

East Riddlesden Hall Access Statement

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This access statement does not contain personal opinions as to our suitability for those with access needs but aims to accurately describe the facilities and services that we offer all our visitors.



Contents

Introduction Pre-arrival

Arrival and parking facilities
Public toilets
Visitor reception
The Hall
Discovery room
Shop
Tea-room
Grounds and gardens
Great Barn
Airedale Barn (Wedding and Event Venue)
Additional information
Contact information
Maps

Introduction

East Riddlesden Hall is in what remains of an agricultural estate on the edge of Keighley offering a glimpse into Airedale's past. The beauty of this intimate property offers a stark contrast from the busy urban surroundings. The buildings reflect the ambition, success, and failure of those who lived here and worked here. Two large manorial barns and a manor house built with pride reflect the significance of the estate, whereas the ruins remind us of the demise. Today East Riddlesden Hall offers an unexpected vantage point into what the valley used to be and offers honest Yorkshire hospitality.

The Hall is set over two floors with stair access to the first floor. Braille, large print and access guides to the Hall are available on request. Light levels can be low inside the house.

The former Bothy, which once housed estate workers, is now home to the visitor welcome reception, shop and tea-room. The reception and shop are located on the ground floor. The tea-room is located on the first floor with accessible tables, seating and service available on the ground floor.

Enjoy an ever-changing palette of colour in the intimate gardens. There are plenty of beautiful areas to relax in, including the tranquil Wild Garden and scented Herb Border reflecting those which would have been used as a medicine cabinet by the people who once lived here. Children can let off steam in the natural play areas and get creative in the mud-pie kitchen. The gardens are accessed via level 10mm gravel surface paths.

There is also a picnic field and a meadow walk, these are accessed down a gradual, tarmacked hill from the car park area. Both the picnic field and meadow walk have grass surfaces.

One wheelchair is available from reception for loan, free of charge.

Assistance dogs are welcome into the house, tea-room, and gardens.

East Riddlesden Hall is located in an urban area and phone signal is typically strong.

Water pressure can sometimes be an issue.

The team at East Riddlesden Hall offers a great Yorkshire welcome and will be more than happy to support any requests either on the day or in advance. Please feel free to contact us on 01535 607075 or email at eastriddlesden@nationaltrust.org.uk

Pre-arrival

- For full details and maps of how to reach us please see the *How to get here* section of our website: www.nationaltrust.org.uk/east-riddlesden-hall
- Alternatively, you can plan your journey by car or public transport using a
 journey planning website; simply enter your postcode and ours, which is BD20
 5EL to get directions.
- The nearest railway station is Keighley, which is 1.5 miles away (about a 30 minute walk), or catch bus 662 towards Bradford and alight at Granby Lane.
 Ticket and timetable information are available at: www.northernrail.org/
- Taxis are available at the railway station. If you require an accessible taxi you can book this in advance, please see contact information for details.
- By bus, take the 662 from Keighley or Bradford, or the 760 from Keighley or Leeds; alighting at Granby Lane. Both the 662 and 760 buses are operated by Keighley & District Travel Ltd. (Transdev). Ticket and timetable information are available at: www.keighleybus.co.uk/
- The nearest bus stops (sheltered but no seating) are located 100m from the Hall reception.
- £1 off entry when arriving via Transdev buses on receipt of a valid bus ticket.
- Most Transdev buses have been specifically designed to provide full access for wheelchair users. All vehicles displaying the wheelchair accessible sign can carry buggies as well. Each adapted vehicle is fitted with a powered or manual ramp, which will be positioned by the driver when requested.
- The main road outside the Hall has level tarmac pavements.

Arrival and Parking Facilities

- The site is accessed at a four-way junction on Bradford Road.
- There are brown signs on the approach from both directions.
- Sat Navs do not always take you to the correct location based on postcode
- Free on-site parking is available for up to 72 cars plus 7 clearly marked Blue Badge parking spaces which are located 35-40m from the Hall reception.
- The car park is over two levels, the surface is limestone sub-base and can be uneven. All designated disabled bays are in the first section of this car park.
- The exit is a short steep decline that leads to the picnic field, meadow walk, lower car park and exit driveway.
- The surface of the overflow car park is compacted limestone
- During the summer months the picnic field is opened as secondary overflow parking. There is a grass surface.
- From the picnic field access can be gained to reception by climbing 40 stairs known as the 'secret steps'
- There is an inclined single car drive with a tarmac surface from the exit of the main and overflow car park areas up to the approach path, which leads to the house. This is also the exit for cars. The Distance from the bottom of this path to the visitor welcome area is 129m/423ft
- The approach path to the house is wide and level with tarmac base that is bonded to a 10mm gravel surface. it is 44m/144ft to the visitor welcome area.
- Transfer from the car park to the welcome area in our golf buggy can be provided. Please contact us before your visit.

