

Scotney Castle access statement

Scotney Castle, Lamberhurst, Kent, TN3 8JN

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Scotney Castle is set within 780 acres of countryside. The formal garden is 20 acres and within this site is a Victorian house and Old Castle ruin. A walled garden is also on site. The mansion house and visitor facilities are located close to the car park and are located on a slight gradient. Access to the mansion house and formal garden is gained by using gravelled areas. The formal garden and Old Castle are located in an area that has steep gradients.

Points to note

- There is reasonable mobile reception across most of the site.
- Assistance dogs are welcome throughout the property. There is a water bowl for dogs located in the courtyard outside visitor reception. All dogs are welcome to use the garden and wider Scotney estate. Please ensure dogs are kept on short leads in the garden.
- Light levels in the house and Old Castle are kept low to protect the collection
- There are three manual wheelchairs available for loan from visitor reception.
- The formal garden contains a moat which surrounds the Old Castle. A small stream also runs through the formal garden on the western side. A river runs along the southern boundary of the formal garden.

Arrival and parking facilities

- There are brown highways signs from the A21 in both directions. These are also located in the local village of Lamberhurst. The entrance is sign posted and the main car park is located down a driveway of approximately 500 metres.
- There are six designated blue badge spaces, on a firm surface, in the main car park. These spaces are the shortest distance from visitor reception.
- The main car park surface is hardcore and areas are divided by low level wooden fencing.
- The car park surface in the designated parking area for less able visitors is hardcore.
- A transfer vehicle is available on request between the overflow car park and the designated parking area for less able visitors. This can carry a maximum of five passengers per journey.
- During busy periods car park attendants will be available for advice.
- Overflow parking is available on a grass surface. The overflow car park is located to the right approximately 80 metres along the main drive. The overflow car park is signed when it is in use. There are two walking routes available between the overflow car park and the main car park. One route

follows the main tarmacked driveway while the other is across an uneven grass footpath which is free from traffic.

- The path to visitor reception is tarmacked and on a slight slope. Visitors need to be aware that a small access road for farm traffic and local residents runs between the car park and the main property entrance.
- Areas of the car park are occasionally roped off for coach parking or to avoid the use of waterlogged areas.
- There are six speed bumps on the entrance/exit driveway to the property. The speed limit for majority of the driveway is 20mph; however this reduces to 5mph in the car park itself on areas where pedestrians are present. There is signage present to advise of the speed limit. The speed humps vary in size however the maximum height is 101.6mm.

WCs

- There are WC's in the main visitor courtyard including two accessible WC's. One is a left transfer accessible WC, while the other is right hand transfer accessible WC. There is an approximate 1500mm diameter circle. There are no adult changing facilities but baby changing facilities are available here.
- All the WC's have hand dryers, tiled floors and wooden wall surfaces, some natural light with fluorescent lights.
- There are more WC's located by the main Scotney Castle offices. There is an accessible WC in this area which has a left hand transfer and is 1100mm turning diameter. This toilet has paper hand towels and fluorescent lights.

Visitor reception

- The flooring in visitor reception is hardwood throughout and the walls are stone and plaster in all areas.
- The entrance into visitor reception is level and accessed via one door. There is a small step on exit.
- There is an alternative entrance outside of the building for wheelchair users, meaning they don't have to navigate the step. This entrance is level and the staff in visitor reception will ensure that users are directed and accompanied to this entrance.
- The entrance door is 1400mm wide and opens inwards. In normal circumstances the door is kept open, but staff are able to assist if needed.
- The reception desk is 920mm high with a lowered section that is 770mm high.
- There is a mixture of natural lighting and spot lights.
- There are chairs available for visitors to use, none of them have armrests.
- There are three manual wheelchairs that can be loaned to visitors.

House

- The entrance to the front door of the house is approximately 30 metres from visitor reception.
- The entrance for the access lift is approximately 30 metres from visitor

reception.

- The surface of the paths to the front door of the house are a combination of cobbles, brick paving and gravel.
- The visitor route to the front door of the house is level. There are two steps, a landing and then a further two steps at the door for access into the house. The depth of the steps is approximately 150mm.
- The visitor route to the access lift is level. Access is then provided by a lift which is operated by trained staff.
- Visitor reception staff will inform the house team if a visitor needs to use the access lift. Please inform visitor reception staff on arrival if this facility is needed.
- The front door opens inwards and is left open and/or opened by a member of staff when visitors arrive. This door is 600mm wide but can be opened further with the assistance of staff to make it 1200mm wide.
- The door by the access lift opens inwards and is opened manually by a member of staff. The door is 1000mm wide.
- The measurements for the access lift are that it can support a wheelchair that is a maximum of 800mm wide and a maximum of 1080mm in length.
- The floor surfaces are mostly wooden but the visitor route contains sacrificial carpets and rugs which assists with minimising echo.
- All rooms are furnished with soft furnishings e.g. carpets, rugs, curtains etc.
- The light levels in the house are kept low to protect the collection. A fluorescent light strip is used in the downstairs corridor which links the kitchen to the main hall.
- There are two floors of showrooms in the house. Access to the first floor is by a wide historic wooden staircase with a handrail on one side. The depth of the steps is approximately 150mm. On ascending the staircase there are 19 steps, a landing and then a further 10 steps.
- A virtual tour of the first floor is provided for those who are unable to use the staircase. Please ask a member of the team to access this.
- The narrowest ground floor corridor measurement is 980mm.
- The narrowest ground floor door width is 840mm.
- There is ample turning space for a wheelchair in the main hall, the library and the main dining room.
- Seats are provided around the house for visitors to use. Most rooms provide at least one seat. The only seats with armrests are available in the main hall. Please ask room guides for assistance if required.
- Most rooms are stewarded by a volunteer.
- There are no WC's available in the house.
- There are no guided tours of the house.
- Rucksacks, large bags and push chairs are required to be left in the entrance area of the house which is stewarded at all times.
- Users of four wheeled powered mobility vehicles (not powered wheelchairs) may need to transfer into a manual wheelchair which is provided at the property for access into the house due to the size restrictions of the access lift.
- Visitors can sit on the sofas in the bay window of the main hall if they wish to wait for members of their party to view the house.

