

## Killerton Access Guide

Reviewed June 2023

All measurements are approximate

### General Information

For more information about access and opening times please refer to the sections below, check our website for current information or contact Killerton by telephone on 01392 881345, or e-mail [killerton@nationaltrust.org.uk](mailto:killerton@nationaltrust.org.uk)

### Mobile phone reception and emergency procedures

- Mobile phone reception across Killerton varies between networks (but is generally poor). In an emergency, during property opening hours, call 01392 881345 for assistance from onsite staff.
- Staff and volunteers are contactable during opening hours, 10am - 5pm, communicating with each other via radio.

### Assistance dogs

- Registered assistance dogs are welcome everywhere at Killerton, including the house, garden, chapel grounds and cafés.

### Other key information

- The light levels in the house can be quite low for conservation reasons and due to historic lighting.
- The surface of the Stables Courtyard where visitor reception, second-hand bookshop, plant sales, shop and Stables Coffee Shop are located, is cobbled. There is also a dip in the cobbles in front of the reception area which may be an issue for wheelchair users (see **Visitor Reception** section).
- Mobility Trampler hire available for use in parkland or garden (operated in partnership with Countryside Mobility Scheme). Call Killerton on 01392 881345 to book (see **Tramper** section for more details on routes).

### Arrival & Parking Facilities

- There are 10 designated spaces for disabled visitors where the parking area surface is tarmac and 10 additional spaces on a gravel surface, all approximately 75 metres from visitor reception. Visitors parking in accessibility spaces do not need to obtain a parking ticket.
- The surfaces of other areas of main car parking are tarmac and/or gravel. The surface of the overflow car park is gravel and grass.

- Please call Killerton in advance if you would like to discuss the options for dropping off a less-mobile visitor at a particular area.
- A bell to ring to request for a buggy driver for transport to the house is to be found on the side of the grey kiosk in the car park. The buggies operate between 11am and 3.30pm and are run by volunteers. The buggies do not accommodate wheelchairs. The buggy service can be used to avoid the cobbled visitor reception area (see **Visitor Reception** section)



Buggies can accommodate two passengers and can collect from the car park or from visitor reception

- Access from the car park to visitor reception level is either down a tarmac surfaced curved sloping footpath or down 3 sets of 3 steps on a cobbled surface with handrails on both sides.



Grey kiosk with bell at car park down to visitor reception



Cobbled path with handrails car park



Sloping footpath down from

## WCs

Accessible toilets can be found at the car park, house and Dairy.

### Accessible toilet at the car park:

1. 4.7m x 2.1m. Doorway: 0.88m, door opens out

- Right hand transfer but rails are on both sides
- Artificial light and natural light
- Tiled surface floor
- Hand wash facilities, automatic hand dryer and paper towels available inside cubicle

### Accessible toilet at house. External access near the laundry:

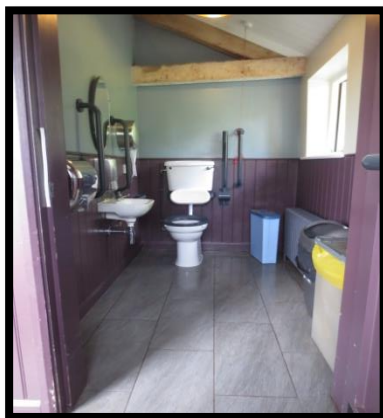
1.9m x 2.8m. Doorway: 0.83m, door opens out

- Right hand transfer but rails are on both sides
- Artificial light
- Stone flooring
- Hand wash facilities (with low basin), automatic hand dryer and paper towels available inside cubicle
- Baby changing facilities

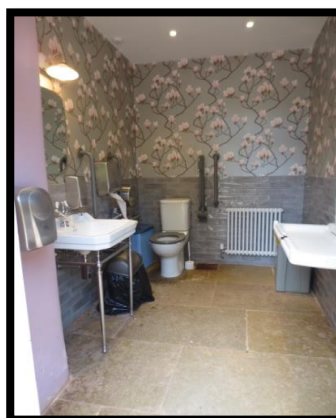
### Accessible toilet outside the Dairy:

1.5m x 2.2m. Doorway: 0.9m, door opens out

- Right hand transfer but rails are on both sides
- Artificial light
- Stone surface floor
- Hand wash facilities, with paper towels available inside cubicle
- Quieter facilities **without** automatic hand dryers



Accessible toilet at car park



Accessible toilet at the house



Accessible toilet by the Dairy café

## Visitor Reception

Visitor reception is accessed through the original, uneven, cobbled stable yard. As this will cause difficulty for some visitors, please either use the buggy service or ring the bell located under the entrance archway, before the cobbles, for assistance.

