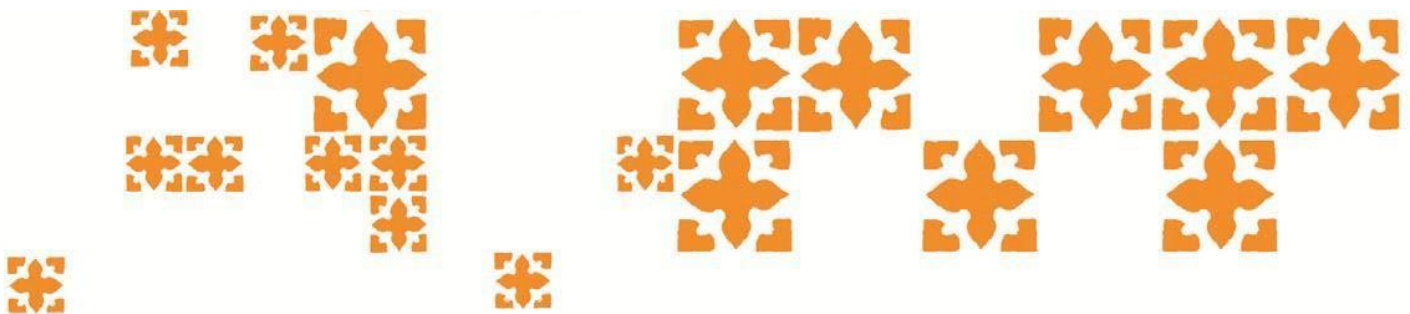
Little Moreton Hall, Newcastle Road, Congleton, Cheshire, CW124SD

T: 01260 272018

E: littlemoretonhall@nationaltrust.org.uk

Points to note

- Our staff and volunteers will do everything they can to ensure that you enjoy your visit. If you feel that it would be useful to contact the property in advance of a visit to discuss specific access requirements, please do so.
- Assistance dogs are welcome throughout the property, including in the hall and garden. There is a water bowl on the bridge at the entrance to the property.
- There is a cobbled courtyard which can be difficult for wheelchairs.
- Spiral staircases are steep and narrow and there are some low doorways and beams.
- Light levels can be low in some areas of the building, where there are no artificial lights.
- The fire alarm is a loud, continuous bell sound and there are recorded voice commands in various locations around the property. Our show rooms are also fitted with flashing strobe lights to indicate that the fire alarm is sounding. Fire marshals will assist you in the unlikely event that evacuation is necessary but please let us know if you think you may need any extra help.
- Please note that mobile phone reception can be poor across the site.
- Powered mobility vehicles are not permitted in parts of the hall, but the dimensions can limit access to certain spaces. A manual wheelchair is available to borrow. If you can, it is best to call us in advance to reserve one.



Arrival & parking facilities

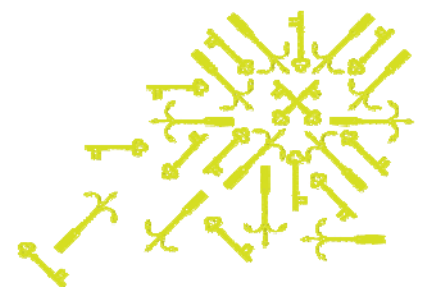
- The hall is located on the A34 between Congleton and Scholar Green and is signposted from both places.
- Parking bays next to the visitor welcome building are available for visitors who are Blue Badge holders. The surface in this first section of the car park is tarmac.
- There is an overflow car park approximately 80m from the visitor welcome building. The middle section of the car park and the overflow have crushed stone surfaces.
- The distance to the property from the car park is approximately 90m on level ground. It is possible to drop off visitors at the front door if required.
- There is not a transfer vehicle, but manual wheelchairs are available to borrow from the visitor welcome building. We recommend calling us to book a wheelchair in advance of your visit.
- Please tell us when you arrive if you will need any help in an emergency evacuation so that we can discuss how best to assist you.

Entry fees

- Our admission policy admits the necessary companion, or carer, of a disabled visitor free of charge, on request, while the normal membership, or admission fee, applies to the disabled visitor.
- To save having to 'request' a companion's free entry an Access for All Admit One Card can be issued by our Supporter Services Centre. This card is made out in the name of the disabled person, not the companions, so there is not a restriction to taking the same person on each visit.
- To request an Access for all Admit One Card, please either email our Supporter Services Centre (enquiries@nationaltrust.org.uk) or phone them on 01793 817634. They will need the name and full postal address of the disabled person.

