



National
Trust

Accessibility Information

Calke Abbey



Introduction

Calke Abbey sits in a 1,000 hectare (2,470 acre) estate with areas of woodland, wetland and ponds. The house, gardens, restaurant and shop are located near each other, surrounded by pasture and meadows in the centre of the estate.

- Assistance animals are welcome in all areas of Calke Abbey. We welcome dogs on leads in the stableyards, gardens and on the estate. Please ensure dogs are on leads and under control as Calke Abbey has areas of grazing stock on the estate.
- Calke Abbey welcomes scooters but there is no facility to recharge scooter batteries.
- Large print and Braille guides are available for all areas at Calke – please speak to a member of the team at the Ticket Office to borrow a copy.
- Of all the rooms in the house, three are on the ground floor and these are all wheelchair accessible. A virtual tour and room and object guides are available in the entrance hall to the house on request.
- Light levels are low inside some areas of the house for conservation reasons.

Contact Information

Calke Abbey,
Ticknall,
Derbyshire,
DE73 7LE

Telephone: 01332 863822
Email: calkeabbey@nationaltrust.org.uk
Web: www.nationaltrust.org.uk/calke

If you require this
information in
alternative formats,
please get in touch

Arrival, Parking and Toilet Facilities – Main Site



There is a buggy service available for visitors with mobility needs. There are two buggies, and one can transport visitors in wheelchairs. Powered mobility vehicles cannot be taken on the buggy.

- There are brown signs to follow for Calke Abbey. Access from M42 / A42 exit 13 and A50, signposted Derby South. Entry via Ticknall main entrance only.
- There are 22 accessible spaces adjacent to the ticket office, and a further 10 spaces available for people with limited mobility (34 metres to ticket office).
- At peak times and for large events overflow car parking will be used. This may mean parking on a grassed surface further away from the ticket office (approx. 130 metres). Car park attendants are on duty at peak times and will assist if you require disabled or easy access parking spaces near to the ticket office.
- The buggy service is available daily from 10am to 5pm March to October and from 10.30am to 3pm November to February
- Wheelchairs are available upon request subject to availability from the ticket office. Wheelchairs can be reserved in advance by calling 01332 863822.
- Three trampers (personal mobility vehicles) are available for use throughout the garden and areas of the parkland. Pre-booking is strongly recommended, by calling 01332 863822.

Toilets

- The main toilet block is located next to the Riding School.
- In the ladies' toilet there are 8 cubicles. There are automatic hand driers and light is a mix of fluorescent and natural light.
- In the men's toilets there are 4 cubicles, 6 urinals and 2 low-level urinals. There are automatic hand driers and a mix of natural and fluorescent lighting.
- The accessible toilet has a pull-down rail on the right hand side and a fixed rail on the left, and has an automatic hand drier.
- There is a changing facility for child nappy changing which has a mix of natural and fluorescent lighting. A small sink and disposable hand-towel dispenser are in this room. There are bins for nappy waste here and a chair so the area can be used for feeding, although feeding is welcome throughout the property.
- There are further toilets in the gardens (see below).



Ticket Office

Carers are admitted free of charge when accompanying a person who has National Trust membership or is paying normal admission. This is standard practice throughout the National Trust.

- An Essential Companion card can be obtained to make it simple to bring carers or companions to any National Trust property for free, and can be ordered by calling 0344 800 1895. Full information about the card is available [online](#).
- The ticket office is adjacent to the car park.
- The entrance door is metal and glass with a push-down handle. It is 1,000mm wide and opens inwards. Staff can assist with opening the door if required.
- The height of the reception desk is 1,040mm at its highest and has a lower section which is 850mm high. Staff are able to come to the front of the reception desk to assist if required.
- The ticket office is lit by natural light and has additional LED lighting.
- There is one chair with arm rests on both sides and an additional seat with an armrest on one side only.

- The exit door is 980mm wide and opens outwards. Wheelchair and mobility scooters can exit via the entrance door if required.
- There is an induction loop available at the till counter.
- The ticket office has some soundproofing to minimise noise at busy times.

