



Accessibility Guide for the Lorna Doone Valley

Contacts:

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Buttery café: 01598 763402

Accessibility enquiries: 01271 891973 (visitor services)

Information:

[Website: Lorna Doone Valley | National Trust](#)



Welcome

The Lorna Doone Valley is a beautiful wooded valley with a car park, cafe and campsite. At Lorna Doone our facilities include; a wheelchair user accessible café with an accessible toilet (also with baby changing facilities) and space to sit by the river. Well attended dogs are permitted.

When to visit

We appreciate that some visitors may prefer to visit the Lorna Doone Valley when there are less people around. The valley is quieter in term-time during the week and from 3 o'clock onwards during the school holidays.

At a Glance

Level access

- There is level access from the front and rear car parks to the BATTERY cafe with two indoor unisex toilets; one of these is accessible

Access with step

- Public toilets (Ladies and Gentlemen) by the main car park; these are not adapted for accessibility

Hearing / sight Impairment

- The BATTERY has a hearing loop
- Menus are written in a large font
- Some staff have disability awareness training

Getting here

National Trust Lorna Doone Valley
Malmsmead
Devon
EX35 6NU

Travel by public transport

- There is no public transport to Malmsmead
- The nearest bus stop is at County Gate (2 miles away). The bus service is 300, Ilfracombe-Minehead, but this only runs July-August

Parking – Main Car Park

- We have a large main car park. There are 2 designated accessible parking spaces
- Parking is free for National Trust members. For non-members the cost is 1 for one hour; £2 for two hours; £4 for all day. You can pay by coins or using the app Pay by Phone. Blue badge holders park for free.



Parking – Ford Car Park

- There is a small car by the old bridge for use by National Trust staff and holiday cottage guests. It has two designated accessible parking spaces for Buttery guests



Arrival

Main arrival area

- The main arrival areas have level access and are suitable for wheelchair users



Things to See and Do

- We have an information board in the main car park with local walking trails and bridleways marked on an easy to read map
- Forthcoming events and activities are posted on this notice board
- National Trust staff working in the Buttery will be able to assist with any enquiries to the best of their knowledge



Main Car Park Toilets

- There are separate ladies' and gentlemen's public toilets for visitors
- There is a single step of 120mm
- The toilet doors are 790mm wide



The Buttery Toilets

- There is one accessible toilet and one unisex toilet
- From the front door to the toilets there is level access. The route is a minimum of 950mm wide
- The accessible toilet door is 790mm wide
- The direction of transfer is to the right
- There is 800mm at the side of the toilet. There is 1500mm in front of the toilet. The toilet seat is 460mm high. The toilet has handrails
- Facilities include; a washbasin, height 780mm with single twist tap, a pullcord alarm and an auto sensor ceiling light
- There is a wall mounted baby changing table



Places to eat and drink

|| The Buttery

- From the car park/arrival area to the entrance there is level access
- The entrance door is 1200mm wide
- There is a laminated flooring
- The menu is printed on display boards, which staff are able to explain
- The route through the Buttery is 950mm wide
- The height of the serving rail for trays is 860mm
- We cater for vegetarian, vegan, gluten free (celiac) and nut free diets
- There is outside seating including a wheelchair accessible bench. Some seating has shade
- The inside seating comprises of un-fixed tables (750mm high) with wooden chairs (no arms). There is reasonable flexibility to accommodate wheelchair users
- There is also relaxed seating – a sofa and a number of armchairs



Getting around outside

Designated Walking Trail - Lorna Doone Valley

- Many of the trails have a loose or uneven surface, but this can often be bypassed by using another route. Most routes are undulating

Picnic Area Lorna Doone Valley

- You are welcome to bring a picnic. There are many places to sit and eat

Customer support

Accessibility equipment

- The feasibility for a tramper route is currently being assessed

Emergency evacuation procedures

- The Buttery has smoke detectors and a fire alarm fitted. On hearing the alarm, guests with a disability will be supported to leave the building by National Trust staff. The fire assembly point is situated in the main car park

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