

## **Lacock access statement 2024**

Lacock Abbey is located at the heart of Lacock village within its own woodland grounds. It is a quirky country home of various architectural styles, built upon the foundations of a former nunnery. Lacock is also home to the Fox Talbot Museum, which celebrates the achievements of former Abbey resident, William Henry Fox Talbot, famous for his contributions to the invention of photography.

### **Points to note**

- There is reasonable mobile phone reception around most of the site, except very near to the Abbey.
- Assistance dogs are welcome across the site. A water bowl is available at visitor reception
- Light levels in the Abbey are kept low to protect the collection.
- Accessible toilets are available in the Abbey courtyard and by the Stables café (in the village). The toilet by the Stables café requires a RADAR key.
- There are two areas of water within the Abbey grounds: one is a small historic pond behind the Abbey, the other is a river at the northern boundary of the woodland grounds.
- The visitor route around the Abbey grounds is mostly accessible to buggies and wheelchairs. The Rose Garden, orchard, and pond paths are unsurfaced, and the route through the Cloister includes steps; alternative routes are clearly signposted to help you avoid these areas if you need to. The meadow is uneven mown grass paths that may become muddy and difficult to navigate.
- In case of an emergency, please call 999 and alert a member of staff at visitor reception so we can assist you. We recommend using the app what3words to help the emergency services find your exact location.
- There is an accessible route map at the end of this document.

### **Mobility scooter and wheelchair hire**

- There are 2 mobility scooters, 2 mountain trikes and 1 manual wheelchair available to hire, for free. You are also welcome to bring your own.
- To guarantee that one is available for your visit, we strongly recommend booking your scooter, trike or wheelchair in advance. To book, phone Lacock's visitor reception team on 01249 730459.
- You can choose from a morning booking slot (10.30am – 1pm) or an afternoon slot (2-5.30pm).
- On arrival at visitor reception, you will be trained on the use of your scooter or wheelchair and will be asked to sign a training form to show that you have understood the training. Your booking form will be securely destroyed once you have returned your scooter or wheelchair.
- All mobility scooters and wheelchairs are cleaned every morning and every evening and between each use
- Hired mobility scooters and wheelchairs are for use in the Abbey grounds only and cannot be taken into the village.
- Mobility scooters and wheelchairs cannot be taken into the Cloister, due to the historic uneven floors, restricted space and steps. An alternative route is clearly signposted to help you avoid this area.
- Mobility scooters can be taken into the ground floor only of the Fox Talbot Museum. Manual wheelchairs can be taken into the museum and there is a lift available to access the exhibition space on the first floor.
- The visitor route around the Abbey grounds is mostly accessible but the Rose Garden, orchard and pond paths are unsurfaced; alternative routes are clearly

signposted to help you avoid these areas. The meadow is uneven mown grass paths that may become muddy and difficult to navigate.

- You will receive a route map with your mobility scooter, mountain trike or wheelchair hire.

### **Sensory bag**



There is a sensory bag available with noise cancelling headphone and a few fidget toys. Please request this at visitor reception.

### **Arrival and parking facilities**



- There are brown direction signs from the A350 to the west of Lacock and the A342 to the east. The entrance is sign-posted, and the car park is immediately off Hither Way. There are further signs in the car park to Blue Badge spaces.
- Parking is available for cars, motorcycles, and coaches.
- The main car park surface is a mixture of tarmac, gravel, and grass. The Blue Badge spaces are on a gravel / tarmac area.
- There are 12 Blue Badge spaces in the Hither Way car park. These spaces are the shortest distance from visitor reception.
- The distance from the nearest Blue Badge space in the car park to visitor reception is approximately 220 yards (200 metres). The journey is flat although visitors need to cross a public highway (Hither Way), via a

pedestrian crossing. The rest of the walk is on a mixture of gravel and concrete surfaces.

- There are many wooden posts of different heights throughout the pedestrian walk to prevent vehicle access.
- Visitors with limited mobility may also park in the Blue Badge spaces in the Red Lion car park on Lacock High Street. There are 5 Blue Badge spaces in the Red Lion car park, 100 yards (90 metres) from visitor reception. The journey is flat although visitors need to cross a public highway (High Street), and there is no pedestrian crossing. The walk is on concrete and tarmac surfaces.
- There are two overflow car parks at the bottom of the Hither Way car park. These are agricultural grass fields and are only used during very busy periods during dry weather.
- Alternative parking for visitors with limited mobility is available at special request. Please contact 01249 730459 for more information.

## Toilets in the village



- There are toilets in the village, by the Stables café in the Red Lion carpark.
- The toilets include a wheelchair-accessible toilet with emergency pull cord. This toilet requires a RADAR key, available from the Stables Cafe.
- Baby-changing facilities are available.
- All facilities now have touch free soap dispensers and hand dryers.