Route to the House

- The route from the ticket office to the house is approx. 300 metres.
- This route has a variety of surfaces in parts tarmac dressed with 6mm gravel, compacted earth and flagstones on approach to the house.
- Access to the house is beyond a gate 1,045mm wide, which then leads to a gently sloping path of textured tarmac.
- There are five shallow steps on the path down to the house. Visitors with mobility scooters or wheelchairs should speak to a member of staff from the ticket office, who can provide an alternative route.

House

The ground floor of the house is accessible to wheelchair users. This includes the entrance hall, waiting room, lobby and Caricature Room. The kitchen and servants' passage and tunnels can be accessed on request.

- The entrance to the house is via a large door which has a turn knob and opens inwards. The entrance hall is manned and staff can assist with opening the door.
- Small mobility scooters can access the ground floor on request
- There are no toilets in the house. The nearest toilets are located in the stables.
- There are no flashing fire alarms in the house. In the event of a fire staff will assist in evacuating.
- There are some wooden seats available and room guides can assist with any requests for seating.
- Access to the first floor is via the main staircase, which has 26 wide, shallow steps and a handrail on the left. Once upstairs, there are 2 manual wheelchairs which are subject to availability.
- There is a portable induction loop available on request.
- Metal walking sticks with adjustable heights are available to borrow from the entrance hall.
- There is level access to exit the house via the West Door.
- When exiting the house through the tunnels, there are 14 steps leading into the Brewhouse, with a handrail on the left-hand side. The steps are shallow and very worn in places.



- There is a multi-sensory space on the second floor of the house which can be accessed as you walk round or on request by asking a house guide. The space is only large enough for one family or group to use at any one time. The space includes soft seating, weighted blankets, ear defenders, and tactile/sensory toys and books.
- To aid sensory experiences, a list of objects which are available to touch in each room can be found in the entrance hall.



- There is a virtual tour available for visitors in the house. Please ask at the entrance hall to view it.
- There is a portable induction loop available on request, by calling 01332 863822.

Garden and Pleasure Grounds



Most paths to and around the Pleasure Grounds are of compacted gravel, with two grass paths near the grotto and east side of the House. There are some areas of sloping terrain.

- The gardens can be accessed via the buggy. The set-down point is just beyond the church path and there is a walk over level, fine gravelled paths of approx. 65 metres to access the gardens.
- There are a number of rest 'perch' benches on the route. From April, there are additional benches with arms and backs along the two paths leading from the House up to the gardens.
- Some areas such as the kitchen garden and the orchard area of the physic garden have undefined walk ways and terrain can be uneven and not easily accessible.
- There are steps in some of the garden buildings such as the orangery which do not have handrails and are not wheelchair accessible.
- The grotto and the ice house are not wheelchair accessible. The grotto has a pond of water approx. 1 metre deep.
- There are some tight corners in the Physic Garden which may be difficult to turn in a tramper. Please ask a member of the team for a recommended route.

Garden Toilets

- There is a toilet block in the gardens which consists of 2 ladies' cubicles and a men's room with a urinal and toilet cubicle.
- There is shared hand-washing and automatic hand driers in the toilet block.
- One cubicle in the toilet block is an accessible toilet but is not alarmed as it is an unmanned building.
- The accessible toilet has fixed rails on the left hand side and a moveable handrail on the right.
- In the accessible toilet there is a drop down baby changing table and wash hand basin. Hand-drying facilities are in the communal area.



- All toilets have a mix of natural and florescent lighting.