Public Toilets

- The toilets are located in a separate single-storey building on the left hand side of the path as you approach the house, just before the reception building
- Access is via paths down a short incline with a stone flag surface. The incline is 1:12, with slight variations due to the flag stones
- There are two paths one leads to the ladies' toilets and a unisex baby changing and breast-feeding space the second to a unisex accessible toilet and then men's toilets
- The main external doors open inwards and are left open during the day
- The external doors are operated manually with a door opening width of 1m/39.5 inches to the accessible and men's toilets and 870mm/34 inches to the ladies and unisex baby change.
- The ladies' toilets have 4 cubicles, three sinks and two automatic hand driers. They are lit by florescent lights/. Once cubicle has a small, frosted window.
- The men's toilets have 1 cubicle, 2 urinals, 2 sinks and one automatic hand drier. They are lit by florescent lights.
- There are children's steps in both the ladies and men's toilets.
- Between the ladies toilets and the unisex changing space is a corridor lit with LED spotlights.
- There is a unisex accessible toilet which is described as follows:
 - The toilet door is manual, opens outwards and has a door opening width of 840mm/33 inches.
 - The room is 1.45 m/57 inches by 2m/78.5 inches
 - 960mm/37inches transfer space to the right of the toilet.
 - The toilet height is 500mm/19.7 inches.
 - There are vertical rails either side of the basin.
 - There is an adjustable vertical/horizontal rail to the right of the toilet.
 - There is a fixed horizontal rail on the side wall adjacent to the toilet.
 - Right hand side transfer side transfer
 - There is an emergency pull cord.
 - A light flashes when the alarm sounds.
 - The toilets are well-lit with a window behind the toilet and LED spotlights overhead.
 - The flooring is non-slip laminate.
 - There is a lever tap on the sink.
 - There is a hand towel dispenser

- There is a biological waste bin which is hand or foot operated. The opening is 200mm x 240mm/8x9 inches.
- There is a unisex baby changing room and breast-feeding space which is described as follows:
 - o The room is 1.4m x by 2.3m/55 inches x by 92 inches.
 - The door is manual and opens outwards and has a door opening width of 760mm/30 inches
 - The changing space is 700mm x 590mm/ 27.5 inches x 23 inches. The depth is 130mm/5 inches
 - There is a wooden chair without arms in the room for use as a breast-feeding space.
 - There is a biological waste bin, a non-biological waste bin, sink and paper hand towels.
 - The room is lit by two small, frosted windows, LED spotlights and a florescent light
 - The room has two sockets.
- Water pressure can sometimes be an issue in the taps in all our toilets, please leave them for a few minutes and try again. This is an issue we are working on with Yorkshire Water. There is hand sanitiser available next to the sinks.

Visitor reception

Visitor reception is in too different locations dependent on the season. The winter season runs from the beginning of November to the end of February. The summer season runs from the start of March to the end of October.

Winter season

- During the winter visitor reception can be found in the shop. This can be found in the building know as 'the Bothy'.
- The path to the Bothy main entrance from the gravel approach path has a level stone flag surface.
- The Bothy main and rear entrance doors open inwards and are operated manually. Staff can assist with the opening of these doors.
- The Bothy main entrance door opening width is 900mm/35.5 inches.
- The Bothy inner lobby entrance door opening width is 880mm/34.5 inches.
- The Bothy rear entrance door opening width is 820mm/32 inches.
- Visitor reception is located on the Bothy ground floor.
- The Bothy ground floor is split over two levels, with two steps between them.
- The rear of the Bothy can be accessed via the Bothy rear entrance door.
- There is no seating in the reception area but accessible tea-room tables and seating are located to the rear of the Bothy. The chairs do not have arm rests.
- The front floor surface is stone flags and carpeted to the rear of the Bothy.
- The area is evenly and well-lit with overhead LED spot-lights.
- There is a lowered section of the reception desk and till area which is suitable for wheelchair users. 755mm 25 ¾ inch in height.
- There is an induction loop at the till.

