

Cotehele Access Statement

Cotehele, St Dominick, nr Saltash, Cornwall, PL12 6TA

T: 01579 351346

E: cotehele@nationaltrust.org.uk

Update: September 2022

Please note that some parts of Cotehele may be closed during your visit. The shuttlebus operates depending on volunteer availability and may not be operate on the day of your visit – please call for details.

Introduction

1. Cotehele is an atmospheric Tudor house with Medieval roots. There is a working mill near the historic quay, a glorious garden with valley views and an expansive estate to explore.
2. Mobile phone reception across Cotehele varies between networks, but is particularly poor in the house and garden. In an emergency, during property opening hours, call 01579 351346 and press 0 for assistance from on-site staff.
3. Assistance dogs are welcome in all areas of the Cotehele estate (this includes house, garden mill, shop, gallery, restaurant and tea-room). Dogs are more than welcome to explore the main miles of estate paths, but unfortunately no dogs (apart from assistance dogs) are allowed in the house or garden.
4. Before entering the House, please store any large bags in the bag drop room which can be found in the left hand corner of Hall Court. The team at the entrance of the house are able to look after umbrellas.
5. There is no electricity within the house, therefore lighting is by dim natural daylight, so lighting levels are low at all times. Visitors are advised to bring a torch on dull days.

Arrival & Parking Facilities

1. Please refer to the 'how to get here' section of our website for in-depth details on how to get to Cotehele. If travelling by car, please ignore satnav and follow brown signs from A388 and A390. Cotehele is accessible by car and on foot, with a bus stop and train station approximately 1½ miles from the site.
2. Designated parking for disabled visitors available closer to visitor reception. Please follow signs to reach this car park. The surface is a mix of gravel, sand and large embedded stones. There are 8 designated parking spaces for disabled visitors to use on the upper section of this car park. The lower section of the car park is accessed on foot by 8 gravel steps with handrail. This car park is 54m from the visitor reception building.



Image description: Vehicle entrance to car park with disabled parking spaces.



Image description: View of car park. Note: the car park is on a slight slope.

3. The main car park has a surface which is a mix of gravel, sand and large embedded stones. This car park is 180m from the visitor reception building via a hard surface path.



Image description: View of main car park



Image description: Path from main car park to reception

4. On most days a volunteer driven shuttle bus operates (dependant on availability of our volunteer drivers), this takes visitors between the House, Quay and the Mill. This vehicle is not accessible for people who cannot transfer from their wheelchair. There is a step up into the shuttlebus of 450mm. The passenger door width is approx. 900mm. This service is free, but donations are gratefully received.



Image description: Shuttlebus

5. Visitors can be dropped off by the white gate outside of visitor reception.
6. Parking is available on Cotehele Quay, the surface is a mix of gravel, sand and large embedded stones. There is currently no designated disabled parking area in this car park.



Image description: View of Quay car park



Image description: Pedestrian areas at Cotehele Quay

7. There is no parking available at Cotehele Mill. This is approximately 865 metres from the Quay car park or 1,320 metres from the visitor reception located near the house. From the Quay it is accessed by foot along the narrow road onto a compacted gravel and stony path (generally a hard surface, but depending on weather can be muddy at times) and is usable by motorised wheelchairs. The volunteer shuttle bus when operating can take visitors between the house, quay and mill.

WCs

1. There are two accessible toilets located on the Cotehele estate. One in the Farmyard by the main visitor toilets and the other on the Quay.
2. The accessible toilet located in the Farmyard is located 46m from the visitor reception building. It is 1.6m x 2.7m in size, the door 870mm wide and opens both inwards and outwards. There is a stone floor and is lit with fluorescent lights. The accessible toilet is left-hand transfer. There is no automatic hand dryer but there are paper towels available from the dispenser.



