

Mottisfont Access Statement

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Introduction

Mottisfont is situated in the heart of 1600 acre estate comprised of woodland, farmland and water meadows on the banks of the river Test. Ancient trees, bubbling brooks and rolling lawns frame this lovely old house. Crafted from a medieval priory, it is full of surprises, including a drawing room decorated by Rex Whistler and art that intrigues and delights. Carpets of spring bulbs, a stunning walled rose garden which houses the national collection of old fashioned roses, a new productive kitchen garden, rich autumn leaves and a colourful winter garden make Mottisfont a feast for the senses all year round.

The property is situated on a gentle slope that gradually slopes down to the river at the bottom up towards the walled garden at the top. The paths are mostly wide and surfaced with a mix of stone and clay which is uneven in places; during wet weather puddles form and it can become muddy. The paths in the walled garden are narrower, however they are still wide enough to accommodate wheelchair users.

There is a well-stocked shop, cafés selling refreshments, and lovely riverside walks. For the more adventurous, a 10km (6mile) walk around the wider estate takes in some beautiful scenery with the opportunity to spot a variety of wildlife. Within the grounds parents should keep children under close supervision especially around the stream areas where paddling is not permitted.

Mobile phone reception is variable depending on which provider you use and your location on estate. If you have a serious emergency we advise you to contact a member of staff or volunteer immediately. All staff and volunteers are identifiable by their name badges. If this is not possible then please call the emergency services directly. There is a defibrillator in the lobby of the Stable block toilets.

Assistance dogs are welcome throughout the estate including the house, shop, cafés and gardens. Other dogs are welcome in the grounds (except the formal lawns and rose garden) and parkland on a short lead. Dog water bowls are located by the cafes. More information can be found in the welcome leaflet at Visitor Reception.

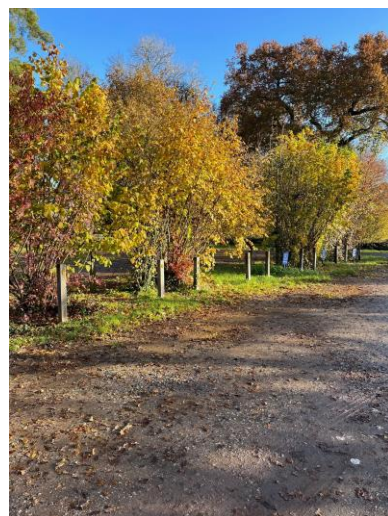
Arrival & Parking Facilities

Up to date opening times can be found on our website www.nationaltrust.org.uk/mottisfont .

Mottisfont is on the A3057, 4 miles north of Romsey. There are brown tourist information signs from both the Romsey and Stockbridge directions. Mottisfont & Dunbridge station is just over a mile away on foot, across fields and country roads.

The car park is built on a water meadow. The surface is firm gravel. During inclement weather it can get quite uneven and muddy with large puddles forming in places.

There is an area of the car park designated for access parking. It provides space for approximately 20 cars, identified by blue badge signage. If these spaces are full visitors can be dropped off outside Visitor Reception. We do not have a transfer vehicle within the main visitor car park.



There are transfer buggies available within the property grounds. These are driven by trained volunteers and staff. One of these buggies is adapted to accommodate wheelchair users. This service is available to and from the following areas: the Welcome Centre, house entrance, stable yard and Coach House cafe and the entrance to the walled garden. It is not possible for the buggies to travel in to the walled garden, along the riverside walk or to the Old Kitchen Café.



Manual wheelchairs are available from Visitor Reception on a first come first served basis. There are currently four available, two of which have battery packs.

Overflow parking is provided during busy periods and is signposted accordingly. It is in an adjacent field and has an uneven surface. Access parking is available. At least one wheelchair will be available at the temporary welcome point should it be required. The visitor buggies are also able to drive to the gate separating the overflow carpark from the gardens and grounds to collect and drop off visitors.

Accessible Toilets

Accessible toilets are located in four areas: Welcome Centre, the lower ground floor of the house next to the café, the stable block and the Kitchen Garden. The toilets situated in the house and the stable block have assistance alarm pull cords that alert staff that assistance is required. The toilet located in the Kitchen Garden also has an assistance alarm fitted, connected to a call centre that will alert the Duty Manager if pulled.