Summer season

- During the summer season visitor reception is run from an open sided gazebo to the front of the Hall, on the side of the Bothy.
- Access is straight on and level from the approach path.

- Visitor reception is on level 10mm gravel surface paths.
- There are three plastic chairs behind the reception desk that staff can move for visitor use. The chairs do not have sides.
- There is a portable induction loop at reception
- One wheelchair is available from reception for loan, free of charge. No prebookings are taken for the wheelchair. Please ask a member of staff.
- Essential Companions and Access for all card holders are admitted free of charge.

The Hall

- This friendly house is brought to life through stories told by volunteer room guides and if you prefer to read and explore quietly, we welcome this too. The choice is yours.
- A printed guide to the property is available for purchase in the shop and at visitor reception.
- Free Braille, large print and access guides are available on request.
- Assistance dogs are welcome into the house.
- The distance from visitor welcome in the summer months from the gazebo is approximately 18m. In the winter months when visitor welcome is in the shop in the Bothy, distance is approximately 20m.
- The path to the house has level 10mm gravel surface paths.
- The entrance porch to the house is manned by a volunteer who can assist you.
- The entrance porch is a stone surface covered with coir mats.
- The Hall main entrance door opening width is 1250mm/49 inches, opens inwards and is manually operated. It is left open.
- The house is exited via the same route as the entrance.
- Door opening widths in the house to the ground floor: Great Hall 1000mm/39.4 inches, Kitchen 1000mm/39.4 inches, His Own Parlour 930mm/37 inches and the Dining Room 780mm/31 inches. All doors are left open.
- Each room has a folder available with more in-depth detail and stories about the property. The font size for these is 16, this is dark grey print on a cream background.
- There are A3 key information sheets that bring the rooms to life. The font size is 20. The print is dark grey on a cream background.
- The Kitchen has a model grain ark that visitors can build. This is on a table that is accessible. Depending upon the programming offer there are at times handling items.
- Due to the need to conserve the collection, light levels in the house are low and natural light is controlled with sun curtains. Torches are available to view the collection, if requested. Artificial lighting is present in most areas of the house in the form of candle LED bulbs or uplighters.

- A seat without armrest is available in most rooms of the hall. A seat with an armrest is available in the Kitchen. These are all brown wooden chairs.
- A quiet area can usually be found in most rooms where there are seats. The Kitchen has various seats around the room to be used as a quiet space.
- The hall has two floors with the first floor accessed by stairs only. There are two staircases:

Great Hall staircase- has a handrail and is 20 steps. Straight ahead from the top of this staircase is a single step down into the Stairhead Chamber before turning left into the Kitchen Chamber.

Stairs into the Kitchen from the Stairhead Chamber- do not have a handrail on the upper flight of stairs but a rail on the lower flight from the stair landing. There are 18 steps. Caution is needed on the bottom step of this staircase as the step is curved.

- As the Hall was built more than 400 years ago it has narrow passageways and uneven floors.
- There are three narrow doorways on the First Floor: Yellow Porch Chamber, Red Porch Chamber and door between Great Chamber and Maids Chamber. There are no narrow doorways on the Ground Floor.
- The house has exposed floorboards and stone flags and there are loose rugs covering the floors in some of the rooms. These rugs have anti-slip backing to reduce movement.
- There are no WCs in the house. The nearest toilets are located next to the Bothy.
- There is space in all Ground Floor rooms to easily turn a wheelchair.
- Powered mobility vehicles and powered wheelchairs can access the Ground Floor only of the Hall.
- Over the winter months, we sometimes have guided tours of the hall. For
 visitors unable to go upstairs, tours of the ground floor only can be given with
 access to the first-floor guidebooks to look through. Guides do not use
 induction loops or other communication such as BSL.

