

Florence Court Access Statement

Florence Court
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Figure 1 Florence Court mansion

Introduction

- A country estate and mansion house located approximately 10 miles outside of the county town of Enniskillen. Set amongst 250 acres of parkland, and a wider forest park, Florence Court retains many of its original features including a sawmill, ice house, forge and carpenter's shop.
- Mobile reception is limited in some areas of the property, especially within the wider forest park. Some mobile providers have better reception in the area than others. In an emergency, telephoning the main office number (028 6634 8249) would alert staff in an emergency
- Dogs are welcome on the estate and within the gardens. Our policy is that dogs should be under control in the wider estate and on leads in the walled garden. Assistance dogs are welcome throughout the property, including within the mansion, tearoom. Dog waste bins are situated throughout the property.
- Given the rural setting of Florence Court, there are some inclines on our paths around the property. Maps of the grounds are available for all visitors which highlight paths which are suitable for wheelchair users and pushchairs. There is a powered mobility vehicle available to hire free of charge from our main visitor centre which can be used to go around the gardens and some of the estate.
- Braille guides are available for house tours.
- Language guides in Irish, German and French are available for house tours.

Arrival & Parking Facilities

- Florence Court is well signposted from Enniskillen, with brown tourist signs highlighting the route.
- On arrival, visitors are typically directed to car park 1, which is located next to our Visitor Centre. Any visitors making staff aware of mobility issues can be directed to car park 2, which is nearer to the mansion and tearooms, or to our two disabled car parking spaces, which are immediately next to our visitor courtyard where the tearoom and mansion entrance are located.
- For visitors parking in car park 1, a golf buggy is available to request which can take them between the car park and the stable yard where the entrance to the mansion and toilets are located. National Trust staff are trained to drive this buggy, and this is a free of charge service.
- The two main visitor car parks have gravel surfaces.

- The 2 designated disabled spaces have tarmacked surfaces, with marked parking bays.
- Overflow car parking, which is typically only used on event days (approximately 5 days per year), is available in car parks further away on the wider forest estate and also on the front field of the property. On event days, our property policy for visitors with limited mobility would still apply and car park 2 would still be held for such visitors.
- Both exit drives to the property have speed bumps. These are 100mm high from the road surfaces.
- A 20mph speed limit applies to all driveways within the Florence Court estate.

WCs

- There are two accessible toilets, complete with emergency cord pulls. One accessible toilet is located in our main visitor centre, and another in the toilet facilities within our tearoom complex. The emergency alarms for these are picked up in the visitor centre and main office respectively.
- Visitor centre accessible toilet is 2.4m by 1.65m, the tearoom accessible toilet is 2.2m x 1.5m.
- Doors to the accessible toilets open outwards.
- The accessible toilet within the tearoom complex has a fixed wall hand rail on the right hand side of the toilet when seated, and a pull-down rail on the left hand side.
- The accessible toilet in the Visitor Centre has a fixed hand rail on the left hand side of the toilet when seated, and a pull down rail on the same side.
- Within both accessible toilets, the spaces are lit with fluorescent lighting and automatic hand dryers are installed. This is also the same for our other toilet facilities.

Visitor Centre

- The Visitor Centre is a wooden, brick structure and glass, built in 2015. The floor is a linoleum covering. Car park 1 is situated immediately next to the Visitor Centre.
- The entrance is on a flat gradient, with no step over the door boundary. The entrance is 1700mm, with automatic doors. These doors can either be set to be manually opened by staff/visitors or to open automatically.
- The reception desk is 1100mm in height on the visitor side, and 900mm on the staff side. There is an additional side piece to the main desk which is 750mm in height, and was included in the design of the desk to meet accessibility standards.
- The Visitor Centre is largely lit by natural light – 2 sides of the building have large glass windows, while the front façade is almost entirely glass. There are LED lights throughout the centre to provide additional light on dull days.
- There is seating provided throughout the Visitor Centre.
- The property's powered mobility vehicle is available to hire free of charge from the Visitor Centre. All users of this are provided with a map showing suitable paths to use the PMV on, and training is given to all visitors hiring the PMV.