The accessible toilets are all large enough to easily accommodate wheelchairs and mobility scooters. The accessible toilet in the Welcome Centre is 1.5m x 3m, the accessible toilet in the house is 2.1m x 2.4m, the accessible toilet in the Kitchen Garden is 1.5m x 2.4m and the accessible toilet in the stable yard is 2.4m x 2.7m.

All of the accessible toilets in the property are right hand transfer. A number of them have low levels of natural light and this is improved by artificial lighting with fluorescent or LED light bulbs. All of the toilets have automatic hand driers. All access toilets have baby change units.

Visitor Reception

Visitor Reception is made predominantly of wood and glass. It has large glass windows and door panes and wooden flooring. It has other furnishings such as a counter and a membership desk which combined all prevent sound echoes. In periods of sunny weather, the building can get very warm.

The entrance to Visitor Reception is via a ramp with a gradient of approximately 40 degrees or up four steps. Looking from the carpark, the ramp is to the right of the steps and is signposted accordingly.

The main entrance door is manually operated, 205cm wide and opens inwards on entering the building and outwards on exiting the building. There is always a staff member in Visitor Reception who can assist with the door if required. The reception desk is 90cm high and staff will come round to talk to anyone who cannot see over or reach up to the desk.

Supplementary lighting is LED. Chairs are available for customers to use although none have arm rests. Visitor Reception also has some 'bench' seating built between the glass panels that people can perch on.

There is an induction loop available at the reception desk.

National Trust

House

The entrance to the house is on the south-west corner of the main building, less than 250m from Visitor Reception. There is a separate entrance to the Kitchen Café and facilities on the east side of the main building. The two are not connected via any internal public route.

The main path from Visitor Reception to the house is mainly wide and firm and the route surface changes from a mix of stone and clay to paving just before the house entrance. There is an incline and it is difficult to push wheelchairs or prams up this, because of the slope combined with the uneven surface. Stone, clay, hardwood chip and paved paths lead to the east entrance and beyond this a stone paved path runs along the north side of the property and this has two sets of 7 steps and 1 set of 2 steps. There is a steep wood chip path around the south side of the property leading to the Cellarium.

There are two steps into the house. A temporary ramp is laid to one side of the steps to facilitate wheelchair access into the building. The front door opens manually, though for most of the year it is propped open. Volunteers in the Entrance Hall will open the door when required. It is 105cm wide and opens inwards.



Wheelchairs and motor-powered buggies are welcome on the main show floor. The majority of the rooms are spacious and have room for wheelchairs to turn. Visitor access to the first floor Maids' Corridor and Art Gallery is via wooden staircases. There is no lift. iPads showing photographs of the current exhibition and the Maids' Rooms are available for visitors unable to access the first floor.

We ask that pushchairs are left outside and large bags and rucksack style baby carriers be left at the Entrance Hall. We have hip seats to assist carrying younger children.

Visitors are welcomed in the Entrance Hall by a volunteer and given an introductory leaflet to the house to use for their visit. The font is 14pt. Short talks on aspects of the house take place regularly subject to volunteer availability and are advertised outside the entrance to the house. Large print interpretation is available in the art gallery.

There are volunteers in many of the rooms who will answer queries. Ten of the show rooms in the house are on the ground floor and four show rooms and five art gallery rooms are on the first floor. Horizontal circulation around the house is good; the corridors and doors are generally wide and the floors level with reasonably firm carpets or wooden floors. There is good provision of seating for visitors to use within the house. The house can be very cold in the winter and very hot in the summer.

For conservation reasons the light levels in the house can be quite low in some rooms. In general lighting in the showrooms is mostly natural light with supplementary LED lighting. In the winter months light levels in the house are lower and during the Christmas period are usually supplemented with coloured LED lights. The light levels in the art gallery vary depending on the nature of the exhibition and the requirements of the lenders of the works.