Discovery Room

- The play area will be accessible to paying visitors and is therefore within the fee pay area of house.
- The Discovery room is on the ground floor of the house and offers craft activities for families.
- This room is accessed externally from the back of the house via three stone steps. The bottom two steps are both 80mm/3inches then top step is 100mm/4 inches.
- The room has wooden floors.
- The room is 4.9m x 5.3m/16ft x 17.5ft
- There are three tables in the room one with materials and two for crafting.
- There are three tables in the room. Two for taking part in activities which are 1.82mx600mm/6ftx2ft and 70cm/30inches high. The third holds the craft materials and is 1180mm x 704mm/46.5 inches x 29 inches and 103mm/29 inches high.
- The crafting tables are covered with protective plastic sheeting which hangs down.
- Seating is a mix of wooden benches and plastic chairs without arm rests.
- The room is well lit with large windows on two walls and overhead recessed modular fluorescent lighting.

Tearoom

- The tearoom is situated on the first floor of the Bothy and accessed via stairs. Accessible tables and seating are available on the ground floor, accessed via the Bothy rear entrance door.
- Visitors wishing to use the accessible tables and seating should alert the shop/reception staff to notify the catering staff, who will be happy to offer assistance.
- Assistance dogs only are welcome into the tea-room. All dogs are allowed in the accessible seating area downstairs.
- There is a low beam in the tea-room, the distance from floor to the beam is 63 inch/1600mm. The highest beam 74"/1880mm
- The counter is 880mm high
- There is an induction loop at the till point
- Menus are on the wall above the counter. There is one large print menu downstairs in the accessible seating area.
- Tables in the first-floor tea-room and on the ground floor to the rear of the Bothy are well spaced apart, with a clear height from the floor of 720mm/28.3 inches. The upright chairs have no arms.
- There is circulation space around the tables of 1200mm
- Accessible/adult cutlery is also available.
- The tearoom is lit with natural daylight and overhead lighting. The accessible tables and seating area to the ground floor is evenly and well-lit with overhead fluorescent lights.
- The flooring in the tea-room is laminate. The flooring to the accessible ground floor area is carpeted.
- The tea-room serves a selection of sandwiches, jacket potatoes, cakes and drinks. Special dietary requirements are catered for. Please check with a member of staff when ordering.
- The tea-room is assisted self-service and staff will be happy to help if requested.
- The nearest public toilet with an accessible WC is located in the building adjacent to the Bothy, approximately 15 metres from the tea-room.

- There is background music playing in the tea-room, although this can be turned down or off if requested.
- Paper straws available

Shop

- The shop is in the building known as 'the Bothy'
- The path to the Bothy main entrance from the gravel approach path has a level stone flag surface.
- The Bothy main and rear entrance doors open inwards and are operated manually. Staff can assist with the opening of these doors.
- The Bothy main entrance door opening width is 900mm/35.5 inches.
- The Bothy inner lobby entrance door opening width is 880mm/34.5 inches.
- The Bothy rear entrance door opening width is 820mm/32 inches.
- The Bothy ground floor is split over two levels, with two steps between them.
- The rear of the Bothy can be accessed via the Bothy rear entrance door.
- The shop is situated across the entire ground floor of the Bothy. The till can be found at the front of the building.
- There is no seating in the reception area but accessible tea-room tables and seating are located to the rear of the Bothy. The chairs do not have arm rests.
- The front floor surface is stone flags and carpeted to the rear of the Bothy.
- The area is evenly and well-lit with overhead LED spot-lights in the front and fluorescent lights at the rear.
- There is a lowered section of the reception desk and till area which is suitable for wheelchair users. 755mm – 25 ¾ inch in height.
- There is an Induction loop at the till point
- There are tall display racks and low tables accessible from a seated position.
- There is background music playing, which can be turned down or off on request.
- Staff are happy to offer assistance if requested.
- Allergy information can be provided on request.
- There are two accessible tables in the rear of the bothy. One has 1m x900mm/39 inches x 35mm space around it to shop displays.

Grounds and gardens

- The grounds of East Riddlesden Hall are split into distinct areas, the formal gardens, two children's play areas, the picnic field and the meadow walk
- There is also a large pond on the right-hand side of the access path to the Hall and Bothy
- There are two maps to the site which can be found at the end of this document
- Maps are not handed out on site but there are two large maps which you are welcome to take photographs of.