## Stables café

- The Stables café is open. The menu includes a takeaway option and indoor and outdoor seating.
- The entrance to the Stables café is across a gravelled area and up a shallow flagstone ramp. The door is propped open.
- There is outdoor seating which is on shallow gravel.
- The floor surface inside is flat flagstone.
- The counter is over 850mm high and clear plastic screens are in place to separate customers from the café staff.
- A hearing loop is available.



## High Street shop



- The High Street shop is open.
- The door to the shop is propped open.
- The floor is a flat, slightly uneven, mixture of wood, tiles, and vinyl. There are handrails for support up two small slopes leading to the top end of the shop.
- The counter is 950mm high.
- A hearing loop is available.

## Visitor reception



- Visitor reception is on the lower level of a two-storey building also containing the Fox Talbot Museum, including an upstairs gallery space.
- Visitor reception is accessed via two large glass doors. The area is manned by volunteers and staff to provide direction and assistance.
- There is a very short incline into the building, with a small 'lip' at the top.
- The floor surface on the lower level is historic stone slabs. The surface is level but the slabs are uneven.
- National Trust membership cards should be shown to the member of staff at the desk.
- A hearing loop is currently available.
- Large print guides are available, please ask for these at visitor reception.
- A map showing the route around the Abbey grounds is available to be photographed at visitor reception.

## Fox Talbot Museum





- The Fox Talbot Museum is located inside the visitor reception building, as described above.
- The upper level of the museum, which hosts changing exhibitions, may be closed in between exhibitions.
- Mobility scooters can be taken into the ground floor only of the Fox Talbot Museum. Manual wheelchairs can be taken into the museum and there is a lift available to access the exhibition space on the first floor.
- The floor surface on the lower level is historic stone slabs. The surface is level but the slabs are uneven.
- Lighting is provided by spotlights resulting in lower light levels in some areas. Heating is provided by under-floor heating.
- There are 14 wooden stairs up to the upper level of the museum, with a small landing halfway and handrails on either side.
- There is a wheelchair-accessible lift to access the upper gallery of the museum. Please let a member of staff know if you would like to use the lift when you arrive.
- The floor surface of the upper level is wooden floorboards.
- Visitors exiting the Abbey grounds have the option to buy plants from the plant sales area outside visitor reception. This area is flat and gravelled.



## Route around the Abbey grounds



- The main drive takes visitors from visitor reception to the Botanic Garden and to the Abbey courtyard. It is flat and tarmacked. The route is approximately 350m.
- There are benches every 50 metres along the drive and throughout the Abbey grounds. Some are reached across approximately 2 metres of grass.
- The Botanic Garden is fully accessible with level gravelled paths.
- Paths through the grounds are level, with no steps or gates. Surfaces differ, but they are mainly gravel, compacted earth or mown grass.
- The visitor route around the Abbey grounds is mostly accessible to buggies and wheelchairs.
- The Rose Garden, orchard, Rockworks, and pond paths are unsurfaced (grass and muddy tracks), and alternative routes are clearly signposted to help you avoid these areas if you need to. The parkland meadow is uneven mown grass paths that may become muddy and difficult to navigate.
- There are two areas of water within the Abbey grounds: one is a small historic pond behind the Abbey, the other is a river at the northern boundary of the woodland grounds (known as 'the Rockworks').
- The trees across the estate are checked throughout the year in line with tree management plans and health and safety guidance.

## Cloister



- Mobility scooters and buggies cannot be taken into the Cloister, due to the historic uneven floors, restricted space, and steps. An alternative route is clearly signposted to help you avoid this area. 1 manual wheelchair is available for use in the Cloister on a first come, first served basis.
- Light levels in the cloister can be low as this space is lit by natural lighting only.
- The entrance to the Cloister is via the Infirmary Passage. This area is gently but unevenly ramped with a modern access ramp into the Cloister walks.

- Some of the rooms off the Cloister walk are closed to protect the historic surfaces.
- When the Chapterhouse is open (subject to volunteer availability). There are three steps down to the Chapterhouse and the floor is tiled.

## Courtyard



- The Abbey courtyard is accessed via a shallow concrete ramp.
- The courtyard surface is gravelled and uneven.
- There are tables and chairs in the courtyard.

## Second-hand bookshop



- The second-hand bookshop, located off the courtyard, is accessible for manual wheelchairs over a temporary ramp. It has a concrete flat floor with a rug in the middle.

## Toilets in the courtyard

- The doors to the toilets in the Abbey courtyard are automatic.
- A wheelchair-accessible toilet is included, directly opposite the entrance door, with an emergency pull cord.
- Baby-changing facilities are available.

