

Mount Stewart Access Statement

Neo-classical house, celebrated gardens and demesne.

Portaferry Road

Newtownards

BT22 2AD

T: 02842 788 387

E: mountstewart@nationaltrust.org.uk

Introduction

1. Mobile phone reception is reasonable across the wider estate, however near and in the house the signal is very poor for most networks.
2. Assistance dogs are welcome throughout the property.
3. There is a dog exercise area located adjacent to Car Park 2 where dogs are allowed off-lead.
4. There are water bowls in front of the Visitor Welcome building, in the courtyard and at the front of the house which are refilled regularly or can be filled on request.
5. Light levels in the house are kept low to protect the collection.
6. There are manual wheelchairs and 3 single mobility scooters available for loan – prior booking recommended, telephone 02842 788 387.
7. The pleasure and formal gardens have a number of areas of water including a large lake, 2 ponds in the Italian Garden, a fountain in the Mairi Garden and small water features in the Shamrock Garden.
8. Please note that our accessible facilities are not for visitors with temporary impairments or circumstances such as broken bones, healing wounds or pregnancy. Visitors concerned with any of these points can contact us at mountstewart@nationaltrust.org.uk
9. Quieter periods to visit are weekdays and outside school holiday periods.
10. Sundays are usually busier than Saturdays, so if you can only visit us at a weekend, opt for a Saturday.
11. Arrive early or later. The peak arrival time for our visitors is 11.00am - 2pm.
12. There are large print and braille versions of the property leaflet available at Visitor Reception.

Arrival & Parking Facilities

13. There are brown signs on the Portaferry Road from Newtownards and Portaferry. The entrance is signposted, and the main car park is on the left as you enter the property.
14. Parking is free for all users.
15. The main car park surface is tarmac with one reinforced grass area in our overflow car park. The grass car park is reasonably flat. Spaces are unmarked in this area.
16. There are designated spaces for disabled people, on a firm surface, in the main car park.
17. The dimensions of the Blue Badge parking bay(s) are 350cm x 475cm (11ft 6in x 15ft 7in).
18. The nearest Blue Badge bay is 103m (112yd 1ft) from the Visitor Welcome Area.
19. The route to the Visitor Welcome area from the carpark has an easy slope

- 20. There is a strip of tactile pavement at the bottom of the sloped area. The pathway is 102cm in width and has a gravel surface which is uneven in places.
- 21. There is a separate area for limited coach parking – coaches must be pre-booked.
- 22. There are induction loops in Visitor Reception, Shop and Tearoom.

WCs

- 23. As you enter the Visitor Welcome area, the toilets are located on the left, just past the shop and adjacent to the Second-Hand Bookshop.
- 24. They include an accessible toilet including a right-hand transfer accessible WC with space to turn a wheelchair through 1500mm diameter circle.
- 25. There is an automatic door leading out to the courtyard opposite the accessible toilet and a further accessible toilet located in the courtyard toilet block to the right as you face the steps to the Garden Shop.
- 26. There are further toilets (including accessible facilities) located in the Main Car Park (adjacent to The Lookout) and beside Temple of the Winds.
- 27. There is a changing places facility located to the rear of the toilet block in Car Park 1.
- 28. There are baby changing facilities available in all accessible toilets at Mount Stewart.
- 29. All the toilets have automatic hand driers, tile, lino and stone floors and brick wall surfaces, with fluorescent lights.

Wheelchairs and Mobility Scooters (PMVs)

- 30. We have a selection of manual wheelchairs and mobility scooters that are available to hire but they must be prebooked by email mountstewart@nationaltrust.org.uk to ensure one is available on the day of your visit. When you hire a mobility scooter you will need to sign a disclaimer, bring a form of photo ID, and complete a short driving test, to get you familiar with the controls. Mobility scooters can be picked up between 10-11 and 2-3 daily.
- 31. This service is run entirely on donations, they help us to look after and service the mobility scooters and wheelchairs for future use.
- 32. Download our accessible Mount Stewart scooter map [Mobility Scooter Routes for Mount Stewart \(PDF / 0.3828125MB\) download](#) .
- 33. **Please note:** Availability of wheelchairs and PMVs is subject to servicing, repairs, and demand so we'd recommend booking in advance - especially if you're visiting on a weekend, event day or bank holiday to avoid disappointment.

Visitor Welcome Building

- 34. This large stone building at the end of a pathways toward the house.
- 35. The entrance is along a pathway with bollards.
- 36. The entrance has manual doors.
- 37. The surfacing in this area is mostly tile and there is natural light.
- 38. LED lighting is used light the space.
- 39. The reception desk is approx. 1000mm high but there is a lower area, approximately 750mm high, which the Visitor Welcome team can also use for admission and membership enquiries.
- 40. The Visitor Welcome area is large with space to turn.
- 41. The tearoom, shop and toilets are all accessed via the Visitor Welcome area. There is limited seating within the Visitor Welcome area and more seating available in the tearoom and limited seating in the Garden Shop area.

