

Knole House Access Statement



Introduction

Knole is a large house set in 1,000 acres of parkland that is home to a herd of wild deer. It is located near to Sevenoaks town centre.

The parkland is open every day and can be accessed at anytime via numerous pedestrian gates. The main vehicle entrance is open 10am-5pm (closes 4pm in January, some of February, November and December).

All dogs are welcome in the parkland and courtyards; assistance dogs only can go in the rest of the property. All dogs must be kept on a lead and under close control at all times.

The café and some toilet facilities are accessed from the car park on a sloping pathway.

There is limited physical access to the showrooms for wheelchair users and those who have difficulty using stairs. Please read on for more detailed access information.

Information about what is open on a particular day can be found on our website www.nationaltrust.org.uk/knole, by emailing knole@nationaltrust.org.uk or by telephoning 01732 462100. Knole staff will be able to answer questions to help you plan your visit in advance.

Advance Booking

We recommend pre-booking your visit in advance to guarantee entry to Knole, especially at weekends, on Bank Holidays and during school holidays. Without a booking you may be turned away at the gate. Alternative parking can be found in Sevenoaks town centre, including Sevenoaks Town multi-storey car park (postcode TN13 1LW).

Everyone arriving in a vehicle needs an admission ticket. Car parking is included within the admission ticket; there is no 'parking only' ticket and parking spaces cannot be booked separately. National Trust members can book their visit for free.

Your pre-booked time slot is the time that you plan to arrive at Knole. The showrooms and Gatehouse Tower are open 11am-4pm, and last entry is 3.30pm.

For more information please see the 'Booking your visit' section of the website or call 01732 462100.

Arrival and Parking Facilities

There are brown signs on the main roads on approach to Knole directing visitors to the main gate, which is off Sevenoaks High Street.

On arrival you will be welcomed at the Gatebox, where you will need to either a) show memberships cards for everyone in the vehicle , b) show a pre-booked purchased ticket for everyone in the vehicle, or c) purchase an admission ticket for everyone in the vehicle.

The majority of the car park is laid with crushed ragstone.

Blue Badge holders

There is a parking area with 16 marked spaces for Blue Badge holders, which is hard meshed grass and gravel. There are also some extra-wide spaces for side-opening vehicles.



This parking area is found by driving past the large 'Parking' sign, and is then the third area on the left. To use this area you will need to show your Blue Badge on arrival at the Gatebox and also display it in your vehicle whilst parked here.

The accessible parking area is 145 metres from the visitor entrance to Knole on embedded gravel at a gradient of 1:32. Wooden benches without arms rests are situated every 50 metres between here and the Visitor Centre.

There is a drop-off/pick-up point at the front of Knole House, but vehicles must then immediately return to the car park (if arriving at Knole) or the exit driveway (if departing Knole).

Toilets

There are two accessible toilets on site: one is located off the main visitor entrance and measures 214cm x 147cm. There are three doorways to go through to get to this toilet: the narrowest door width is 84cm; the door to the actual toilet is 97cm wide. The other accessible toilet is located on the ground floor of the conservation studio building and has a door width of 90cm.

Both accessible toilets are left hand transfer. They have emergency alarm pull cords, automatic hand-driers, tiled floors and are lit with artificial light.

There are no 'Changing Places' facilities on site.

Baby changing facilities are located off the main visitor entrance and on the ground floor of the conservation studio building.

Parkland

Knole park is 1,000 acres and a Site of Special Scientific Interest (SSSI). A wild deer herd roam the parkland. The National Trust manages 100 acres of the park; the remainder, including the deer herd, is owned and managed by Lord Sackville's Knole Estate.

The parkland consists of rough, undulating ground and grass, and includes many ant hills. There are hardstanding paths in the parkland but many cross a golf course. Some of these paths are accessible using a personal mobility vehicle (PMV). Please follow the routes marked on the Estate Walks map or speak to someone in the Visitor Centre for advice.

There are wooden benches without backs or armrests every 50 metres along the route from the Visitor Centre to the Brewhouse Café and toilets.

An enclosed picnic area is located next to the car park. It has decked flooring and a ramp.