The house can be noisy during busy times of the year. Quieter times tend to be later in the afternoon on a week day. If visitors want to wait for other members of their group there are a number of chairs around the house, the quietest area being the Morning Room.

Food & Beverage

There are two cafés open all year round at Mottisfont, the Coach House Café in the stable yard and the Old Kitchen Café in the ground floor of the house. The Coffee Shop in the stable yard, the kiosk in the Kitchen Garden and the ice cream outlet are seasonal outlets and are open on busy days.

Staff have had training regarding allergens and there are signs in each outlet advising that special diets can be catered for. If you have specific dietary requirements please speak to a member of the Food & Beverage team.

Each outlet has a mix of indoor and outdoor seating made of wood and metal none of which have arms. If visitors experience difficulty queuing or carrying trays staff will assist them.

The **Coach House Café** is approximately 300m from Visitor Reception. The paths are generally a mix of stone and clay and there is a slight incline. This café is easily served by the visitor electric buggy. The entrance door is manually operated with the door opening both inwards and outwards. Staff or volunteers will assist with opening the door if required. The floor is made of bricks and the area can be noisy when busy. The café is all on one floor. Cushions are available for visitor use. The main lighting is ceiling lights; there are some strip lights that focus solely on the food counters or fridges none of which are fluorescent. The counter height is 950mm and staff are able to assist anyone unable to reach the counter. All till points have induction loops.

The **Old Kitchen Café** is approximately 270m from Visitor Reception. The café is accessed via stone and clay paths, hardwood bark paths and stone paving. The bark path leading around the Great Plane tree is 50m. The bark path leading down the slope is 60m. This path leads to the Cellarium or a central door to the house. Both lead to the Old Kitchen Café. The paths are linked by stone paving through the parterre. This café is not easily served by the visitor electric buggy.

The Old Kitchen Café is also accessible through the east entrance of the house and this route has one set of two steps which lead to the Lower Corridor. Once inside the Lower Corridor there are other doorways in to the café servery and seating areas. The entrance door is manually operated with the door opening inwards. There is a slight slope. Staff or volunteers will assist with opening the door if required. This café is all on one level.

The floor is made of tiles and the area can be noisy when busy. The main ceiling lighting is LED. The counter height is 900mm and staff and volunteers are able to assist anyone unable to reach the counter. All till points have induction loops.

The **Coffee Shop** in the stable yard is 300m from Visitor Reception. The paths are generally a mix of stone and clay and there is a slight incline. The stable yard is easily served by the visitor electric buggy. The coffee shop is a confined space. The entrance door is propped open. The floor is made of bricks and the area can be noisy and crowded when busy. It is all on one floor. The main lighting is LED ceiling lights. The counter height is 950mm and staff and volunteers are able to assist anyone unable to reach the counter. All till points have induction loops.

The **Kitchen Garden Kiosk** is 650m from Visitor Reception. The paths are generally a mix of stone and clay and there is a slight incline. The visitor buggy can reach the walled garden which is 50m from the Kitchen Garden Kiosk. All visitors are served by the member of staff through a hatch. The counter height is 1100mm and staff and volunteers are able to assist anyone unable to reach the counter. The till point has an induction loop.

Retail

The shop is located adjacent to the reception which is less than 50 metres from the car park. The plant sales area is located behind the shop accessed by a metal ramp.

The surface outside the entrance to the shop comprises wooden planks with non-slip strips. The plant sales area is a gravel surface. There are three large glass doors to enter the building. These doors open inwards and there are staff and volunteers to assist. The shop is all on one level.

The shop floor is wooden with numerous soft furnishings and other items for sale and as a result there are very few sound echoes produced.

The building is mainly constructed from glass and, so, there is lots of natural light. This is supplemented by LED lighting when required.

There is lots of space between display stands. All of the tills have induction loops. All our staff and volunteers are very willing to assist visitors with reaching for, or carrying, items or informing people about prices.

Garden

There is a map of the gardens and grounds which highlights gradients of paths and the presence of steps. This is available from Visitor Reception.

The paths around the gardens are predominantly a mix of stone and clay which is uneven in places. These paths can get slightly muddy and form puddles in places during wet weather. The path down the north side of the house is stone paving with three sets of steps leading to the east entrance. These steps do not have hand rails.