Image description: Location of toilets in farm yard

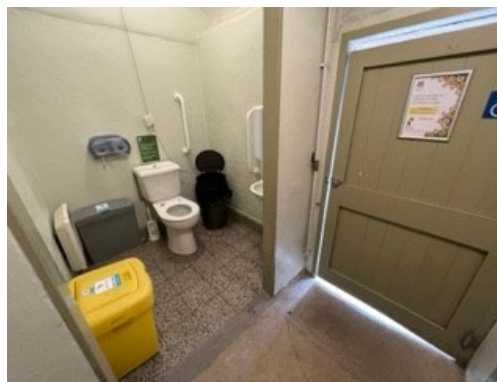


Image description: Interior view of disabled toilet in farm yard

3. The accessible toilet located on the Quay is located 64m from the Quay car park and is a unisex cubicle shared with the gents (urinals are separated). It is 2.7m x 1.7m in size, the external door is 850mm wide and opens inwards, with the internal door being 950mm wide and opens inwards and outwards. There is a stone floor and is lit with fluorescent lights. The accessible toilet is left hand transfer. There is an automatic hand dryer as well as paper towels available from the dispenser.



Image description: Location of toilets at Cotehele Quay



Image description: Interior view of disabled toilet at the quay

4. Baby changing units are available in the gents and ladies toilets by the Farm Yard (baby changing in gents located within cubicle), and in the gents toilet and baby room within the garden. Baby changing units are also available within both the gents and ladies toilets on Cotehele Quay.
5. There are no Changing Places facilities available (WC with adult changing table & hoist). The nearest Changing Place facility can be found at Tesco Supermarket in Callington (postcode: PL17 7RD), opening times vary and are in line with supermarket opening hours. An alternative Changing Place facility can be found at Abbey Rise Day Centre in Tavistock (postcode: PL19 9AS) and is open 24 hours a day.

Visitor Reception

1. The Visitor Reception building has a tiled floor and the walls are stone.
2. Two entrances available to enter Visitor Reception. The first is via a ramped entrance which is 890mm wide, the doorway on this ramp opens inwards to the right hand side and is 920mm wide. The second entrance is via a large glass door which is 1520mm wide, this is a double door which opens both ways. The step via this entrance is 170mm in height.



Image description: entrance doorways to Visitor Reception. The left hand door is a large glass door with a step. The right hand door has a wooden ramp with a hand rail on the left hand side.

3. As you exit the Visitor Reception area there are three doors. The first and second lead into the garden. These doors open inwards and are 920mm wide and has a 60mm step. There are then a further two steps which are 160mm high into the garden. The third exit door leads into the Barn Restaurant, these open inwards towards the reception and is 1180mm wide. There are four steps to enter the restaurant via this entrance, each being 140mm high.



Image description: Doorway to garden and Barn Restaurant



Image description: Steps from reception to garden

4. All doors are manually operated and the team are able to assist with opening doors. A step-free entrance to the garden and restaurant is available by leaving the reception via the ramped entrance door, and then turning either left over gravel to reach the reception or right over a gravel and then tarmac surface to enter via a levelled entrance.



Image description: Gateway with step-free route into garden



Image description: Wooden counters in reception

5. The height of the reception desk is 840mm. The team will come round from behind the desk to talk to someone who cannot see over or reach up to the desk. A clipboard is available for someone to use or to write on if they cannot reach the desk.
6. The area is mainly lit using fluorescent bulbs.
7. Chairs are available in the visitor reception area, most do not have an armrest.
8. The till points have an induction loop available.
9. Two manual wheelchairs are available to borrow. Pre-booking recommended to avoid disappointment – call 01579 351346 or email cotehele@nationaltrust.org.uk
10. A mobility Trampler is also available to hire to access parts of the garden and estate. Advance booking is essential – call 01579 351346 or email cotehele@nationaltrust.org.uk. Our mobility Trampler is operated through the South West Countryside Mobility Scheme.



Image description: All-terrain trampler

House

1. The house is located 340m from the main car park and 106m from visitor reception.
2. From visitor reception the path is gravel on a hard surface. As you walk through the South Tower into Hall Court there is a small wooden ramp which leads onto approximately 25 metres of cobbles.



Image description: Wooden ramp from the grass circle to hall court



Image description: Wooden ramp from hall court into the house

3. Upon entering the house, there is a small wooden ramp at the entrance door. The entrance door is 1400mm wide and is usually open, however to due to the weather the doorway could be closed and is therefore opened by a toggle. Staff and volunteers are able to assist with opening the door.
4. The walls within the house are made of local Cornish stone and granite. Therefore rooms without soft furnishings (e.g carpets and tapestry wall hangings) may cause echoes.
5. There is no electricity within most of the rooms of the house, therefore lighting is primarily by dim natural daylights. Lighting levels are low at all times for conservation purposes, visitors are advised to bring a torch on dull days.
6. The Great Hall, Breakfast room lobby and kitchen has a stone floor. The chapel floor is a mixture of stone and tiles, all other rooms have wooden floors.
7. Step-free access available to the Great Hall and staff and volunteers can assist with placing a ramp to provide access to the kitchen and Breakfast Room, wheelchairs can easily turn in each of these rooms. All other rooms are accessed by stairs only with most having handrails.



