

## Emmetts Garden Access Statement

Ide Hill  
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**Date: December 2023**

### Introduction

- Emmetts Garden is made up of woodland, formal garden, and wild meadow.
- Emmetts Garden has a paved path throughout the property with one steep slope.
- There is a buggy available for visitors taking visitors from the Visitor Centre, up the steepest part of the slope. The buggy is not suitable for electric wheelchairs.
- There are three wheelchairs available to borrow from the visitor centre, free of charge on a first come, first served basis.
- Mobile phone reception can be weak in areas, but phone calls can be made throughout the grounds. In an emergency ring the Chartwell office on 01732868381 or Emmetts office on 01732 751507
- Assistance dogs are welcome throughout the property and other dogs are welcome in the gardens on a short lead and in the surrounding woodlands off the lead.

### Arrival & Parking Facilities

- The property is located on Sundridge Road, between Ide Hill village and Sundridge. The property is signposted from the A25. Sat nav does not take you to the correct property entrance, please follow instructions on the website or member's handbook.
- During peak hours, visitors will be greeted at the car park entrance.
- There are seven designated disabled parking spaces, the furthest of which is 24m away from the visitor centre.
- If all the designated car parking spaces are full, the coach park (when not in use) can be used, there is also space to drop visitors off outside the Visitor Reception building.
- The car park surface is made up of varying sizes of loose gravel and one section is surfaced with loose granite chips.
- Overflow parking is on grass, but as previously mentioned there is space to drop off outside reception.

### Toilets

- There are 2 accessible toilets at the property, one at the Visitor Reception and one at the Tearoom.
- The Visitor Reception accessible toilet is 2.67m x 1.62m and the toilet is a right-hand transfer with a wall fixed bar, there is a second pull-down bar to the left-hand side of the

- toilet. The toilet has a small amount of natural light but otherwise is lit with a fluorescent uplighter. There is a pull cord alarm. There is also a baby change facility in this location.
- The Tearoom accessible toilet is 2.5m x1.95m and the toilet is left hand transfer with a wall fixed bar and a second pull-down bar to the right. The toilet has no natural light and is lit with fluorescent lighting. There is a pull cord alarm.

## **Visitor Reception**

- The entrance is level from the car park and the exit is level into the rear of the building.
- The entrance door is 2.12m wide and is power operated by button, though can also be manually opened.
- There is lots of natural light in the Visitor Reception building, though it is also lit by fluorescent uplighters and halogen spotlights.
- The sound does not echo in the space; however, the acoustic can make sound softer and harder to hear.
- There is low bench seating available.
- There is an induction loop at the reception desk.
- There is a large print guide, a braille guide, and an easy-read guide available to our visitors, please ask for these at the tills in the visitor centre.
- We also have ear defenders and tactile resources available to borrow from the Visitor Centre. Should you or someone you are with need these, please speak to staff for assistance.
- If a visitor is at risk from a person they are with, and/or would like to seek support regarding safeguarding they should ask for Angela at the till point.

## **Retail**

- To get into the retail area it is level from outside.
- The door is manually operated and 1.8m wide. If assistance is needed with the door staff are available to help.
- There are no soft furnishings within the shop, and it has a hard floor, but due to stock and shelving etc there is limited echo.
- The shop has some natural lighting with fluorescent uplighters and halogen spotlights.
- There is circulation space of 1.2m between displays and shelving.
- The till point has an induction loop.
- There is no large print stock pricing, but staff are available and happy to assist customers with any visual impairment.
- If a visitor is at risk from a person they are with, and/or would like to seek support regarding safeguarding they should ask for Angela at the till point.

## **Tearoom**

- The entrance to the building is via a concrete ramp. The exit door has the same accessibility.
- There is limited space to manoeuvre at the till point, the area is narrow.
- The room has hard furnishings and there is loud echos in the space.
- The lights are dimmer in the space but are fluorescent.

- There are no low till areas.
- The seating is tightly compacted inside with hard low chairs.
- We do not have braille or large print menus, but staff will verbally give any information needed so do ask.
- Straws and large print cutlery are available on request.
- If a visitor is at risk from a person they are with, and/or would like to seek support regarding safeguarding they should ask for Angela at the till point.

## **Garden**

- There are stone steps down into the Rose Garden from the main path, none of the steps in the garden have handrails.
- There are uneven steps within the rock garden and a narrow path.
- There are many different surfaces throughout the garden, they are; grass, tar and chip, loose gravel, reformed paving slabs, york paving slabs, pea shingle, woodchip in wild play area and woodland wilderness paths. In the South Garden there is a gazebo with seating and some interpretation boards.
- There are benches throughout the main gardens and in the outer woodland.
- There are some water features in the main garden at Emmetts Garden, ponds and small cascade in the rockery, Rose Garden Pond (deep) and fountain, north garden pond, spring fed ram pump pond with a stream.