Visitor Centre

The entrance to the Visitor Centre is signposted. The door is 124cm wide. There is a shallow ramp upon entry which leads from outside paving to even hardwood flooring. The walls are stone and plaster. There is both natural and artificial lighting.

There is a hearing loop in the Visitor Centre.

There are wooden chairs available, one of which has armrests.

The welcome desk is 80cm in height. There is an adequate turning circle.

The exhibition area of the Visitor Centre is through a partition which has a gap of 86cm wide. Tables are at a height of 75cm, plus there is a table with a glazed clay tactile model of Knole at a height of 79cm.

Wheelchairs are available for visitors to borrow during their time at Knole, subject to availability. They can be used in most indoor spaces, but can only go in the Great Hall in the showrooms. They are issued by Visitor Centre staff.

A personal mobility vehicle (PMV) is available for visitors to borrow during their time at Knole. It must be booked in advance. Please email knole@nationaltrust.org.uk or telephone 01732 462100 (Monday to Friday) in advance of your visit to book the PMV (subject to availability).

The user of the PMV must undergo an induction before using it, which is carried out near the Visitor Centre. The PMV cannot be delivered to the car park: a wheelchair can be provided to transfer the user to the Visitor Centre to do the training for the PMV or an Essential Companion can drop them off at the drop-off point and then park in the car park.

The PMV is for use in outdoor spaces only.



Knole House (showrooms)

The entrance to the showrooms is signposted and is across 73 metres of level paved surface. There is one step, with an accessible ramp, onto the loggia and then step-free access over a mat across the threshold into Screens Passage and Great Hall.

The interior of the showrooms consists of wooden and stone floors and walls. There are soft furnishings in some of the rooms. There are low light levels throughout for conservation reasons.

All of the rooms have chairs or benches. Most chairs have armrests and most benches have backs and armrests.

The Great Hall is the only area of the house that is accessible to wheelchairs. Wheelchairs cannot be taken to the upper floor. PMVs cannot be taken into the Great Hall. An electronic tablet with videos of the showrooms and other areas of Knole is available for those who cannot access the upstairs areas. This can be watched in the Great Hall.

The Great Staircase provides access to the rest of the showrooms, which are on the upper level. This staircase is wide and has a handrail on the left side. A bespoke rollator is available for use in the upstairs showrooms (subject to availability), as it has been designed to accommodate the narrow doorways within the showrooms.



The interpretation boards have a print size of 5mm to 10mm.

A braille guide to the showrooms is available.

There is a hearing loop in the Great Hall. A portable hearing loop is also available.

Prams and pushchairs cannot be taken into the showrooms. There is a covered area outside the entrance where they can be left. Three hip carriers (for infants aged six months to three years) and one baby sling are available for visitors to borrow (subject to availability).



‘Prop boxes’ are located in the showrooms, which offer additional sensory engagement. Sensory packs are available for visitors to use during their visit. They are designed to support anyone who might have additional needs and could benefit from the use of sensory items. The items can be used by adults or children. The packs include items that can block out or stimulate senses, such as ear defenders and fidget toys.



Staff and volunteers are available at the entrance and throughout the showrooms to assist.

Gatehouse Tower

The two rooms and roof of the Gatehouse Tower are accessed via a narrow and spiral stone staircase. There are 77 steps, which are uneven. There is a metal handrail.

Both entrance to and exit from the Tower is via the same staircase.

Conservation Studio building

The building is located in a courtyard area. It is signposted and is approximately 112 metres from the accessible parking area via an embedded gravel path at a decline of gradient 1:14. The courtyard area is a resin gravel surface.

There is a wooden bench without armrests located between the parking area and the courtyard entrance.

Entrance to the studio building is through an automatic door, which is a minimum of 2 metres wide.

The flooring is level, and is tiled and hardwood. There is both natural and artificial lighting.

There is a hearing loop in the entrance lobby.

There are four floors in the building: the lobby area and toilets on the ground floor, the Royal Oak Foundation Conservation Workshop on the first floor, the Royal Oak Foundation Conservation Studio on the second, and the Hayloft Learning Centre on the third floor.