Nearly all of the paths are either level or moderately sloping. The hardwood bark path leading to the Cellarium from the main drive and the stone and clay path around the winter garden are steeper but still accessible. Within the Walled Garden the paths are mainly made from stone and clay apart from the North Rose Garden which is slate.

In the Winter Garden there are 1.2m high pedestrian wooden gates at the two entrance and exit points with stone and clay paths that intertwine throughout the garden. A stone bench is situated within the garden and is accessed via a small hardwood bark path.

Wooden and metal benches are situated throughout the garden and grounds to sit and relax. Six seater wooden picnic tables are situated on the North and South Paddocks and the River Garden. Although heavy these can be moved around within the area.

The Abbey stream, a tributary of the River Test runs through the grounds. This is mainly boarded along the west side and part of the east side. There are three bridges that cross the stream. The main brick bridge allows access for pedestrians and buggies. The two metal arched bridges are for pedestrians only and have a steep incline and decline. Both have metal handrails.

The font (natural spring) is approximately 2m x 3.75m and feeds a flint edged stream that features a small waterfall and flows into the Test. A 1.2m high metal fence and slate path runs around almost the entire circumference of the font. There is a small step down to the path around the font. Three level wooden bridges link a stone and clay path that runs the entire length of the meandering stream. These bridges have no handrails.

Central walled garden

The wall that encloses the garden is grade two listed, with three entrance and exit points. The central walled garden paths are made of stone and clay with steel edging. The garden has two central axis paths each 2.5m wide, one path has 4 rose covered pergolas, the other has 4 large herbaceous borders running the length of the path. The central paths interlink with narrower 1.5m paths that run around the perimeter of the central rose garden.

In the central walled garden there is an unfenced raised brick pond (20cm high x 3.5m diameter). This is situated in the middle of the central rose garden and is accessed via stone and clay paths.



North Rose Garden

The wall that encloses the garden is grade two listed, with three exit and entrance points, one of which leads out to the north parkland. The north rose garden paths are 2m wide covered with slate to a depth of approximately 5cm. Although level it is more difficult for prams and wheelchair users. These paths are mainly edged with lavenders. There is a circular bricked feature with a series of arched pergolas. In two corners there are tile roofed bench seating areas at ground level.

Kitchen Garden

The wall that encloses the garden is grade two listed, with three entrance and exit points. The two central axis paths are made of stone and clay and are 2m wide. The other paths which lead in and around the raised beds are 1m wide. The raised beds are made of brick and wooden sleepers and are approximately 1m high and 3m wide. There are two chestnut pergolas that are approximately 30m in length and 2m wide.

The Kitchen Garden has an unfenced raised brick and flint pond (60cm high x 3m in diameter). This has four water spouts that let water flow into four rills at ground level. Four rills (26cm wide x 9m long) run at 45 degrees within the confines of the lawn area. The water feature is accessed by stone and clay paths.

Gardener's Cottage

In the Gardener's Cottage there is interpretation about the walled garden, including a short film with subtitles. There is a bench for viewing the film and a seat in the reading room. An access ramp is available following the path round to the right of the building.

Wild Play – children's play area

Wild Play is 350m from Visitor Reception and is accessed via a level wooden bridge. Numerous wooden structures have been constructed and are for climbing and stepping on. These vary in height and width. The area is situated on a water plain and so is prone to getting very muddy during wet weather. There are three small handmade wooden benches to

sit on and also picnic benches during the warmer seasons. Long grass is left around the circumference of the play area.



Parkland

The area is approximately 17 acres and is mainly open grassland. It is accessible to visitors but as it is parkland, the terrain is uneven and boggy in inclement weather. The parkland is covered by an HLS agreement. There is a small group of trees centrally located known as 'The Rookery'. From the north paddock there are two grass paths that cross the parkland and merge into one which leads to the 'Fisherman's Hut'. The area is used for both cattle grazing and cutting the long grass for silage and hay. During very busy periods the top left corner of the parkland is used as an overflow carpark for visitors.