Image description: Stone steps leading to wooden steps into dining room

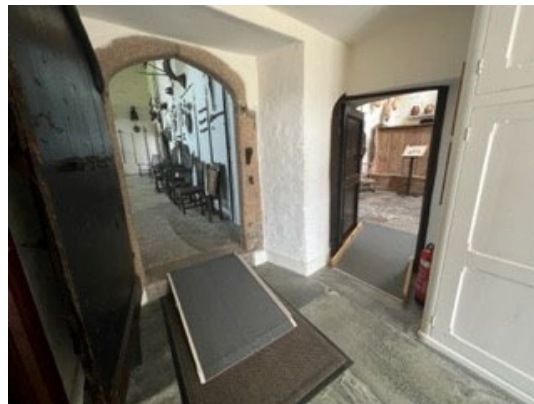


Image description: Ramps into Kitchen Lobby and Kitchen

8. Some sections of the house are narrow. This includes the stairway between the Old Dining Room and the Chapel, the squint to view the Great Hall and the Chapel from the South Room.



Image description: Low archways to access squints in South Bedroom.

9. There is a narrow and steep staircase to access Queen Anne's and King Charles's room. A handrail is available. There is 23 steps in total. A token needs to be collected from the Old Drawing Room before visiting these rooms to help manage capacity.



Image description: Wooden steps leading to Old Drawing Room

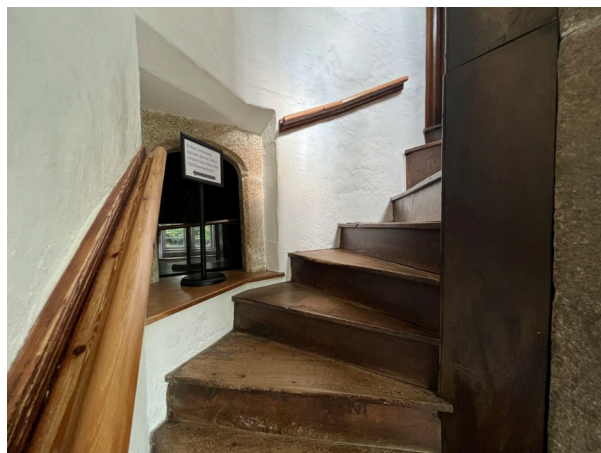


Image description: Steep narrow wooden steps to Queen Anne's and King Charles's bedrooms

10. Wooden seats are available along the visitor route for visitors to use. None of the seats have armrests.
11. Dependant on volunteer numbers each day, volunteers are able to assist in most rooms.
12. The WCs nearest to the house are located in Retainers' Court by the second-hand bookshop. The nearest accessible WC is located in the farmyard by visitor reception.
13. Large print interpretation available upon request. There are no induction loops used within the house. A short DVD is available to provide a 10 minute tour of the house. There are no audio guides at present. Written guides available in various languages.
14. Ruck sacks and large bags are required to be left in a storage room with secure lockers. Apart from those needed for medical purposes.



Image description: Stone steps to bag drop room



Image description: Stone step and archway into bag drop



Image description: Interior view of bag drop with lockers

15. Quiet areas where people can sit if they don't want to do the same amount of the visit as other members of their group are located in the Breakfast Room and Victorian Library.

Victorian Drawing Room

1. The Victorian Drawing Room is located by the entrance to the house and is open when exhibitions or events take part in this space.
2. The entrance to the Victorian Drawing Room is through the East Range Lobby. From Hall Court there is 3 steps with the tallest being 130mm. From the entrance via the East Terrace there is one small step over the ledge. The floor is concrete with a large carpeted rug. The lighting in the East Range Lobby is by fluorescent light bulbs.
3. Access to the Victorian Drawing Room is only by a carpeted staircase with narrow steps. There are 18 steps with an average height of 175mm per step. There is a handrail on right hand side as you go upstairs.
4. The flooring within the Victorian Drawing Room is wooden. Lighting is mainly daylight with fluorescent lighting on darker days.