A lift is available for access to all floors. PMVs cannot enter the lift.

Royal Oak Foundation Conservation Studio

Access to the studio is via a manual door. When the studio is open, volunteers are available to assist. The door is 104cm wide.

There is a hearing loop in the studio.

There is some natural light in the studio but it is mainly lit by artificial lighting.

There are interactive and sensory displays in the studio to encourage smell, sight, sound and touch. These are located on desks at heights of between 82cm and 89.5cm.

Brewhouse Café

The café area is located in a building adjacent to Brewhouse courtyard. It is signposted and is approximately 112 metres from the accessible parking area via a gravel path at a decline of gradient 1:14. The courtyard area is also resin gravel.

There is a wooden bench without armrests located between the parking area and the courtyard entrance.

Entrance to the café is through an automatic door that opens to a width of 3 metres. A manual door of width 104cm is also available.

The flooring is level, and is tiled and hardwood. There is both natural and artificial lighting.

The counter is between 82cm and 90cm high, including a lowered section.

There is a circulation space of at least 1 metre, up to 2 metres in some areas of the café, including an adequate turning circle.

Menus are displayed on chalkboards above the counter. Additional allergen and ingredient information is available on request.

There is a hearing loop at the café till point.

There is seating inside and outside the café. The outside seating is formed of wooden tables and benches under large umbrellas. There are labelled priority tables at a suitable height to accommodate a wheelchair.

The indoor seating is around tables and there is a mixture of wooden chairs (with and without armrests) and soft-covered benches. Tables are 75cm high.

Adapted cutlery and drinking utensils are available upon request.

Shop

The shop is signposted and is entered off a paved courtyard onto hardwood flooring through a door of 90cm width. There are then two steps down onto the shop floor. There is a handrail.

A lift is available which allows access to the shop floor.

The till desk is at a height of 92cm. The heights of other table and shelf displays vary, but staff or volunteers are available to assist.



There is a circulation space of at least 1 metre.

There is a hearing loop available at the till point.

Bookshop

The Bookshop is signposted and is entered off a paved courtyard onto tiled flooring through two doors, the first of which is 91cm wide and the second is 80cm wide.

The till desk is at a height of between 84cm and 90cm. The heights of other table and shelf displays vary, but staff or volunteers are available to assist.

There is a circulation space of at least 1 metre.

There is a hearing loop available at the till point.

Located within the Bookshop is a lift that allows access to the Orangery for those who require step-free access.



If you have any questions or require further information please contact us in advance of your visit to Knole. You can email knole@nationaltrust.org.uk or telephone 01732 462100.

Aids and equipment available (all subject to availability on the day)

Aid/Equipment	Key information
Personal Mobility Vehicle (PMV)	<ul style="list-style-type: none"> • Must be booked in advance. Please email knole@nationaltrust.org.uk or telephone 01732 462100 (Monday to Friday) in advance of your visit to book the PMV (subject to availability). • User of the PMV must undergo an induction before using it, which is carried out near the Visitor Centre. • PMV cannot be delivered to the car park: a wheelchair can be provided to transfer the user to the Visitor Centre to do the training for the PMV or an Essential Companion can drop the visitor at the drop-off point and then park in the car park. • Can be used outdoors in the park, courtyards and garden (when open) only.
Wheelchair	<ul style="list-style-type: none"> • Four available. • Issued from Visitor Centre. • Booking not required.
Rollator	<ul style="list-style-type: none"> • For use in the first floor showrooms. • Bespoke rollator provided due to narrow doorways.
Baby carrier	<ul style="list-style-type: none"> • Front baby carrier available at entrance to showrooms.
Hip carriers	<ul style="list-style-type: none"> • Three 'Hippie Chicks' side hip carriers available at entrance to showrooms. • Suitable for ages six months to three years. • Waist up to 114cm.
Sensory packs	<ul style="list-style-type: none"> • Five available: one in Visitor Centre, one in Brewhouse café, three in showrooms. • Can be used by adults or children who might have additional needs and could benefit from the use of sensory items. • Include ear defenders and fidget toys.