Restaurant

- The restaurant is located between the ticket office and the Riding School and is approx. 55 metres from the ticket office.
- The restaurant courtyard has a firm and level compacted earth surface and the edges of the courtyard are laid with brick paving.
- Entry to the restaurant is via a glass and metal door with a small raised lip across the doorway. The door opens outwards and is 1,190mm wide. Staff can assist with opening the door if required.
- There is an additional entrance to the restaurant over gravelled path and laid brick via the large glass and metal doors to the indoor seating area.
- The counter height in the restaurant is 910mm.
- Staff will assist you as required if you experience difficulty queuing, finding a suitable table and / or carrying food and drinks.
- Circulation space between the tables varies but is of around 1,000mm.
- Tables are approx. 700mm high and are a mix of fixed and movable seating so can accommodate wheelchairs.
- There is an outdoor seating area which has movable seating and is suitable for wheelchairs.
- Chairs both inside and outdoors include a selection with arms.
- Menus are on printed blackboards – staff will assist with explaining menus if required.
- Calories are included on menus as standard, but menus without calory information can be provided by a member of staff on request.
- Allergen information for all products is available on request.
- All pre-packaged food has printed labels on, with all ingredients including allergens in bold.
- Till points in the restaurant have induction loops.
- A small range of large-handled cutlery, metal straws and double-handled cups is available on request.
- There is a small dog-friendly seating area at the far end of the restaurant, in the raised seating area. Assistance dogs are welcome throughout the restaurant.

Café

The café is located between the Ticket Office and the restaurant – approx. 35 metres from each. The café is open at peak times, namely weekends and holiday periods.

- The path to the café is level and brick paved.
- The doors swing outwards and can also be activated by a large push switch to the left of the doors when entering, and the right side on exit.
- The counter height in the café is 910mm.
- Staff will assist you as required if you experience difficulty queuing and / or carrying food and drinks.
- Menus are on printed blackboards – staff will assist with explaining menus if required.
- Calories are included on menus as standard, but menus without calorie information can be provided by a member of staff on request.
- Allergen information for all products is available on request.
- All pre-packaged food has printed labels on, with all ingredients including allergens in bold.
- The café has movable furniture and can accommodate wheelchairs.
- Seating inside the café is comprised of benches and chairs, with no arms.
- One till point has an induction loop, indicated by signage.
- A small range of large-handled cutlery, metal straws and double-handled cups is available on request.

Shop

- Entrance to the shop is via one of two doorways. The first is the same as the restaurant entrance. The second is via the Smithy Courtyard, which opens inwards and is 960mm wide.
- Circulation space in the shop varies but there is an approx. space of 1,000mm between the display stands.
- The floor is even and is bricked and wooden.
- The till point has an induction loop.
- Staff will assist reaching down items to view if they cannot be reached by customers.
- There is no large print version of the price list available but staff are happy to assist with pricing enquiries.
- The shop is on one even level.



Second hand bookshop

- Entrance to the bookshop is via one doorway and has one small single step to access
- The floor is uneven brick throughout with a small step/lip running the length of the room



Parkland and St Giles Church



There are over 1,00 hectares of parkland at Calke Abbey, with walks of various lengths available to explore.

