Tyntesfield Access Statement - Updated January 2022

Tyntesfield
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Key measures

The outdoor spaces, shop and restaurants at Tyntesfield are open daily. The house will be open seven days a week from February 21, 2022.

Facilities and contact points will be cleaned at least three times a day, and more regularly where necessary

Please check the website before travelling

Contents

Introduction
Arrival and parking WC
Refreshments and retail
Waymarked routes
Mobility shuttles
The house
Introduction
The Tyntesfield estate comprises a large Victorian Gothic style house with extensive formal gardens and woodland. The property is on a hillside, with a terraced garden.

There is strong mobile phone reception across the estate. Please call 999 in case of an emergency whilst on site and alert a member of staff. Each area of the property has an appointed person to assist with emergencies, however, we are unable to offer first aid at this time.

Assistance dogs are welcome across the estate. All dogs must be kept on short leads on all waymarked routes.

There is a mobility shuttle service running.

There are a limited number of mobility trampers and wheelchairs for hire, which must be booked in advance. Please contact us at tyntesfield@nationaltrust.org.uk to book.

Arrival & Parking Facilities

There are brown direction signs from junction 20 (north and southbound) of the M5 and then on trunk roads B3128, B3130, B3129 and A369. The entrance is signed and the car park is down a one-way tarmacked driveway. There are further signs at the entrance to the car park to blue badge spaces.

The main car park surface is gravelled and asphalt. Motorcycle and blue badge parking are all tarmac.

There are designated spaces for Blue Badge holders, on tarmac, in the main car park. These spaces are the shortest distance to the Home Farm visitor centre.

Across the estate during opening hours vehicle movement will be minimal, and will be National Trust staff or contractors.

Bicycle racks are available in the right-hand corner of the upper courtyard of the Home Farm visitor centre.
Visitor toilets

There are toilets at the Home Farm visitor centre, the Pavilion Café and the house garden passage. Each toilet location has a wheelchair accessible toilet with emergency cord and baby changing facilities. Other facilities will be limited.

Refreshments and retail

Cow Barn-10 am-4pm
The Cow Barn restaurant serves a range of refreshments and drinks. There is both outdoor and indoor seating available.

The Cow Barn shop
The shop is open daily 10am-5.30pm.

Pavilion Cafe-10:30 am-4.00pm
The Pavilion Cafe is open through the summer and on selected days in the winter (please see opening times for more details), serving a range of refreshments and drinks. Please note the Pavilion is currently outdoor seating only.
Waymarked routes

There are three routes that you can choose to follow across the estate. These are of different lengths and include one step-free route. These are available to view on a mobile phone, or print before arrival. We will not be distributing maps to visitors in the interests of safety. All routes cross uneven ground and some challenging gradients.

Mobility Shuttle

Tyntesfield can be a challenging site for some of our visitors to access due to its 540 acres of grounds being set in undulating terrain with uneven footpath surfaces. To open Tyntesfield for wider access, the Visitor Experience team at Tyntesfield run a daily mobility shuttle service with support from a dedicated team of volunteers. This provision operates by request only in order to preserve the battery life of the all-electric shuttle for the priority of those visitors who could not access the site without using it. This provision runs in collaboration with our 3 mobility trampers that are available for hire form the ticket office, as well as a set of manual wheelchairs that visitors can borrow when on site.

There are three dedicated shuttle stops signposted and with benches at each location. The shuttle service starts at the Home Farm visitor centre at stop one, transports visitors through the grounds to the house at stop two, and then down to the Kitchen Gardens at stop three, before returning them back to the visitor centre again.

The shuttle is equipped with seatbelts, wheelchair access ramp and can carry up to 8 passengers at a time. All drivers are trained to operate the shuttle and undertake annual refresher training.

The service runs from 10am – 5.30pm during summer opening hours, and 10am – 4.30pm during winter opening hours.

If you have any questions about this service, please get in touch with us or ask a member of the team when you arrive on site to visit us.
Step free route

This route takes approximately 45 minutes and is 2.2km or 1.3 miles.

There are 3 gateways to pass through, which will be kept open where possible. If you find a gate closed, please close behind you as there may be livestock in this field.

The path is a mix of hardstanding with some loose gravel and asphalt.

There is an accessible toilet and baby change at the Pavilion cafe which will be signposted - this will require you to leave the route and re-join where you left it.

