

This access statement does not contain personal opinions as to our suitability for those with disabilities but aims to accurately describe the facilities and services that we offer all our visitors. Please check our website before travelling.



**National
Trust**

Hidcote Manor Garden- Access Statement updated January 2023

Introduction

Hidcote Manor Garden is one of England's most celebrated gardens.

It was designed by the horticulturalist Major Lawrence Johnston and is Arts and Crafts inspired. Within the garden there are numerous changes of level which contribute to the separation of the rooms. Typical of the Arts and Crafts style, the pathways and steps that run throughout the garden are often narrow and uneven. Surfaces are either gravelled, traditionally paved using Cotswold stone or natural, like grass. Hidcote is located in the Cotswolds, high on a hill in a gently undulating landscape with spectacular views across of the Vale of Evesham and beyond.

We look forward to welcoming you. If you have any queries or require any assistance please call 01386 438333 or email hidcote@nationaltrust.org.uk.

Pre-Arrival

For full details of how to reach us, please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours which is GL55 6LR to get directions. If you are using a Satnav, we recommend using the village of Mickleton as your destination, and then following the Hidcote brown signs from there.

The nearest railway station is Honeybourne, which is 4.5 miles away.

Taxis are available but it is advisable to book in advance, see contact information for details. The nearest bus stop is 1.5 miles away in the village of Mickleton (a 20 minute walk away, up a steep hill).

There are 23 brown signs directing the route within a five mile radius of Hidcote. The roads narrow as you approach the property.

At this time, we are able to provide booking for powered mobility vehicles and our wheelchair. Please call or email for more details on how to book.

Arrival and Parking

There is parking for 300 cars, 8 coaches and 11 clearly marked Blue Badge parking spaces, which are approximately 50 metres from the main entrance.

These spaces are located on a hardcore/ large gravel surface, with the exception of 4 of the Blue Badge spaces, which are a concrete surface.

The car park surfaces vary between hardcore/ large gravel and natural slightly undulating (grass). As such, the car park spaces are not marked.

There is not an official drop-off point, however visitors may be dropped off and picked up from the top of the pathway down to visitor reception, near the Blue Badge bays. Please be aware of other vehicles which need to drive past this point to find a parking space, or leave the car park.

The route from the car park, beyond visitor reception to the main entrance of the garden is gravelled and paved and crosses a single track road. There is no designated pathway from the car park to the entrance which passes our Visitor Reception.

Visitor Reception

- The Visitor Reception building is located on a paved, level area between the car park and the barn café and plant shop. There is a gradual slope down from the car park. There is no handrail.
- The admissions desk features a lower shelf and an induction loop system.
- An easy access route map and information leaflet are available upon request and are given out automatically with each wheelchair/ scooter hire.
- A braille guide or accessibility guide highlighting areas that are not accessible are available to borrow.

Plant Sales

- The plant sales centre is situated in the thatched barn on the route from the car park to the main entrance.
- The routes around the plant benches are wide and brick paved.
- The surfaces are gravelled with large stone either side of the brick paved path. The movement of the gravel is controlled via a ground stabilisation system.
- The glass doorway into the plant shop is narrow but wheelchair access is possible.
- Some objects on the tall display stands are difficult to reach from a wheelchair but staff are always on hand to help if needed.
- The small plant shop is level throughout with adequate room for a wheelchair to manoeuvre.
- An induction loop is fitted at the counter.
- The surface in the plant shop is brick paved.
- The plant sales is not open during winter months. Check website for up to date opening times.

Barn Kiosk

- The al-fresco Barn Kiosk is situated in the thatched building next to the plant sales centre. It has step free level access throughout.
- The surface in the servery area is non-slip laminate. The eating area is situated on large gravel to the rear of the Plant Centre. Shade is limited.
- The kiosk operates on a self-serve basis and sells a variety of sandwiches, cakes, hot and cold snacks and ice cream.
- An induction loop is fitted at the counter.
- Wheelchair access around some of the tables can be difficult due to the proximity of the furniture.
- There is overhead LED lighting in the servery area underneath the thatch and natural lighting to all other areas.
- Opening time for the Barn Kiosk vary seasonally. Please check the opening times section on our website for the latest information.

Visitor Toilets (plant sales)

- Visitor toilets, including an accessible toilet are located within the plant sales area.
- The access is level and brick paved from the entrance to the building.
- There are vertical and horizontal rails either side of the toilet.
- An emergency alarm pull cord, featuring an external flashing light and buzzer when activated.

- The toilets are lit with overhead lights, but overall light levels are low.
- There is a low beam in the gent's toilet.
- There are lever taps on the sink in the adapted toilet.
- The flooring is non-slip laminate.
- A baby-changing table is located within the adapted toilet cubicle.

