

Glendurgan Garden Access Statement

Last updated: 17/05/2022

Introduction

1. All main visitor facilities and offices are at the top of the garden with 26- acre valley between them and the village of Durgan. Glendurgan Garden is set within the landscape with pathways consisting of loose gravel paths, cobbled in sections with some steep slopes and steps and uneven ground.
2. Mobile reception is unreliable across the garden and in the village of Durgan. There is a telephone box in the village. In the event of an emergency, the property contact number is 01326 252020. Visitors can also report problems to a member of staff at the main entrance building or to a volunteer in the Fish Cellar (1pm – 4pm subject to volunteer availability) in the centre of Durgan village who will be able to provide assistance.
3. **Assistance dogs only in the garden.** Non-assistance dogs are welcome in the car park and all areas of the café. We ask that you do not leave your dogs on their own in a vehicle for any length of time.
4. Wheelchair and mobility scooter users must stay on the recommended route in the garden as there are steep slopes throughout. **It is possible for wheelchair and mobility scooter users to be picked up from Durgan village at the foot of the garden by a member of the group they are visiting with. Please ask a member of staff for further information about access to Durgan village on arrival at the property.**

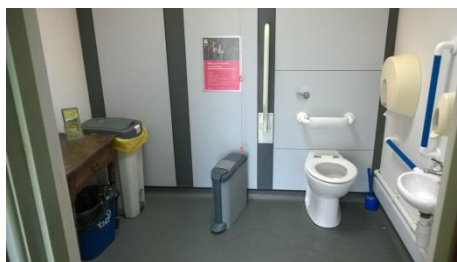
Arrival & Parking Facilities

1. Glendurgan Garden is accessed by road from the A39 to Falmouth as far as junction A394 at Treliever Cross Roundabout. From there follow the brown and white tourism signs to Glendurgan Garden.
From Helston/West Take the A394 to Falmouth as far as junction with A39 at Treliever Cross Roundabout. Turn right and follow brown and white tourism signs to Glendurgan Garden. Please note if using sat nav from Helston it may take you on scenic back roads via Gweek, Constantine and Port Navas. These roads are very narrow so check the settings on your sat nav if you'd like to avoid this type of driving.
2. There are 8 accessible car parking spaces in the main car park.
These spaces are well-located in relation to the main entrance building but are some distance from the visitor toilets and café. However, the visitor toilets and café are next to the main car park so it is possible to park nearer to these facilities if required.
3. The entrance road leading to the main car park is tarmacked, the main car park has a gravel surface and the accessible parking has the same surface. Some areas of the car park are on a slight slope.
4. There is no transfer vehicle as the accessible spaces are sufficiently close to the garden entrance. An all-terrain Trampler (mobility scooter) is available to hire 2pm – 4pm by pre-booking only, supplied by Countryside Mobility. For further details, contact the property on 01326 252020 or email glendurgan@nationaltrust.org.uk prior to arrival.
5. There are also 2 pay and display machines located in the car park, one near the main entrance building and one by the overflow car park.



WCs

1. There are separate ladies, gents and a combined WC/baby changing facilities situated next to the main parking area.
2. A unisex toilet is located at the bottom of the garden in Durgan village and access is via one step. This toilet has a paper towel dispenser in place of a hand dryer. As it is the only facility in the village please use the main facilities at Glendurgan's entrance where possible.
3. The accessible toilet is located in the main parking area which is accessed via a small ramp.
4. The accessible toilet is 2004mm x 2049mm in size with a left hand transfer rail and is lit by compact fluorescent lighting.
5. There is no adult Changing Places facility onsite.
6. All toilets have hand dryers and fluorescent lighting; the accessible toilet has a sink at 75 millimetres (mm) high with easy turn taps and an automatic hand dryer at 95mm high.



Visitor Reception

1. The entrance to the garden is located through the gate to the left and a member of staff is on hand to greet visitors on arrival. This entrance is fully accessible for wheelchair and mobility scooter users.
2. The reception team are on hand by the till at the door. During busy periods an extra member of staff will stand outside reception giving information and guidance.
3. The Visitor Reception Sign Up desk is 76mm high and clipboards are available to provide a lower writing surface if needed. The Sign Up Desk has 3 chairs without arms.
4. The Reception Building has natural light from a glass roof, 5 windows and 3 glass doors. There is also artificial track lighting.
5. Apart from the 3 chairs available at the membership sign up table there is a bench directly outside which is 1520 mm wide.
6. An induction loop is available.
7. There is one part-time member of staff who is a BSL communicator.
8. An all-terrain Trampler (mobility scooter) is available to hire 2pm – 4pm by pre-booking only, supplied by Countryside Mobility. For further details, contact the property on 01326 252020 or email glendurgan@nationaltrust.org.uk prior to arrival.
9. A small second-hand bookshop is located in the same building as reception, accessed from what used to be a plant sales area. This area can be accessed on exit from the garden or via the tea-house outside seating area. Entrance to the shop is via a 1130mm wide manual push door, which is hooked open. Please note the Trampler should not be taken inside the shop due to limited manoeuvrability inside.

Food and Beverage – Café



1. From the accessible parking area Glendurgan Tea House is approximately 45 metres away.
2. The route from the accessible car park to the café is on a flat gravel path and the last section of the route is down a slope. The café can also be accessed from the garden exit on a flat gravel path.
3. The café is accessed through a 2,400mm wide opening. During the warmer months, the whole side of the café is opened measuring 10m. During the colder months there is a welcoming wood burner and in summer there is plenty of outdoor seating.
4. Café staff are usually able to assist visitors as required, however at peak times there may be a delay in being able to do this.
5. The furnishings are hard surfaced as is the floor.
6. The café is lit with halogen and LED bulbs and has plenty of natural light.
7. The counter is at a height of 850mm. There is limited circulation space between tables. However, the chairs are freestanding and can be removed if required.
8. Staff will assist visitors who experience difficulty standing in queues and will provide seating if required.
9. There is no induction loop present in the café.
10. Outside seating is available to the front and side of the café - 5 picnic tables have spaces which can be used for wheelchairs.

11. For visitors wishing to picnic, there are picnic tables by the main parking area.

Garden

1. There are maps showing routes around the garden suitable for wheelchair users and mobility scooter users. See below for maps.
2. The wheelchair & mobility scooter route avoids steps.
3. The garden paths are tarmacked in areas and fine gravel in others. There are also some cobbled sections, these are marked on the map.



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4. The gradient of the slopes on the paths vary around the garden. One area to be aware of the cobbled section at the first junction

visitors come to in the garden which is 14%. Gradients of the paths vary between 5 and 12 % on the wheelchair and Trumper accessible route throughout the rest of the garden.



apart from the set of steps by the small fish pond.



5. There are a number of steps in the garden which are marked on the map. The steps do not have hand rails

6. There are written signs and coloured arrows which provide directions around the garden.
7. There are numerous benches all over the garden and the Boat Seat and School Room (marked on the map) also provide areas to sit and rest.
8. There is a pond by the maze which is marked on the map.

Contact details for more information

T: 01326 252020

E: glendurgan@nationaltrust.org.uk

Trumper map