Please note: this route does encounter some steeper gradients, and may not be suitable for all wheelchair types.
Short route

This route takes approximately 30-45 minutes and is 1.7km or 1 mile.

There are 3 gateways to pass through, which will be kept open where possible. If you find a gate closed, please close behind you as there may be livestock in this field.

The path is a mix of hardstanding with some loose gravel and asphalt.

There is an accessible toilet and baby change at the Pavilion cafe which will be signposted - this will require you to leave the route and re-join where you left it. However, at almost all points on the route it is quicker to return to Home Farm WC’s than to go to the Pavilion.

This route includes 7 steps down and 7 up.
Long route

This route takes approximately 1.5-2 hours and is 2.8km or 2.3 miles. There are 3 gateways to pass through, which will be kept open where possible. If you find a gate closed, please close behind you as there may be livestock in this field.

The path is a mix of hardstanding with some loose gravel and asphalt.

There is an accessible toilet and baby change at the Pavilion cafe which will be signposted.

This route goes into woodland which has a natural floor surface and may be uneven through out. There are some steep slopes on this route.

There are 2 sets of stone steps and uneven and natural surfaced steps through the woods.

This route takes in the Orangery and Kitchen Garden. The route through these areas will change on a daily basis depending on where staff are working in this area, and will be signposted.
The House

The visitor route will lead through the ground floor of the house, before heading up to the chapel via a spiral staircase. There will be a separate accessible exit on the ground floor. Unfortunately, we are not able to provide disabled access to the chapel at this time.

All wheelchairs, manual and electric, are welcomed into Tyntesfield House. Trampers must be left outside the house; wheelchairs are available at the front door to use while in the house. Wheelchairs are cleaned regularly according to our enhanced hygiene instruction.

House Entrance

The house can be entered via the main house entrance. There is a gravelled path leading to this door. There is one step (17cm high) leading to the door. There is a ramp available for anyone who requires assistance entering the house (please see pictures below).

Flooring

There will be a range of flooring on this visitor route – carpet, rubber floor coverings and wood. Please note that some electric wheelchairs struggle on the carpet in the vestibule. For more advice on this, please contact a member of the team at Tyntesfield@nationaltrust.org.uk.
Sights and sounds within the house

The light levels inside Tyntesfield house are controlled due to the sensitive nature of some of the objects we care for. We use mesh blinds to prevent light from damaging some of the more precious objects, such as books. Therefore, rooms such as the Library, Dining room, Ante Room and Garden Lobby can be very dark. They are mostly lit using artificial lights. Rooms such as the hall and the Oratory tend to be well lit naturally but will also have artificial light to improve visibility.

To help bring Tyntesfield to life, piano music may be playing in the hall throughout your visit.
Busy and quiet times

We usually find that weekends, early mornings and school holidays are our busiest times, particularly Half-terms and the Christmas period. If you want to avoid busy times and queuing, we recommend visiting after 2pm on weekdays. Please do check our websites opening times for our up to date opening times of the house café, shop and grounds.

Break out spaces

Should you need to leave the house briefly, against the visitor flow, a member of staff will be on hand to guide you out of your nearest exit to a quiet space. The member of staff will then guide you back into the house to continue your visit. Just ask one of the volunteers to give a staff member a call.

Toilets

The nearest public toilet is located in the Garden Passage next to the house. Should you urgently need the toilet when on the visitor route in the house, please ask one of the volunteers to call a member of staff to guide you to the nearest available toilet.

The Library/Study

There is a tight turn, and narrow doorway between the Library and Study. Visitors who are in wheelchairs may find it easier to enter the Study from the vestibule entrance, as opposed to entering via the Library.
The Exit(s)

For visitors who would not be able exit via the garden porch, they will be shown to the back door of the house. This has no steps to navigate but does lead onto a cobbled courtyard.

Please ensure you have informed the Front of House Volunteer to facilitate this arrangement.
The Chapel Bridge and Chapel

Once you reach the Chapel Bridge there is one step into the Chapel (17cm).
The Chapel Exit.

There is a step down (17cm) and out of the Chapel (13cm). The Chapel Path is compacted gravel and is at a steep incline of 10% gradient. It also accommodates two steps (17cm)

If you have any additional questions or queries, please do get in touch at Tyntesfield@nationaltrust.org.uk.

Thank you and enjoy your visit.