Formal Gardens

- The gardens are accessed via level 10mm gravel surface paths.
- Gardens are split down into smaller distinct areas
- Grassed areas in the gardens are level.
- Wooden benches and canvas deckchairs at intervals around the gardens.
- There are accessible picnic benches on the lawn to the front of the house
- Lawn games are available in the gardens. These are laid out in the morning but there is also a wooden hinged box where they can be accessed. The box is in the back porch of the house on a stone surface with one step.
- There is a pond in the wildlife garden
- Dogs are welcome in the Gardens

Discovery Garden

- The play area will be accessible to paying visitors and is therefore within the fee pay area of the gardens.
- Natural play area and mud-pie kitchen for younger visitors.
- Guide dogs only
- Natural earth floor, can be uneven
- Tree canopy means that there are typically leaves on the floor

- Two benches at different heights for seating. On with arm rests and one wrapped around a tree with no arm rests.
- All play equipment designed for visitors under 10 with height appropriate to this.
- Equipment includes, mud-pie kitchen, play partitions, rope bridge, den building area, play castle and boat
- Boat accessed by stepping over side
- Castle accessed up a ramp and through a small opening

Trim Trail

- The play area will be accessible to paying visitors and is therefore within the fee pay area of the gardens.
- Climbing frame area for younger visitors
- Guide dogs only
- Accessible picnic benches in this space
- Uneven grass floor

Picnic Field

- The picnic field can be accessed via a set of 40 the steps do not have a handrail, and also via a tarmacked incline which is shared with cars. There are warning notices to drivers of pedestrians in road.
- Grass field with slope
- Cars occasionally park in this area during the summer
- This area is used for events such as markets and outdoor theatre. Where events are held on the picnic field, accessible parking is available on the raised right hand side as you enter through the field barrier. There is a short grass decline down to the level of the field; an uneven grassed surface. All other parking for events on the field are in the main site car park and an additional overflow field. There are no toilets in this location unless otherwise specified in event specific marketing information.

• Accessible picnic benches in this area

Meadow Walk

- This is a circular walk which leaves from the far end of the picnic field
- There are two kissing gates on the route they are approx. 1m wide
- It is possible to do a shorter walk without passing through gates
- Uneven grass surface
- Can be very muddy in wet weather
- Bordered by field with livestock in

Great Barn

- Open as part of the visitor experience
- The Great Barn is located next to the upper car park with an entrance from the car park and one diagonally across the barn from this
- The upper car park surface is limestone sub base and can be uneven.
- Path to the doors from Airedale barn side made of compacted limestone with a loose gravel top
- Entrances are large wooden doors which are opened by property staff at the beginning of the day
- Floor is very uneven and cobbled in parts
- Due to the historic nature of the building, there is little artificial light with the main light sources being the open doors, as such it can be very dark in this area
- The Great Barn houses a small collection of agricultural vehicles with some of local interest.

Airedale Barn

- The Airedale Barn is used for private weddings and events.
- The barn is the first barn on the left as you enter through the property gates. It is located 66m/216.53ft from the main property car park entrance. Please see above for car park and arrival accessibility.
- The walk up to the barn from the car park or main gate is a tarmacked surface. In the entrance of the barn this surface changes to stone flagging which has a slight uneven surface.
- During the hours of 9am 9pm on event days access is through the main barn doors and secondary internal glass doors a width of 2.15m/7.05ft which open both inwards and outwards. When the barn is not in use for an event, or between 9pm 1am on event days, access to the barn is through two small side doors in the same location as the main barn doors (the main barn doors are closed at 9pm to reduce noise pollution to the surrounding residential areas). The smaller side doors have a width of 0.94m/3.08ft and open inwards.
- The main level of the barn is a combination of stone flagging, flat concrete and carpet, which slightly raised carpet grips between the surfaces.
- To the left hand end of the barn, there is a one step up raised stage, which is made of oak. The stage is used as part of wedding ceremonies, and/or for entertainers/suppliers.
- To the rear left of the barn is a fire exit which leads to the main driveway of the property. Access to this fire exit is via three steps, and to open the door requires the bolt to be slid to the right with a wooden circular handle. The fire exit doorway is 0.93m/3.05ft wide, and opens outwards. The surface outside the fire exit is uneven gravel with a slight incline to reach the main driveway, through a gateway which is 2.78m/9.12ft wide.
- Directly opposite the main entrance to the barn is an additional fire exit. Access to the fire exit is via one step up. The doorway is 2.8m/9.18ft wide when fully open. To open the fire exit, the wooden bar across must be pushed downwards, to allow the two doors to swing outwards. Access to the property driveway is left down a gravel path which is 2.23m/7.31ft, and has a slight incline at the end through a gateway which is 2.78m/9.12ft wide.
- To the right hand end of the barn there is a bar run by the venue. The height of the bar is 1.12m/3.67ft. There are two till points at the bar, both have induction loops.
- Information on the legal allergens is available from any member of the bar staff
 on the products stocked on the bar. Allergen information on products provided by
 the events caterers are the responsibility of the external caterer. Please speak to
 your event organizer to obtain this.