WCs

- Our accessible toilet is located at the visitor welcome building on the car park.
- The toilet has baby changing facilities and bins.
- We do not currently have adult changing facilities.
- The toilets at the visitor welcome building (including the accessible toilet) are lit by fluorescent lighting and have automatic hand dryers.
- The toilets at the hall are lit by artificial (non-fluorescent) lighting. The gents' toilet has an automatic hand dryer and the ladies' toilet has paper towels.



Visitor Welcome Building

- The visitor welcome building is located in the car park.
- There is a very slight slope leading up to the entrance door. The entrance door is 1 meter wide. The entrance door opens outwards. It opens manually and staff can assist if needed.
- The visitor welcome building is in a large room with vinyl floors, a high ceiling and no soft furnishings, therefore sounds can echo. There is some natural light and the area is lit with LED lights.
- There are no chairs available in the building.
- The reception desks are 80cm high.
- There is an induction loop at both tills.
- We have 3 manual wheelchairs available for loan.
- There are some sloping stones outside the exit door which can be a little bit difficult for wheelchairs.

Hall

- The hall is located approximately 90m from the visitor welcome building.
- There is a concrete approach to the hall, then a stone bridge at the entrance, after which visitors encounter a cobbled courtyard.
- Powered mobility vehicles are allowed inside the hall, but the dimensions may restrict access to certain areas. Transferring to a manual wheelchair may offer access to more areas. You can request a manual wheelchair at the hall entrance if you haven't already picked one up from the Visitor Welcome Building.
- The ground floor rooms (apart from the Chapel) can be reached without encountering steps. We have a portable ramp to allow access to the Chapel; just ask the member of staff in the courtyard if you require this.
- The doorways on the ground floor (the Living History area) are wide enough for a wheelchair to pass through. There is enough space to turn a wheelchair easily in the ground floor rooms.
- Floor surfaces in the hall vary from flagstones to polished wood and floors are uneven in some rooms.
- The upper floors of the building are reached by steep spiral staircases with handrails.
- There are low and narrow doorways on the upper floors. Some floors are very uneven and some rooms (particularly the Gallery Chamber) can be disorientating.
- Light levels can be low, especially on staircases. There is artificial (non-fluorescent) lighting in certain areas.
- Most rooms are bare of soft furnishings (e.g. carpet, wall hangings) which can cause echoes.
- Staff and volunteers are available on each floor and are happy to help answer any queries.



Above: The distance from the visitor welcome building to the hall is approximately 90m on even ground.

Below: The cobbled courtyard is uneven.



Catering

- Our catering facilities are located in the hall. Visitors have to cross the cobbled courtyard to gain access. The entrance to the Little Tea Room is level and there is a slight slope up into Mrs Dale's Tea Room.
- The entrance doors to Mrs Dale's Tea Room and the Little Tea Room are wide enough for a wheelchair to pass through. They open inwards and staff can assist with opening the door if needed.
- Mrs Dale's Tea Room is lit by fluorescent and LED lighting. The Little Tea Room has LED lighting only.
- Both catering outlets are small, but we always do our best to accommodate wheelchair users, moving chairs if necessary.
- Mrs Dale's is waitress serviced. The Little Tea Room is counter service, but our staff will be more than happy to assist you by bringing refreshments to the table.
- The Little Tea Room and Mrs Dale's have a mobile induction loop if required.
- Our menu is in clear, legible font and staff can assist in reading the menu if needed.
- We have large handled cutlery, double handled mugs and straws available.

Pre-loved Bookshop

- This is located in the Visitor Welcome Building, please see this section on page 3.
- Staff are more than happy to assist by fetching hard-to-reach items.

Garden

- The majority of the garden can be reached without encountering steps, but there are some steps (without handrails) to access the moat path and the Knot Garden.
- The garden is surrounded by the moat.
- The paths are graveled. There is a grassed orchard and there are grass paths in the Knot Garden.
- The paths in the garden are level and there are no gates.
- The moat path is narrow, particularly on the west side, and can be slippery in wet conditions.
- There are a number of benches, mostly in the orchard.
- The stone path into the hall via the back door (from the Knot Garden) can get very slippery when it's wet.

Feedback

The team at Little Moreton Hall are committed to improving access, facilities and enjoyment for everyone who visits our property. If you have any ideas or suggestions on how we might make further improvements, please don't hesitate to contact us. Our staff will be delighted to assist.

Mar 2024