## Route around the first-floor Abbey rooms



- The first-floor Abbey rooms are open. Entry is via the Cloister; there are two steps between the Cloister and Abbey.
- Mobility scooters, wheelchairs and buggies cannot be taken into the first-floor Abbey rooms, due to the historic uneven floors, restricted space and numerous steps.
- A touchscreen virtual tour of the first-floor Abbey rooms is available in the Servants' Hall. This is accessed via a movable modern access ramp in the Cloister; please let a member of staff know if you would like to access this.
- A member of National Trust staff will be on hand to assist and to sanitise the virtual tour and accompanying wheelchair (if required) between each use.
- Floor levels inside the Abbey vary with a series of steps, mostly without handrails.
- Floors surfaces include stone flags, wooden floorboards, carpets and rugs.
- Most of the first-floor Abbey rooms have soft furnishings that soften echoes, except for the Servants' Hall, Nuns' Kitchen, Short Lobby and Great Hall.
- All corridors and doorways on the first floor are at least 750mm wide.
- There are seats in every room that visitors can use. None of these seats have arm rests.
- There are no visitor toilets in the Abbey. The closest toilets are available in the Abbey courtyard. More information on the courtyard toilets is above.
- There are 16 stone steps to exit the Abbey from the Great Hall. This door is managed by a National Trust volunteer and can be opened to allow access up to 1.4m wide.



**Tithe Barn (currently closed)**





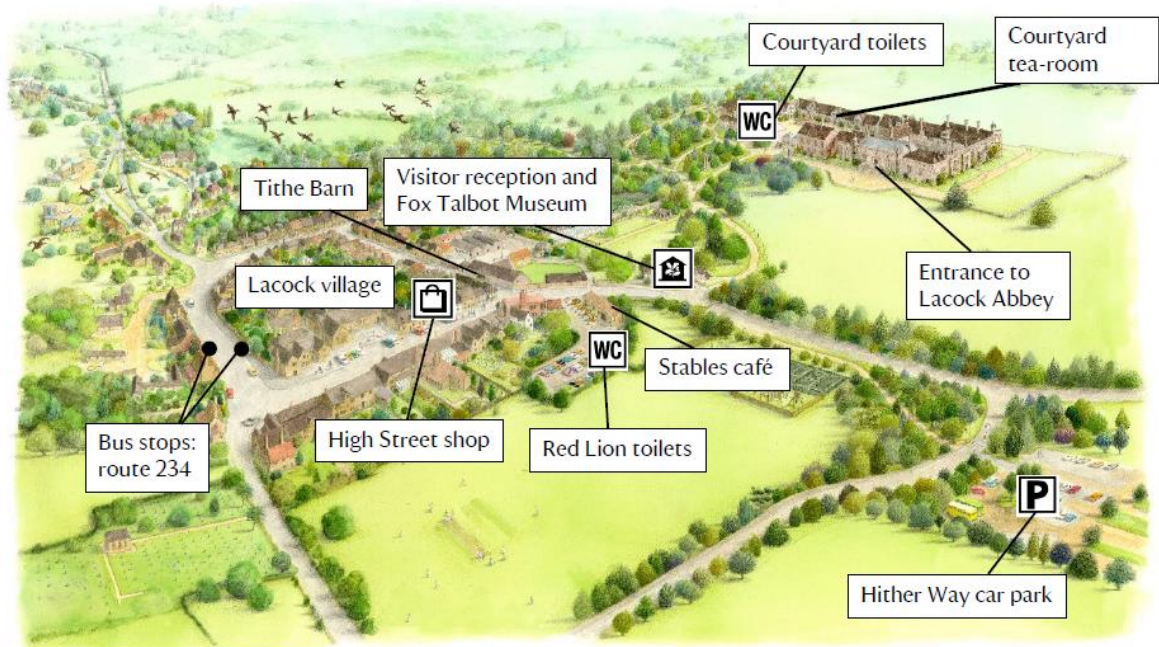
- The Tithe Barn is accessed from the street down a wooden ramp.
- Inside the Tithe Barn has an earth floor and low-level lighting.
- There is a raised step to the back section of the Tithe Barn.

### **Courtyard tea-room**



- The courtyard tea-room is open during weekends and school holidays. The menu includes a takeaway option and indoor and outdoor seating.
- The entrance to the Courtyard tea-room is across the courtyard where the surface is gravelled and uneven.
- There is outdoor seating which is on shallow gravel.
- The floor surface inside is uneven flagstone and cobblestones.
- The counter is over 850mm high.
- A hearing loop is available.

Map of Lacock



Accessible route around the abbey grounds