House

- 42. The pathway to the front of the house is tarmac and the area directly at the front of the house consists of gravel and tarmac. Please speak to a member of our team if you require assistance.
- 43. The entrance to the House is level.
- 44. The floor surfaces are generally carpeted or stone. Most rooms are accessible with soft furnishings to absorb sound in all but the Central Hall. The lighting is kept to a low level to maintain the atmosphere and to protect the collection.
- 45. Seating is available if required, please ask the room guides for assistance. There is usually someone in each room.
- 46. Rucksacks and large bags are required to be left in lockers in adjacent to the Entrance Hall.
- 47. There are two floors. The ground floor is fully accessible. The first floor is accessible by staircases, all of which have a handrail there is a lift to access the upper floors for visitors with accessibility requirements. Visitor accessing the first floor must be able climb/be carried down the stairs in the event of evacuation.
- 48. There are steps accessing some areas of the first floor so may not be accessible.
- 49. On most days there is a volunteer room guide in all rooms; however, this is dependent on volunteer numbers. If numbers on the day are low, there may be a guide in every other room or a guide available to cover more than one room.
- 50. Indoor or light weight powered mobility vehicles are allowed in the house but no outdoor mobility scooters
- 51. There are no WCs in the house. The nearest WC is in the courtyard located outside the Visitor Welcome area.
- 52. Guided tours are available October to February and a mixture of guided tours and freeflow tours are available from March to September.
- 53. On busy days, event days and weekends during March to September all tours are freeflow only.

Catering

- 54. The Tea Room is situated in the Visitor Welcome area. The doorway is over 1000mm. This is usually open to at least 90 degrees.
- 55. There is some outdoor seating with tables which can accommodate wheelchair users.
- 56. The counter is over 850mm high. Catering team members are available to assist with service and carrying trays.
- 57. The width between the tables is approximately 1000mm.
- 58. Members of visitor groups can sit at tables if queuing is difficult, and one member of the group can ask catering staff for assistance.
- 59. The floor and wall surfaces are stone and brick, and the lighting is fluorescent.

Retail

- 60. The entrance is level and via the Visitor Welcome area. The floor is stone, and the lighting is fluorescent.
- 61. The doorway is over 1000mm in width.

- 62. The counter is over 800mm high, but staff and volunteers are able to assist with service here and with lifting and carrying goods if required.
- 63. There is circulation space between the tables of around 1200mm and some of the goods on the central tables are reachable by wheelchair users and children. There is space here to use a powered mobility vehicle or powered wheelchair.
- 64. The second-hand bookshop has a level entrance from the Visitor Welcome area and has stone floors, and brick walls with bookshelves along them.

Formal Gardens, Pleasure Grounds & Demesne

Lake Walk

- 65. The lake walk is accessible, and the pathway is compact earth, concrete and gravel surface.
- 66. The majority of the paths are wide enough for wheelchair users and there are easy slopes on the paths.
- 67. There are a number of bench seats situated along the paths for people to rest.

Formal Gardens

- 68. Access to the formal gardens is through an accessible gate located to the front of the Visitor Welcome area or via gates to the right of the front of the house.
- 69. The pathways in the formal gardens are stone, grass, and concrete.
- 70. Some areas of the gardens have steps to access them including sunk garden and Spanish Garden.
- 71. There are accessible routes to Mairi Garden, Spanish Garden, Italian Garden and Shamrock Garden. Please ask our Visitor Welcome Team on arrival and they will be able to assist and advise on accessible routes.
- 72. There are some bench seats situated along the paths for people to rest.

Demesne

- 73. The Demesne Walks vary in how accessible they are and the composition of path surfaces. Our Visitor Welcome Team can advise on which routes are suitable depending on requirements.
- 74. Mobility Scooters can be taken on the Demesne Walks and Visitor Reception can advise which routes are suitable for mobility scooter users.

Essential Companions

- 75. Our admission policy here at Mount Stewart means that if you, or someone in your party, requires a companion, there is no charge for this. Our Essential Companion card makes it simple to bring one or two carers or companions with you, free of charge. Just show the card when you arrive, and your carer(s) or companion(s) won't need to pay an entry fee.
- 76. It's in your name so you can bring whomever you like, but even if you don't have an Essential Companion card, you can still bring carers or companions free – the card just makes it quicker and simpler for you. If you're not a National Trust member, you will still need to pay for your own entry.
- 77. To order your pass or card, just get in touch with us by phone, email, or post.

Call: [0344 800 1895](tel:03448001895)

Email: enquiries@nationaltrust.org.uk

Write: National Trust, PO Box 574, Manvers, Rotherham, S63 3FH

Contact details for more information

T: 02842 788 387

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For further details and pictures of each area, please visit: [AccessAble](#)

Map

