

## Bodnant Garden Access Statement


Tal y Cafn  
Nr Colwyn Bay  
Conwy  
LL28 5RE

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### Introduction

1. We are in the side of a valley, and there are steep slopes, un-even steps and deep and fast-flowing water.
2. Mobile signal is patchy, better networks are O2 and EE. For emergencies when in the garden please call the office on 01492 650460
3. Assistance dogs are welcome at all times. Dogs may visit every day October to March inclusive, and on Thursdays - Sundays from April to September inclusive. Please use a short (not extendable) lead and bring plenty of dog bags.
4. Please be aware of the weather conditions. Wear suitable attire for the weather on the day of your visit.

### Arrival & Parking Facilities

1. We're easy to find, follow the brown signs from A55 Junction 19 (approx. 3 miles). Brown signs also along A470 between ourselves and Llanrwst. (please note – follow signs with  logo NOT Bodnant Welsh Food Centre)
2. There are approx. 20 disabled spaces, 100 yards from garden entrance. Users of mobility aides e.g. scooters need to be aware that the nature of the site means that some of the parking is on a gradient. Vehicles fitted with a hoist or ramp may have difficulties when loading or unloading mobility aides. In the case of difficulties please use the pick up and drop off points at the bottom of the car park.
3. The main car park has a mixture of tarmac and gravel surfaces, the disabled spaces have gravel surfaces.
4. We do not have a transfer vehicle.
5. There are drop-off and pick-up zones at the bottom of the car park adjacent to the Pavilion Tea Room.
6. Overflow parking is available at the top of the car park (up a hill) and is grass parking with tarmac roads. It is approx. 800 yards from the entrance.
7. There are 5 manual wheelchairs and 2 wheeled walkers available from the car park on a first come first served basis. There is a 'mountain trike' (MT Push) available from the visitor centre.
8. There is an electric car charging point in the car park opposite the pavilion tea room.

### WCs

1. There are accessible toilets located in the main toilet block, adjacent to the pavilion tea room, in the garden centre and in the Dell toilet block.
2. The accessible toilet is approx. 1.5m x 2.2m with turning space for a wheelchair.
3. The accessible toilets have varying transfer sides.
4. We do not have adult changing facilities or a hoist.

5. Toilets are lit by natural light and electric light, with the exception of the Dell, which does not have natural light.
6. All toilets have automatic hand dryers, and are lit with low energy electric light.

## Visitor Centre

1. Entrance to and from the garden and the visitor centre is via an underpass. Entrance to the underpass is located adjacent to the car park and pavilion tea room.
2. The underpass has a 1 in 20 gradient, plus level areas.
3. The building has no soft surfaces. Floors are stone. There are acoustic panels on the ceiling to reduce echo.
4. There are automatic doors into and out of the visitor centre, each door is approx. 1 metre wide. Assistance is available for those needing help with the doors.
5. Till points are approx. 1.2m high. Staff are able to come round if visitors are unable to see over it.
6. The area is lit with natural light and low energy bulbs and LEDs.
7. There are chairs available, they do not have armrests.
8. There are induction loops available at the till points.
9. We do not have staff able to use sign language.

## Catering

1. There is access to the Pavilion Tea Room at ground floor level at one side and via a ramp on the other side. The ramp leads onto a wooden veranda with fixed seating. From the veranda access is currently via one of two doors. If using mobility aides please seek advice from staff as to which entrance is appropriate for your use. There are no steps within any of the tea rooms. The magnolia tea room and kiosks within the garden have level access. The floor covering in the pavilion is laminate, slate in magnolia and gravel at the kiosk.
2. The counter height in pavilion and magnolia tea rooms is approx. 1.2m. Staff are able to assist visitors for whom this is difficult.
3. If alerted, staff are able to assist visitors who are unable to use the queuing system.
4. There circulation space between the tables of around 1.2m.
5. There is no induction loop in the tea rooms.
6. Print copies of menus are not available, however staff can assist with reading the wall menus.
7. Large handled cutlery and double handled mugs are available on request. There are straws available.

## Retail

1. There is no National Trust retail outlet. The adjacent Garden Centre is not National Trust.

## Garden

1. There is a map of the garden, which indicates steep paths and steps.
2. We are currently trialling various 'accessible routes within the garden that avoid steep paths and steps. Some areas of the garden are not suitable for those with limited mobility and if using certain mobility aides e.g. small scooters.
3. Most paths are compressed shingle, there are also mown grass paths and gravel paths. These surfaces can be adversely affected by the weather and may be difficult for wheelchairs and pushchairs and mobility scooters.
4. There are some steep paths within the garden.
5. There are many steps within the garden, they are all avoidable. Please ask at visitor reception for an access map.
6. Some steps have handrails, historic stone steps do not.
7. There is the occasional gate, which must be opened and closed to prevent animals getting into the garden.
8. There are many benches and seats around the garden.
9. There are several water features, including large ornamental ponds, rivers and streams, and a large waterfall.

## Contact details for more information

T: 01492 650460

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

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