House

- The mansion is shown by guided tour only. The entrance point for guided tours of the house is from the main visitor courtyard. This is approximately 200 yards from the disabled car parking spaces, approximately a 5 minute walk from car park 2, and approximately a 15 minute walk from car park 1. The property golf buggy is available for any visitors who would like to make use of this from car park 1.
- The front of the house and the main paths to and from it are all covered with a gravel surface.
- The tours enter the house by first going into the Colonel's Room, a historic room used as a space where visitors can wait for their tours. This is up a flight of stairs from the entry point for the tours. Arrangements can be made for visitors with limited mobility to meet the tour at the front of the house itself, as this misses out this flight of stairs.
- There are ramps available to allow wheelchair users to enter the front door. The door is the historic front door, which is opened by the tour guide for the tours to access the house. The main front door opens inwards.
- Light levels in the house are controlled for conservation reasons, but the house is largely lit by natural light. There are electrical lights in all rooms/spaces to provide additional lighting on dull days.
- There is a first floor and also a basement level to the house. Both of these are accessible by staircase only. The main staircase is a large, wide, historic one, with a low banister. This staircase can be used to gain access to the upper floor. For the basement floor, the stairs to access these are again historic ones, and are steeper and narrower, being the original servant's staircase.
- All of the ground rooms are wheelchair accessible, and all the rooms have seats available to use. These are marked by ribbons and tour guides can point these out to visitors.

Catering

- The Tearoom is located in the main visitor courtyard, approximately a 10 minute walk/ 350 metres, from the car park and visitor centre. It is a very short distance from our two designated disabled parking spaces, approximately 20 metres.
- The courtyard outside the tearoom has a historic cobbled surface; however there is a concreted path from the start of the cobbles to the tearoom and toilet doors, to improve access to these.
- The entrance to the building is level with the outside surface, with no step into it, and the tearoom and seating area are all located on the ground floor.
- The entrance door to the tearoom complex is a historic wooden door which is secured open whenever the tearoom is open. There is also a lightweight internal glass door, designed to keep heat in the space, which opens inwards into the space. This has had etchings mounted to its surface to provide visible distinctions that this is a door. The entrance, taking into account the hinge of the glass door, is 890mm wide.
- The tearoom counter has a level for trays to be put on which is 840mm high. The display counter, from which staff pass food to visitors, is 920mm high.

- Tearoom staff will be happy to assist with visitors with any requirements, for example taking orders from the seating area instead of queuing for self service, and assisting with the carrying of trays to the seating areas.

Walled Garden

- The Walled Garden is located some 15 metres from the Visitor Centre and Car Park 1.
- There are no steps, stiles or inclines within the walled garden, and all the paths are shallow gravel ones.
- The walled garden is fully accessible for wheelchairs, and also suitable for our powered mobility vehicle to be used in. The paths within the garden are highlighted on the map provided to anyone hiring the PMV.
- There are gates on each of the two entry/exit points to the walled garden. One is a historic wooden gate over a small foot bridge, 1580mm wide. The other is a modern wooden gate, which opens outwards when entering the garden, and which measures 2500mm in width.
- There are numerous benches and chairs provided around the walled garden.

Pleasure Grounds

- The Pleasure Grounds are located on the south side of the mansion, some 400 metres from the Visitor Centre and Car Park 1.
- The paths leading to and within the Pleasure Grounds are shallow gravel, and are largely even, with only a few areas of incline and decline.
- The majority of these paths are suitable for wheelchair users and the property's powered mobility vehicle. There is one path, leading from the Summer House, which is not suitable for wheelchairs and the PMV, which is shown on the map given out to all those who hire the PMV.
- There are several chairs and benches throughout the Pleasure Grounds.

Wider Estate

- Florence Court has some 15 kilometres of trails going into the wider forest park surrounding the main estate.
- These trails are largely rugged and uneven, with some steep inclines, and are not recommended for those with limited mobility.

Contact details for more information

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