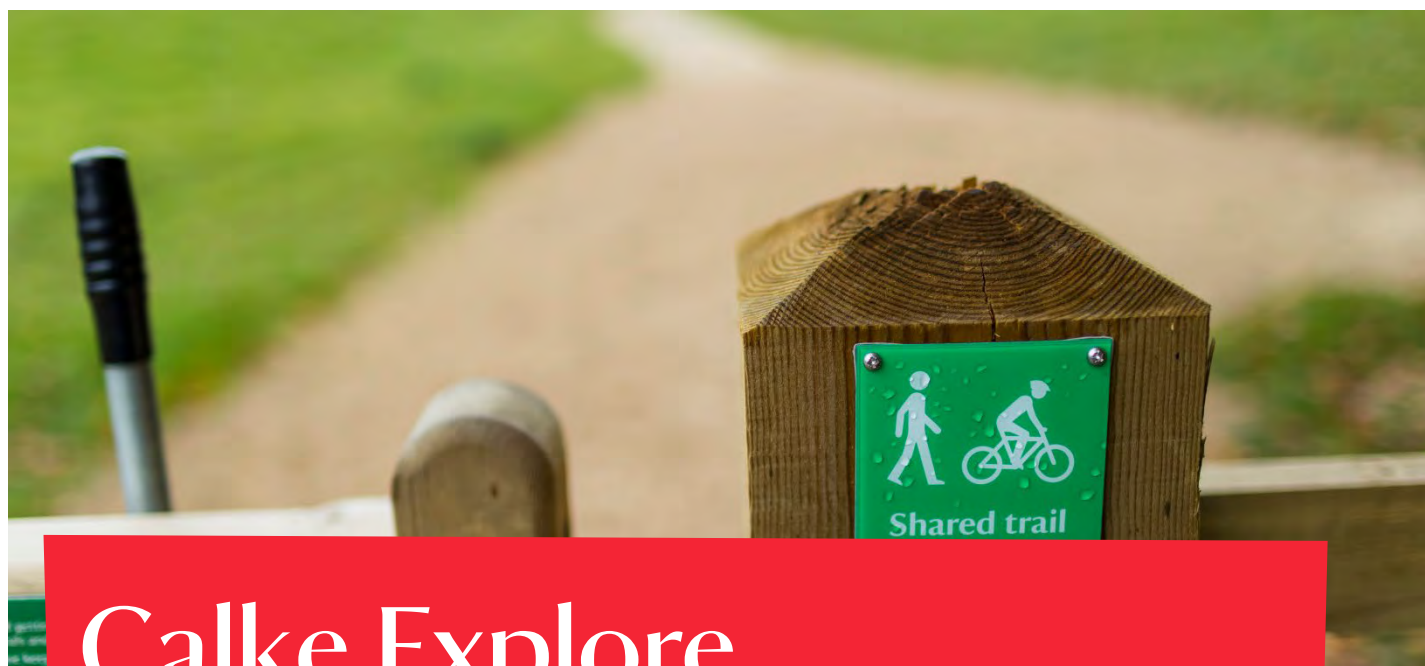
The Parkland

- There are several way-marked routes around the parkland, which are mostly uneven. There are several slopes throughout the estate, some of which are steep.
- There are various paths across the parkland from grass paths to compacted earth.
- Around the park there are various hazards including stone paths, stiles, kissing gates, steps and uneven ground.
- The Tramway Trail is a figure of eight route suitable for walkers, cyclists and mobility vehicles. It is between 3.7 and 6.3 miles long depending on the route taken. Park at Calke Explore to access the route.
- Dogs are welcome throughout the parkland – there is often livestock grazing in the estate. A guide for dog walkers is available to download online.

St Giles Church

- There is a walk of approx. 120 metres from the set down point to the church over a gravel path which is uneven in places.
- There is a grass path from the main steps and around the churchyard.
- The approach to the church has five continuous stone steps followed by one further step.
- There is a further single step in the entrance to the church.
- The floor in the church is made up of flagstones which are uneven and worn in places.





Calke Explore

Calke Explore is a second site within the Calke estate, providing a base from which to venture out and explore the parkland. The entrance to Calke Explore is before the main car park, a short distance after the park admission point.

- There are 10 accessible spaces adjacent to the main facilities. At peak times overflow car parking will be used, which may mean parking in a grass field approx. 80 metres away.
- There is an induction loop available at the till counter of the Food & Beverage kiosk.
- Outdoor furniture for the café is moveable, has a mix of seats with and without arms and can accommodate wheelchairs.
- There is a short accessible trail around Calke Explore which is suitable for wheelchairs and scooters. You can find a map of the route at the welcome shelter.
- From Calke Explore you can also enjoy immediate access to the Tramway Trail – please see page 8 for further information. Details of the route can also be found on a large sign near the entrance to the route, on the left-hand side.

- There is a bird hide located along the board walk – the board walk has level access and there is a single step into the bird hide.
- There are elements of natural play available throughout the year.

Toilets

- In the ladies' toilet there are 3 cubicles. There are automatic hand driers and fluorescent light.
- In the men's toilets there are 2 cubicles and 1 urinal. There are automatic hand driers and fluorescent lighting.
- The accessible toilet has a pull-down rail on the left hand side and a fixed rail on the left. There is no automatic hand drier, but paper towels are available.
- There is also an adult changing place, which has a high-riser bed, electric hoist and adjustable sink. There is no automatic hand drier, but paper towels are available.
- Inside the adult changing place, there are pull-down rails on both sides of the toilet.
- A baby changing table is available within the accessible toilet.