- There is a bell on the noticeboard, to the right of the archway, when entering the Stables Courtyard. This can be used to notify staff for assistance. Staff can then suggest an alternative entrance or provide a shorter route across the cobbled area.
- There is a drainage dip in the cobbles just before the entrance door. The floor is very uneven. Again, before attempting to enter via the main door, staff can be alerted to show visitors an alternative way in.



Bell located under the entrance arch can be used to alert staff.

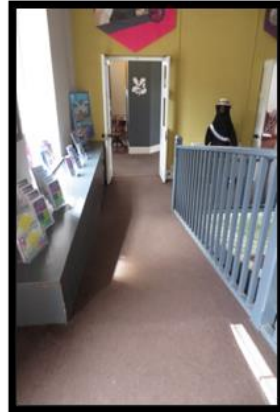


Storm drain forms a dip in the cobbles making the ground uneven

- The entrance door is approximately 1m wide.
- Entry to the visitor reception area is down a carpeted ramp.
- The reception desk area is at one height 0.8m and lit with natural and artificial light.
- An induction loop is fitted at the till at Visitor Reception.
- There is a seat with arms in the entrance to reception.
- Two manual wheelchairs are available for loan, for indoor and outdoor use. Visitors are advised to book in advance by ringing Killerton, but please check on the day if you haven't been able to book in advance.
- An easy read booklet is available from visitor reception on request.



Visitor reception entrance



Carpeted ramp into  
visitor reception



Visitor reception counter

## House Approach

- There is a shuttle service using buggies provided from outside visitor reception for transport to main house. Available 11am - 3.30pm. This does not accommodate wheelchairs.
  - The house is approximately 300m from visitor reception. A smooth, mostly level tarmac path can be taken from there towards the house. There are some armless benches along the path.
- Access to the house is at the end of the path through an outward opening metal gate. The gate will need to be opened when livestock are present in the parkland.
- The ground surface around the house is mostly gravel.
- Access to the house is via three stone steps at the main entrance or via a side entrance near the toilets where the access is level.
- The main entrance doors can be opened as wide as 1.2m. There is a sill. When the house is open, this area is attended by a member of the volunteer team who can summon assistance if needed.
- The house exit is via the side entrance which has level access.





Pathway from visitor reception to house



Metal gate at end of path to access house



Main entrance to house

## Level access to the house

- A level entrance is near the toilets on the right side of the house as you approach it.
- The doorway (0.88m) opens outwards and leads into a stone surfaced hallway. Small sill.
- To the left there is a further large wooden door (1.1m) to access into the study. This then leads directly to the house entrance hall. The door is open during the house opening times.
- Lighting is artificial with some natural light.



Step free/level access into house



Large wooden door with sign for bell on left if required

## House Interior

- All rooms are dressed with soft furnishings including furniture, carpets and curtains.
- The areas throughout the house are lit with natural and artificial lighting. Some areas can be quite dark for conservation reasons or due to the historic lighting.
- Flooring surfaces may be wood, carpeted or stone or a mixture of these.
- Once entering the house via the entrance hall there are five more rooms that can be seen on this level.
- To access the first floor there is a wide staircase of 32 steps over 4 flights. There is a wooden handrail on both sides. There is not a lift to the first floor.
- A book of printed images is available for visitors to see the contents of the fashion exhibition on the first floor. Please ask a volunteer on arrival.
- Sit-able chairs are positioned in most rooms in the house. Most do not have armrests. Please ask a volunteer to point out the chairs that can be used.
- Volunteers can be found in nearly all rooms. When they are not stationed in a room there should always be a volunteer very close by.
- Volunteers can answer visitor questions or call for assistance from a member of staff if required.
- There are no accessible WCs internally in the house, but one externally accessible.
- Tours of the house are sometimes available, ask at visitor reception or at the house entrance for details about what is happening each day.
- Manual wheelchairs can be used to access the house but are not permitted on the first floor. They can only be used to access the ground floor. Powered wheelchairs and mobility vehicles are not able to access the house.
- British Sign Language digital self-guided tour available with information on the house. Please email [killerton@nationaltrust.org.uk](mailto:killerton@nationaltrust.org.uk) to book a tablet or call 01392 881345. Book to guarantee availability or ask a volunteer on the day.
- An easy read guide for Killerton is available on request from visitor reception.
- Noise cancelling headsets are available from visitor reception.