Barn Restaurant

1. The Barn Restaurant is 200m from the main car park and 20m from the visitor reception.
2. The pathway from the reception to the restaurant is gravel on a hard surface.
3. There are four entrances to the Barn Restaurant. The main entrance is access from the garden. The doors opens outwards towards the garden. This door is 1240mm wide and has 4 steps which are 180mm high. The restaurant is also accessible via the reception where the door opens inwards towards the reception and is 1180mm wide with four steps which are 140mm high. There are also two entrances from the farm yard, the first of these being 1260mm wide with 1 step that is 170mm high and the second being a ramped accessible doorway which is 1200mm wide. All doors require to be opened manually and the team are able to assist with opening doors if required.



Image description:
Restaurant entrance from garden



Image description:
Restaurant entrance farm yard

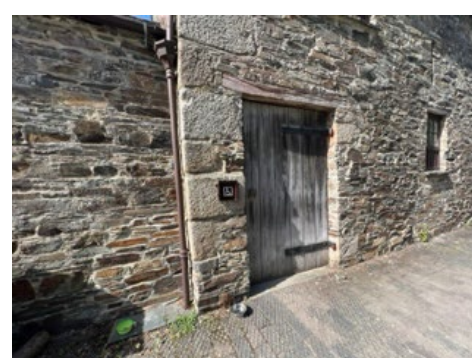


Image description: Doorway for step-free access to restaurant

4. The floor is slate and the walls are limed wash brick. Seating is primarily individual wooden chairs with a fabric covering. There are also some fabric covered padded bench seating. There is lots of natural light in the barn restaurant, with fluorescent bulbs providing lighting on dull days. There is an outside seating area available with picnic style tables on a gravel surface.

5. The counter is 900mm high and tables are laid out to enable good manoeuvring and turning space. Staff are able to assist visitors as required – for example by reading a menu or providing a table service if visitors experience difficulty queuing.
6. The two tills at the counter have an induction loop available.



Image description: Steps from the main restaurant entrance



Image description: The counter within the Barn Restaurant



Image description: Internal view of the Barn Restaurant

The Edgcumbe at Cotehele Quay

1. The entrance to The Edgcumbe is located 45m from the Quay car park.
2. The terrain is a flat compacted surface, uneven to start with then onto tarmac.
3. Access to the ground floor areas is via a 700mm wide doorway. This door is sometimes closed depending on the weather, staff and volunteers are able to assist with opening the door if required. There are approximately 8 tables between these two rooms. The tables and chairs are wooden.



Image description: Entrance to The Edgcumbe



Image description: Counter within the Edgcumbe

4. Visitors are asked to place their order at the counter. The counter is 900mm in height. Staff and volunteers are able to provide table service if required.
5. The ground floor rooms are lit with fluorescent bulbs and has limited natural light.
6. There is an induction loop available at the till point.

Shop and plant centre

1. The main entrance to the shop is located 230m from the main car park and 50m from visitor reception.
2. The path upon entry to the shop is gravel. The main entrance door is 730mm wide with two steps as you enter. A handrail is available on the right-hand side. The wooden door is always open, glass door is often open but sometimes closed depending on the weather, this doorway opens into the shop. Staff and volunteers can assist with opening this door.



Image description: Entrance with steps to shop from garden

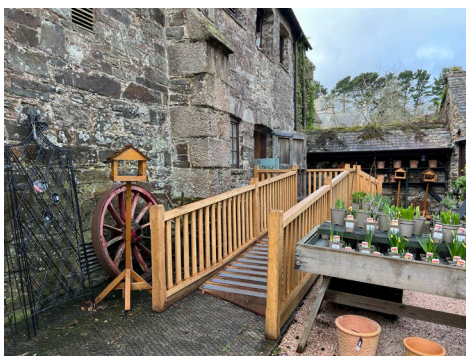


Image description: Ramped access to shop from plant centre



Image description: Interior view of shop and counter

3. Alternative entrance available at the rear of the shop. This is located 130m from the main shop entrance and the surface is a mixture of stone and gravel with a wooden ramp upon entry. The doorway width is 1000mm with the wooden door always open. The glass door is often open but sometimes closed depending on the weather, this doorway opens into the shop. Staff and volunteers can assist with opening this door.
4. Inside the shop the floor is mainly stone, with carpet at entrance points. Natural light is poor and fluorescent lighting is mainly used.
5. The counter height is 930mm at its highest point.
6. There is an induction loop available at the main till point.
7. There are no large print versions of the price lists. Staff and volunteers can assist with pricing information.

