

# **Accessibility Guide for the Lorna Doone Valley**

### **Contacts:**

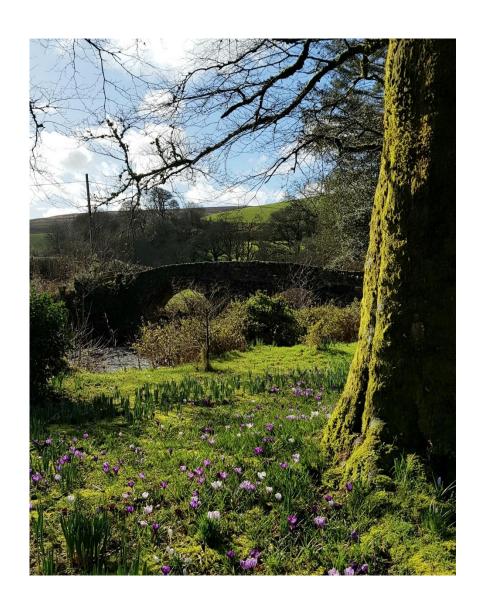
northdevon@nationaltrust.org.uk

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

#### 3 Level access

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

### 4 Access with step

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

## 

- The Buttery 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