## **Wild Play area**

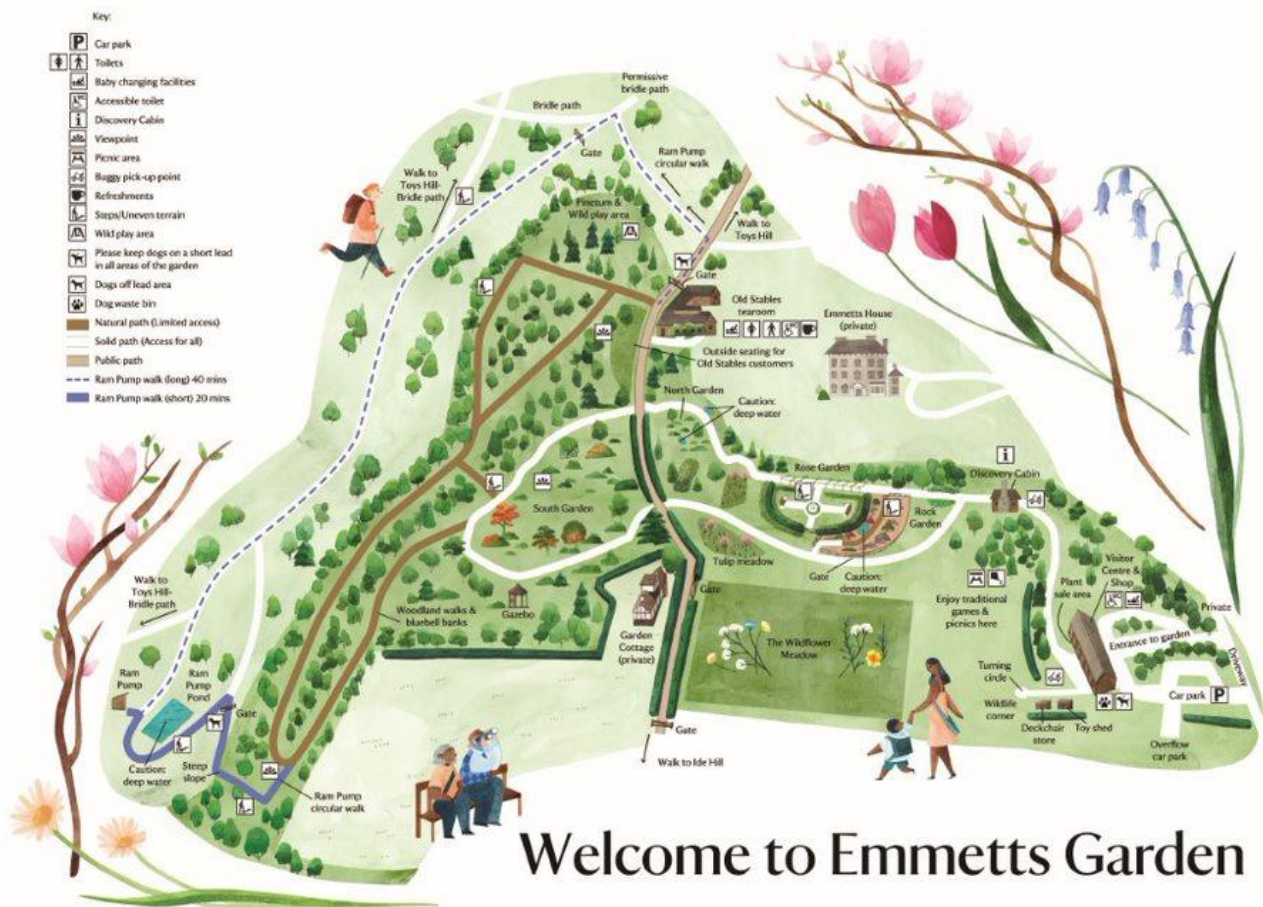
- The walking surface in the wild play area is lawn, bark/wood chip and natural undulating compressed earth.
- The tepee has a small narrow opening which is inaccessible for most wheelchairs.

## **Contact details for more information**

T: 01732868381 or 01732751507

E: [Emmetts@nationaltrust.org.uk](mailto:Emmetts@nationaltrust.org.uk)

## Map



Welcome to Emmetts Garden