Bull Pen Gallery

1. The Bull Pen Gallery is located 260m from the main car park and 80m from visitor reception.
2. The surface to reach the Bull Pen Gallery is a mixture of gravel and stone. Visitors can also access the Bull Pen Gallery from the shop which has a wooden ramp which then leads onto the gravel and stone surface.
3. The entrance door is 790mm wide with the door opening inwards on the right-hand side. There is a small step of 120mm, staff and volunteers can assist by placing a removable ramp for access.



Image description: Ramped access to Bull Pen Gallery



Image description: Internal view of the Bull Pen Gallery

4. There are two alternative entrances which are often not in use due to weather. The first is via the plant centre which is 790mm wide. There is a low beam in this doorway which is 1690mm high. There is also a 120mm step as you enter. The final entrance is to the rear, the doorway is 720mm wide and there are three steps with heights varying between 90mm to 220mm. A handrail is available on the right-hand side.
5. The walls are stone and the floor is carpet. At all entrance points there is a stone surface as you enter.
6. The area is lit with fluorescent bulbs.
7. The display units are 820mm high and the till point is 920mm high. Staff and volunteers can assist with reaching items to view if they cannot be reached by visitors.
8. There is an induction loop available at the till point.
9. There are no large print versions of the price lists. Staff and volunteers can assist with pricing information.

Second-hand Bookshop

1. The second-hand bookshop is located 280m from the main car park and 100m from visitor reception.
2. The surface to the second-hand bookshop is fine gravel on a hard surface.
3. The entrance to the bookshop is through a doorway which is 1200mm wide. There is 3 steps which are 180mm high with a wooden handrail available on the left hand side. Upon entry there is a metal grid, followed by a coir matting surface which then changes to carpet.



Image description: Entrance to bookshop



Image description: Interior view of bookshop

4. Alternative access is available on the left hand side of the bookshop. There is a cobble surface to this doorway. The doorway is 1500mm wide and there is one step which is 250mm high.
5. The area is lit with fluorescent bulbs.
6. Staff and volunteers are able to assist with reaching items to be viewed if visitors can not reach. Staff and volunteers can also bring out specific items to those who are unable to access the bookshop.
7. There are no large print versions of the price lists. Staff and volunteers can assist with pricing information.
8. The second-hand bookshop only accepts cash and no change can be given. Card payments can be made within the shop or visitor reception.

Garden

1. There is approximately 12 acres of garden to explore. Paths are a mixture of gravel, stone and cobbles. Please take care.
2. Map attached to the end of this access statement to highlight step-free route around the garden.
3. There are 14 steps between the Upper Garden and East Terrace via Acer Grove. There is no handrail beside any of these steps.
4. The route to the orchards from the garden is accessible via a tight gravel surface, which then leads onto grass.
5. The Valley Garden is only accessible via steps. There are 25 steps at the entrance to the Valley Garden with a handrail on the left hand side whilst going down. Pathways within the Valley Garden are narrow, some with steps and some with very steep slopes.

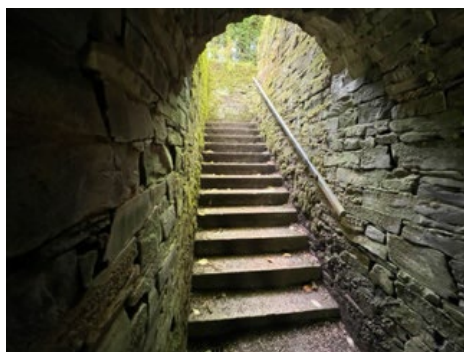


Image description: Steps leading into the Valley Garden



Image description: Slope after the steps in the Valley Garden



Image description: Narrow pathways in the Valley Garden

6. There are no closed gates along the visitor route in the garden, apart one gate leading into Prospect Field for the Prospect Tower.
7. There is one low archway leading into the Upper Garden, this is 1650mm high and 850mm wide. The path leading into Mrs Julyan's garden is also narrow to begin with, 750mm wide at the tightest point.