## Accessed Externally the House

- The Laundry Room is located at the side of the house as your approach it. It has level access through a 1.05m wide doorway. The flooring is wood and/or stone and there is natural and artificial lighting.



The entrance to the laundry



Inside the laundry

## Killerton Kitchen Café

- The café is located at back of the house.
- The café is accessed from outside with seating indoors and some outdoors. The doorway is 1.1m wide.
- The cafe is lit with natural and artificial lighting.
- Staff are available to assist visitors as requested.
- The café is on two levels
- The counter area has stone flooring and both seating areas have wooden flooring.
- One seating area has one step up.
- The counter is 1m high.



Killerton Kitchen Café entrance



- Straws are available at the cutlery pick up area.
- An induction loop is fitted at the till.

The same level seating areas in Killerton Kitchen Café



## Stables Coffee Shop

- The Stables Coffee Shop is approximately 70m from the car park in the Stables Courtyard.
- Access to the café is over an uneven cobbled surface.
- The main café door to the counter area is 1.1m wide and opens outwards.
- There is another external door 1.1m wide opening outwards which leads directly into the lower of the two seating areas.
- The counter is 0.98m high and an induction loop is fitted at the till.
- The counter area has non-slip flooring. From the counter area there are two seating areas, both with wooden flooring. One seating area has 3 steps down and the other has a ramp down with a handrail on the left.
- The Stables Café is lit with natural and artificial light.
- Staff will assist visitors on request if someone has difficulty queuing or carrying trays.
- Straws are available at the cutlery pick up area.



Entrance to Stables Coffee Shop



The Stables Coffee Shop counter



Ramp to seating area  
in Stables Coffee Shop

- There is a limited amount of seating outside the Dairy, on the terrace.
- An accessible toilet is located near to the Dairy.

## Shop

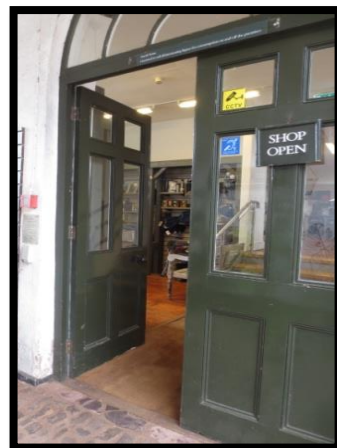
- The main shop entrance and exit is at the top of the cobbled Stables Courtyard, opposite the second-hand bookshop. The doorway is 1.6m wide when the double doors are open. This leads to the first of three levels within the shop.
- The floor surface within the shop is wood.
- From the first level to the main sales level there are 4 steps up with a handrail on the left-hand side. There is also a wheelchair lift for manual wheelchairs, which is not suitable for battery/motorised wheelchairs (rated load 225kg).



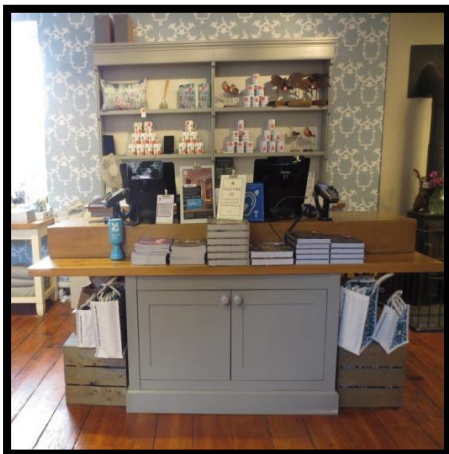
Shop main entrance



Steps and wheelchair lift to main sales area



Second entrance to shop opposite visitor reception



Shop sales area with induction loop



Stairs to come down from main sales area to food sales area

- The sales counter is split level and is located in the main sales area. The staff will come round to the side to assist visitors as requested.
- An induction loop system is fitted at the till.
- Access to the food sales area is down a wide staircase of 9 wooden steps with rails on both sides and one handrail in the middle. There is no lift.
- There are 2 steps down from the food sales area to the second of the shop doorways which is 1m wide. This then leads onto the cobbled area opposite the Visitor Reception exit.
- The shop is lit with natural and artificial light.
- Staff and volunteers are available to assist visitors with any enquiry such as carrying items, reaching items down from shelves, and/or giving visitors the price of items.