- To the bottom right corner of the bar is a small office used by the events team. The doorway through to this office is 0.74m/2.42ft wide. The flooring in the office and behind the bar is non-slip catering flooring. There is then access to the external catering marquee which is used for staff and suppliers only. The access to this external marquee and fire exit is via one step up onto rubber uneven cattle matting, through a door which is 0.78m/2.55ft. The exit to the catering marquee is directly opposite (the marquee is 6m wide), through a 2m/6.56ft opening in the marquee side, onto a compacted limestone with loose gravel top surface. The exit to the marquee is down an incline with one step down.
- The barn is lit via 10 glass lanterns with LED lightbulbs. The barn also has fairy lights running the length of the barn down the beams. In the evening, some of the lanterns may be turned off to create an atmospheric dance floor, reducing visibility around the entrance way.
- Background music and/or live music may be played up to a sound limit of 90 decibels. The playing of music will be determined by the event organizer not the venue. There is a PA system installed in the venue which also has a microphone receiver and wireless microphone connected, this is often used for announcements and speeches during events.
- Event organizers are permitted to bring in bands or DJs with lighting equipment that can include flashing lights. This is at the discretion of the event organizer and not controlled by the venue.
- Event organizers are permitted to bring in photographers and/or videographers that may use flash photography during the events. This is at the discretion of the event organizer and not controlled by the venue.
- There are tables and chairs in the Airedale Barn. The tables are 1.1m/3.60ft heigh. The chairs are wooden cheltenham event chairs with champagne seat pads, the chairs do not have arm rests. On request we can provide chairs with arm rests in the barn. Please note event organizers are permitted to bring in their own furniture instead of using the furniture provided by the venue.
- There aren't toilets within the Airedale Barn. The toilets are located 168m/551ft from the Airedale Barn, the surface changes from the stone flagging in the barn entrance, to a tarmac drive way for the first 39m/127.95ft, and then the distance from the bottom of this path to the toilets is 129m/423ft. This path is a loose gravel path and is lit with wooden LED posts in the evening. Please see above in the document for toilet accessibility.
- There is a golf buggy provided as part of all wedding hire, driven by the event team. The buggy is an electric powered buggy, with four seats in total. The front seat is a step up at a 0.36m/1.18ft. The back seat can carry two people and is a step up at a 0.38m/1.24ft. The buggy can be used to take people to the toilets, car park and gardens as part of the wedding hire. The buggy can be added onto any other event hire contract on request but is not included as standard.
- Service dogs are permitted in the Airedale Barn at all times.

Additional information

- An evacuation procedure is in place for the property.
- Dogs are welcome. Assistance dogs only in the house, play areas and tearoom
- Two water bowls are available for all visitors' dogs.
- Grass areas can be muddy depending upon recent weather
- East Riddlesden Hall is a Dementia Friendly awarded property
- East Riddlesden Hall is breast feeding friendly

Contact information

Address: East Riddlesden Hall

Bradford Road

Keighley

West Yorkshire

BD20 5EL

Telephone: 01535 607075

Email: eastriddlesden@nationaltrust.org.uk

Website: www.nationaltrust.org.uk/east-riddlesden-hall Hours Of Operation: Please visit our website for the latest details

Local Accessible Taxi: Metro Private Hire Taxis

Tel: 01535 600600 Tel: 01535 611111

Local Public Transport: Train travel:

Keighley Railway Station

Station Bridge Keighley BD21 4HP

Tel: National Rail Enquiries 0845 7484950

www.northernrail.org/

Bus travel:

Keighley & District Travel Ltd. (Transdev)

Cavendish House

91-93 Cavendish Street

Keighley BD21 3DG

Tel: 01535 603284

Email: info@keighleyanddistrict.co.uk

www.keighleybus.co.uk/

Maps



East Riddlesden Hall

Grounds & riverside walk