Image description: Low archway whilst entering the Upper Garden

8. Seating is available around the garden.
9. There are two ornamental ponds, one in the Valley Garden and the other in the Upper Garden.

Cotehele Quay Welcome Point

1. The Cotehele Quay Welcome Point is located approximately 64m from the Cotehele Quay car park
2. The surface on the approach to the Welcome Point is a mixture of stone and gravel. The floor within the Welcome Point is stone with a small slope in the middle of the space.
3. There are no large print versions of the price lists for shop products. Staff and volunteers can assist with pricing information and reaching for items on shelves if they can not be reached by visitors.
4. Only card payments are accepted at the till within the Welcome Point. Other payment methods are available within The Edgcumbe across the road. Visitors are welcome to take items to The Edgcumbe for payment.
5. The counter within the Welcome Point is 900mm high.



Image description: Interior view of the Quay Welcome Point.

Discovery Centre

1. The Discovery Centre is located approximately 100m from the Cotehele Quay car park.
2. The surface on the approach to the Discovery Centre is a mixture of stone and gravel. The floor within the Discovery Centre is stone.
3. There are three entrances into the Discovery Centre. The entrance nearest to the Welcome Point has four steps and has a handrail on the left hand side. The other two entrances are on the other side of the building where one has step-free access.
4. The Discovery Centre is unmanned space.
5. The exhibits within the Discovery Centre are 903mm high. Most exhibits have a small built-in footstep which is 200mm high to assist with viewing.



Image description: Main entrance to Discovery Centre with steps



Image description: Alternative entrance to Discovery Centre



Image description: Step-free entrance to Discovery Centre



Image description: Interior view of the Discovery Centre with exhibits

Cotehele Mill

6. Tucked away within the Morden Valley, Cotehele Mill is open to visitors on a limited number of days. Please check opening times before visiting.
7. No parking is available at Cotehele Mill, the nearest car park is situated at Cotehele Quay. The distance between the Quay and the Mill is 865m. The surface is a mixture of tarmac, gravel and stone. Depending on the weather the path can be muddy a times. The path is suitable for motorised wheelchairs or robust hand propelled chairs.
8. Visitors can also walk from Cotehele House to Cotehele Mill, the distance between the two areas is 1,320 metres.
9. Dependant on volunteer availability, a shuttlebus service is available most days to take visitors between the house, quay and mill.
10. The reception area and shop has a level wide entrance with a concrete floor. Staff and volunteers are able to assist with reaching items and confirming prices. The counter is 940mm in height.



Image description: Footpath from the quay to mill



Image description: Mill reception with slope entrance



Image description: Step into the Meal Floor



Image description: Steps from the Blacksmiths

11. Level access is available to the Wheelwrights, Blacksmiths and Sawpit, the narrowest doorway is 850mm. There is one step when entering the Wheelwrights from the reception area which is 70mm high. Within the building the surface is stone, outside towards the Sawpit the surface is a mixture of stone, gravel and grass. Lighting is a mixture of natural and artificial
12. There is a small steep slope which consists of gravel on a hard surface leading from the reception area to the rest of the mill.
13. Three steps are at the entrance of the Saddlers. The highest is 250mm. The doorway is 990mm wide and 830mm high. The floor is wooden and lighting uses fluorescent bulbs.
14. There are two tenanted workshops which sell various handmade goods. The highest step is 210mm high and the lowest doorway is 600mm high. Staff and volunteers are able to assist with bringing items out of these workshops for viewing.

15. The Bakery is on the ground floor and has a level entrance, the width of the door is 1040mm. The floor within the bakery is stone and lighting is low artificial light.
16. The Bakery leads to the wheel where there is a second doorway of 750mm. The surface outside is stone on a slight slope which is slippery when wet.
17. The Meal Floor is accessed via two steps, a portable ramp is available upon request.
18. The middle and top floor is accessed by a narrow pathway. There is five steps with a hand rail on the left hand side to access the middle floor, followed by an additional ten steps which are steep and uneven to access the top floor. The smallest door is 985mm wide.
19. Large print interpretation available upon request. There is an induction loop available at the till point in the reception area. There are no audio guides at present.