Old Castle

- The entrance to the front door of the Old Castle is approximately 250 metres from visitor reception.
- The surface of the paths to the front of the Old Castle are cobbles, gravel, sandstone, brick paving and a tarmaced path.
- The paths to the Old Castle are on a very steep gradient. Slightly less steep paths are shown on the access map which is available at visitor reception. Visitor reception can advise on easier routes to follow in the formal garden.
- The entrance door to the old castle opens inwards and is always open. The door is 750mm wide. There is only one entrance door to the old castle and there is a step which is 90mm high at its highest point, to gain access and egress.
- A small kitchen area can be viewed on the ground floor. The narrowest point in the access corridor is 1300mm wide.
- The remaining areas of the Old Castle are only accessible by using a historic and uneven wooden staircase with a handrail.
- The Old Castle has a ground, first and second floor.
- There are 18 steps to the first floor, with two landings. There is one step up into the rooms which is 83mm high.
- There are 24 steps to the second floor, with two landings. There is a step down into the room which is 73mm high.
- The Old Castle is unfurnished. The floors are wooden and sound echoes will be audible.
- Light levels are low in the Old Castle due to there being no artificial lighting.
- There is no seating available in the Old Castle. Benches are available outside the building.
- The Old Castle is not stewarded.
- There are no WC's available in the Old Castle.
- There are no guided tours of the Old Castle.
- Powered wheelchairs and mobility scooters will not be able to access the Old Castle.

Food & Beverage

- The car park is approximately 200 meters from the tearoom & the tearoom is approximately 30 meters from visitor reception.
- The surface outside of the tearoom is tarmac with gravel overlay. Directly outside the entrance of the tearoom are cobbles. There are no additional entrances or routes to the tearoom from the car park.
- The surface is level leading into the tearoom with no lip or rim via the accessible entrance.
- The doorway is over 1000mm wide with outward opening doors that are automatic; all other doors leading into the tearoom have a slight lip, are over 1000mm wide and can open either inwards or outwards and are manually operated. Staff are able to assist if asked.
- The tearoom has both tiled and hardwood flooring. There are no soft

furnishings within the seating area. The seating area is furnished with wooden tables and chairs on the ground floor only.

- The area is lit with a mix of natural light and fluorescent bulbs.
- The counter is 900mm high with no lowered section.
- A member of staff will assist a visitor if they are having difficulties queueing or carrying a tray, the visitor will need to make themselves known to the catering staff when entering the tearoom.
- The circulation space between the tables is approximately 1000mm.
- Till points do not have induction loops.
- Menus are displayed on large chalk boards at the entrance of the tearoom.
- Straws are available for use.

Retail

- The car park is approximately 200 meters from the shop & the shop is approximately three meters from visitor reception.
- The surface outside of the shop is tarmac with gravel overlay. Directly outside the entrance of the shop is cobbled. The first entrance door opens inwards at a 90 degree angle and is manual; the second entrance has a slight lip with the door opening outwards at least 90 degrees. Each doorway is over 1000mm wide.
- The internal floor is hardwood and the lighting is spot lights.
- The circulation space between the display stands is approximately 1000mm with lower displays within reach for wheelchair users.
- The tills do not have induction loops.
- The counter is 890mm high. Staff will assist visitors who are unable to reach.
- There are no large print versions of the price list but staff are available to assist visitors who need help.

Garden

- There is a map of the formal garden available at the garden entrance and on the property leaflet that is handed out in the visitor reception.
- There is a suggested route displayed on the map at the entrance for visitors with mobility difficulties which avoids the very steep hill to the Old Castle. Alternative routes still involve the use of steep gradients.
- Access routes in the formal garden include a mixture of tarmac, woodchip, gravel, local sandstone and paving slabs inside the inner Old Castle courtyard.
- There are steps on the terrace next to the mansion house and to gain access into the quarry garden. Alternative routes can be used for access to the terrace. The quarry garden can only be accessed by using steps.
- One set of steps on the terrace has a handrail.
- There are no access gates to open in the formal garden.
- Information panels are provided throughout the formal garden and garden guides are available on most days to talk to the visitors and give tours.



National Trust

- There are many seats and benches located throughout the formal garden.
- There are two fountains on the terrace and the Old Castle is surrounded by a moat. There is also a stream running along the western side of the formal garden and a river along the southern boundary.

Estate