## Outdoor Plant Sales

- This is located to the side, front and back of the shop.
- The surface is cobbled with a gravel surface in the walled area.
- The walled gravel area includes 3 stone steps down.
- Staff and volunteers are available to assist visitors with any enquiry such as carrying items, reaching plants or items down from shelves and/or giving visitors the price of plants and items.



Entrance to outdoor plant sales area



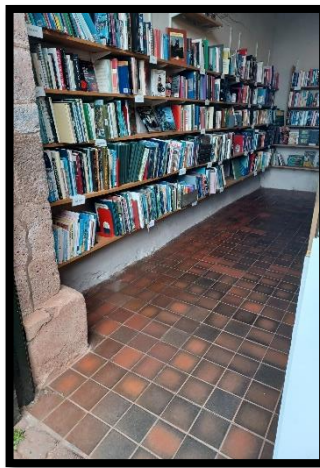
Cobbled floor inside the plant centre

## Second-hand Bookshop

- The bookshop is accessed from the Stables Courtyard area. The door is 1.1m wide with a fairly level access.
- The floor is tiled.
- The counter is 0.9m high.
- The room is lit by natural and artificial light.
- Staff and volunteers are available to assist visitors on request.



Entrance to the second-hand bookshop



Inside the second-hand bookshop

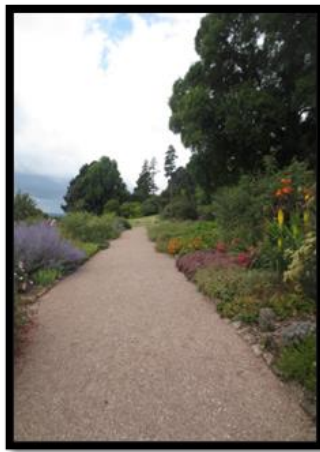
## The garden

- The garden is approximately 320 metres from the car park and visitor reception. It is located to the rear of the house.
- A wooden gate that remains open can be found at the main entrance and exit to the garden. The entrance is 1.1m wide.
- Bench seats may be found throughout the garden, some with armrests.





Entrance to the garden



Lower level garden path



Steeper hillside paths in the garden

- The paths around the garden have a gravel surface. A few higher level garden paths may be gravel/grass.
- The garden is mostly level near the house.
- The garden is mostly step free but a large part of the garden becomes more steeply sloped, increasing to very steep slopes.
- Self-propelled wheelchair users may find the slopes in the garden very challenging.
- An all-terrain Trampler hire is available for use in the garden and parkland (This is operated in partnership with the Countryside Mobility Scheme). Call Killerton on 01392 881345 or email [Killerton@nationaltrust.org.uk](mailto:Killerton@nationaltrust.org.uk) to book.

**Please note the following Trampler routes:**

- The garden route is available for non-accompanied use. Trampler users must be able to dismount from the Trampler and walk a short distance to be able to open gates.
- The parkland routes must be accompanied by another adult at all times.



Map of the garden paths at Killerton showing slopes and inclines. Path surfaces are tarmac or fine gravel. Paths are accessible with motorised mobility aids or children's pushchairs. Manual or self-propelled wheelchair users may find the hills and slopes challenging.



- **Accessible route (bonded surface)**
- **Accessible route (loose gravel surface)**  
Accessible flat surfaced path with a gentle slope and no steps. Leading from the stable block to the front of the house, on to the terrace and Killerton Kitchen café. Gravel paths and hills are beyond.
- **Additional route**  
Has no steps but significant hills and slopes. Paths are constructed of loose gravel.

#### Key

-  Slope
-  Steep
-  Very steep
-  Bench
-  Toilet
-  Stables coffee shop
-  Killerton Kitchen café

**Please note:** Visitor Reception is accessed through a cobbled courtyard that some of our visitors will find difficult to navigate. Please ring the bell under the entrance arch for assistance.

If you'd like this information in an alternative format, call 01392 881345 or email [killerton@nationaltrust.org.uk](mailto:killerton@nationaltrust.org.uk)

© National Trust 2022. The National Trust is an independent registered charity, number 205846.