Contact details for more information

T: 01579 351346, press 0

E: cotehele@nationaltrust.org.uk

Last updated: September 2022



Distance from 2 to 20 is 500m
Distance from 20 to 17 is 780m

Welcome to Cotehele

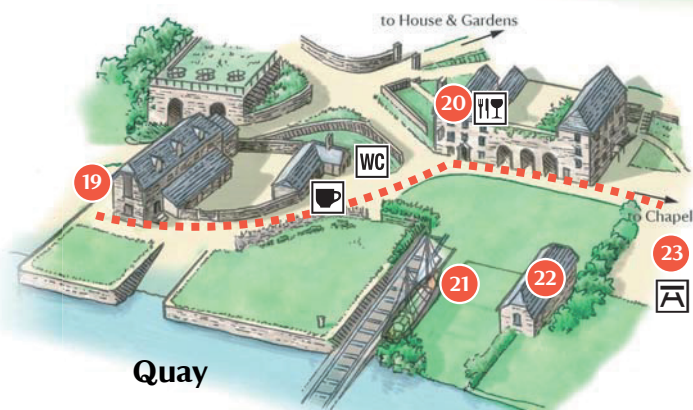
Cotehele was the ancestral home of the Edgcumbe family from 1353. For nearly six centuries it remained in their ownership until in 1947, Kenelm, 6th Earl of Mount Edgcumbe, passed it to the National Trust.

Cotehele house, gardens, quay and mill are built on ancient foundations. In the woods are derelict buildings of past industries and a chapel that is the site of a local legend. The River Tamar winds through all these places and binds the tales of people who lived here.

So much to see and do

- Stroll through the woods to Cotehele Mill, bakery and traditional workshops. Follow the Morden stream to the weir.
- Explore a bit further on a network of paths – discover a wealth of wildlife and a fascinating industrial past.
- Stay a bit longer. There are seven holiday cottages on the estate, including two in the historic house itself.

Go to: www.nationaltrust.org.uk/holidays

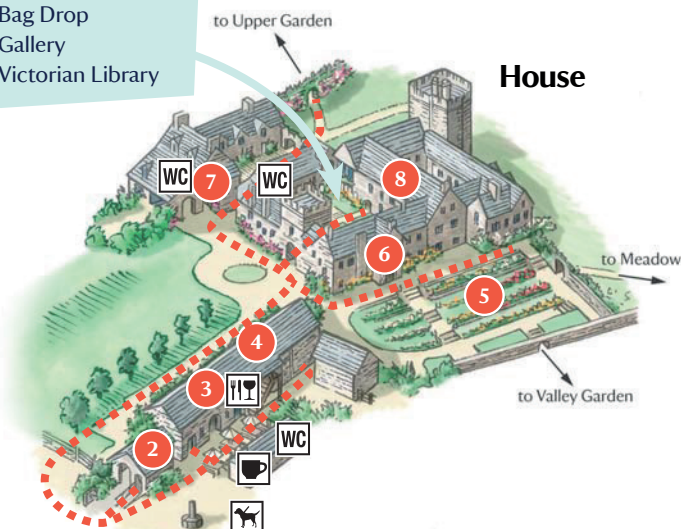


Quay

Key:

- | | |
|------------------------|------------------------|
| WC | 10 Prospect Tower |
| Catering | 11 Upper Garden |
| Refreshments | 12 Cut Flower Garden |
| Picnic spots | 13 Mrs Julyan's Garden |
| Dog bins | 14 The Old Orchard |
| Steep walk | 15 Mother Orchard |
| Step-free walk | 16 The Cider Press |
| 1 Accessible Car Park | 17 Cotehele Mill |
| 2 Reception | 18 Coach & Car Park |
| 3 Barn Restaurant | 19 Discovery Centre |
| 4 Shop and plant sales | 20 The Edgcumbe |
| 5 Terraced Garden | 21 The Shamrock |
| 6 Bull Pen Gallery | 22 Boathouse |
| 7 Bookshop | 23 Car Park |
| 8 Cotehele House | 24 Chapel in the Wood |
| 9 Meadow | 25 Valley Garden |
| | 26 Viewing point |
| | 27 Play Area |

Entrance to house
Bag Drop
Gallery
Victorian Library



House