Courtyard

- The route from visitor reception to the main entrance is gravelled and paved and crosses a single-track road. There is no designated pathway from the car park to the entrance.
- A sign is displayed on a post along the route from the car park to the main entrance highlighting that assistance dogs are welcome.

Chapel Second-hand Bookshop

- There is level access into the Chapel, but with a slight bump by the doorway.
- The floors are flat, and the surface is brick.
- There is information on the walls of the chapel and the room is evenly lit.

Entrance Hall

- The exhibition space is located in the entrance to the Manor House which is situated on the ground floor.
- There are two steps leading into the manor house and a further two steps as you exit. Each step is approximately 160mm high.
- A level access route into and out of the manor house is available via a separate doorway.
- This level access alternative entrance gate leads straight into the garden yard alongside the Manor entrance.
- The floor in the entrance and exit areas is tiled.
- All of the ground floor is evenly and well lit.

Library, Hallway and Drawing Room

- There are some bench seats in the entrance area and further seating is available in the Library and Drawing Room
- The floor in the Manor House and exit areas is tiled with a combination of carpeting and rugs in the library and drawing rooms.
- All of the ground floor is evenly and well lit.

Garden

- True to its original design, some plants overflow onto the paths.
- The pathways and steps throughout the garden are often narrow and uneven and can become slippery when wet. Most steps do not have handrails.
- Wheelchair and mobility scooter users will be able to access about one third of the garden due to the location of original steps, on the route.
- The surfaces around the garden are a mix of traditional Cotswold stone, pea-gravel, hoggins and natural surfaces like grass. Some natural surfaces also feature tree roots.
- Some surfaces undulate.
- There are several ha-ha's that mark the boundary of the garden.
- There are several benches, with and without arms for seating around the garden.
- Please make any enquiries known to a member of the welcome team or to passing service assistants who will be patrolling the garden.
- Some garden areas may be closed temporarily as maintenance work is carried out.

Visitor Toilets

- Visitor toilets are located in the garden yard.
- These toilets have a unisex accessible toilet.
- There are vertical and horizontal rails either side of the accessible toilet.
- An emergency alarm pull cord, featuring an external flashing light and buzzer when activated is within the accessible toilet.
- The toilets are lit through a sensor system so will only operate when the door is opened. The lights stay on for 10 minutes before automatically switching off.
- There are lever taps on the sink in the adapted toilet.
- The flooring is non-slip laminate.
- There is a separate baby-changing room which does not have a toilet.

Winthrop's Café

- The entrance to Winthrop's Café is located in the garden yard, close to the visitor toilets and shop entrance.

- The café has step free access to the servery, conservatory and outdoor terrace.
- The flooring in the servery and conservatory is tiled with paving on the terrace. The dining room features a wooden parquet floor.
- We do our best to cater for any dietary requirement. Please contact us in advance to check any specific requests you may have.
- Specials of the day are shown on chalkboards in the conservatory and dining room. All staff can assist by running through menus with you.
- An induction loop system is fitted at the counter.
- The sandwiches, cold drinks, cakes and ice cream are self-serve. Hot drinks and food will be given to you at the point of paying.

Shop

- There is a shop with a range of souvenirs and books which can be accessed directly from the garden yard when exiting the garden.
- There is a stone paved ramp to the automatic sliding door at the main entrance.
- A secondary door off the Main Courtyard has steps.
- The shop and book room are level throughout.
- There is adequate room within the shop for a wheelchair to manoeuvre and turn.
- There are tall display stands and tables accessible from a seated position.
- There is background music playing throughout the day.
- Staff can offer assistance if needed.
- An induction loop system is fitted at the counter.

Additional Information

We have a set of evacuation procedures – should you require it someone will assist you with evacuating the garden.

Assistance and support dogs, including those in training are welcome in the garden.

We work hard to improve access around the garden but sometimes we're restricted to what we can do by our Grade I listing and planning limitations caused by being located in a Conservation Area.

We offer a complimentary carer/ facilitator ticket policy

Contact Information

Address Hidcote Bartrim, Chipping Campden,
Gloucestershire, GL55 6LR

Telephone 01386 438333

Fax 01386 438817

Email hidcote@nationaltrust.org.uk

Website www.nationaltrust.org.uk/hidcote

Local tourist information centre 01386 841206

Local carers Carers Gloucestershire
01452 386283

Local equipment hire Assured Mobility
0800 4961495

Local accessible taxi Argent Taxi
01789 777319

Local public transport www.escapetothecotswolds.org.uk/travel