

Polesden Lacey Access Statement – from 15 January 2024

Contact details

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Open 363 days per year (closed Christmas Eve and Christmas Day). Mansion open daily in the summer and weekends only in the winter. See website for more detailed opening times.

Points to note

- There are 3 manual indoor wheelchairs available for loan in the mansion and five manual outdoor wheelchairs available for loan on site (these have slightly larger stronger wheels and may be used in the gardens) – booking is essential for these in advance of your visit. There are also four personal mobility scooters available for loan – these must also be booked in advance and require a competence test prior to use.
- There is also an all-terrain mountain trike available to loan. This trike can be used on the estate and is suitable for different ground surfaces and terrains more than a standard wheelchair would be – booking is essential.
- There is poor mobile phone reception across most of the site.
- Assistance dogs are welcome throughout the property. Non-assistance dogs are also welcome on short leads in restricted areas of the gardens – a map is available from the Welcome team detailing the specific areas.
- The garden and grounds have several areas with steep gradients and rough terrain.

Arrival

- There are brown road signs from Dorking, Leatherhead and Bookham village. The entrance is sign-posted and the main car park is at the top of a long tarmac driveway.
- There is a maximum speed limit of 10mph which is clearly signposted through the route.
- On the main visitor drive up to the car park there are five permanent granite sett speed humps, the last of which is slightly higher than the rest at a maximum height of 200mm. Low slung vehicles or caravans with a low step attachment may wish to come in another vehicle or seek alternative parking.



First speed ramp and 10mph speed limit



Higher speed ramp before car park

- There is a lay-by/drop-off point on the left-hand side just before the last speed hump if you need to turn round.



Lay-by on left before higher speed ramp

Parking facilities

- The main car park surface is a mixture of tarmac, earth and gravel areas – the overflow car parks are grass fields (although the smaller field has some matting for parking during wet weather).

- There are twelve blue badge holder designated car parking spaces in the main car park on a firm surface. In addition, there are

approximately twenty-four standard size spaces reserved for disabled people on a stone/gravel surface. Both of these designated-style disabled spaces are the shortest distance to the Welcome point.

- Cycle racks are available alongside the coffee shop and cafe.
- A tarmac motorcycle area of approximately 5m x 5m is also available on the left-hand side of the first row of the main car park – just after the disabled bays.
- Areas of the main car park are occasionally cordoned off for coach parking.
- A pick-up/drop-off point is located opposite the Welcome point by the coffee shop.
- There are two overflow car parks; one at the bottom of the main car park and one to the left of the entrance drive. These are reasonably flat areas and have a grass surface. Both overflow car parks are a longer walk to the Welcome point and involve a mixture of gravel/grass paths. These routes are through the main car parks and are shared with vehicles.
- The approximate distances from the car parks to reception are as follows: Main car park

between 150m – 250m, first overflow car park 250m – 500 m, golf course field overflow car park 600m – 1200m.

Toilets

- The main toilet block is next to the main car park, opposite the entrance to the coffee shop. There are nine female toilets, two male toilets, with four urinals (one being low level), as well as a unisex right-hand transfer accessible WC with space to turn a wheelchair through 1500mm diameter circle.
- All the toilets have hand driers.
- Baby changing facilities are available in a separate changing room in the main toilet block, opposite the Coffee shop, as well as units in the female and male toilets. All the toilet facility areas have tiled floors and brick/plaster walled surfaces with fluorescent lights.
- The accessible toilet has a beacon to notify a hearing-impaired user of a fire alarm. The beacon has a fire alarm notice next to it.

Visitor Reception

- This building is located in the far left-hand corner of the main courtyard next to the Water Tower. The entrance is through double glass doors, one of which has a single power-operated door, approximately 1050mm wide, opening outwards to about 90 degrees. Staff and volunteers can assist with opening the door if required.
- The surfacing in this area is similar to metal stripped door-matting. There are small opaque windows on the back wall and full-length glass doors for the entrance. Lighting is from suspended single bulbs and spotlights.
- The reception desk is over 900mm high but there is a lower area, approx 750mm high, which the reception team can also use for admission and membership enquiries. There is space for a 1500mm diameter turning circle in front of the reception desk. There are seats available if needed. There is a hearing loop in operation and all tills have hearing loops. There is also a mobile loop available if required. This area is often very busy with children and dogs – carpet and ceiling tiles have been used to reduce the noise levels in this location. Laptops, staff telephones and three till points are also present in this area. During the winter ceiling fan heaters may also be in operation but can be turned off at request. The exit from reception into the gardens is through a single non-power assisted glass door which is approximately 1050 mm wide – staff are able to assist with this door if necessary. This door is also used as one of the exit points from the grounds so may become congested on very busy days.
- Visitors using personal mobility vehicles/powered wheelchairs are requested not to enter the reception area as the space is very limited and the exit door may prove too small for access. Staff can provide access via the green wooden gates to the left hand side of reception.

Route to the front of the House

- The main path from the entrance courtyard towards the house is initially flat and of a bonded surface – after approximately 250 metres, the path turns right on to the driveway down to the house which is approximately another 250 metres, this section has a 1:6

gradient leading to a gravel courtyard to the front of the main door to the house. This route is also used by the delivery vehicles and staff/volunteer vehicles.

- The main route to the mansion house is wide enough to allow two-way visitor access. However, there is no seating along this route. The route is lined with trees and has a low-level chain to discourage visitors from crossing the grass areas in certain areas. In places there are steep grass banks above the path.
- There are five benches located along the side of the mansion (overlooking the valley) which may be used by visitors to rest.

The House – (ground floor fully accessible for wheelchair users. Exhibition suite open on first floor)

- The courtyard in front of the mansion is made up of gravel/pea shingle.
- The entrance to the mansion is up a shallow ramp. The floor surfaces are either carpet or wooden and the rooms all contain a number of artefacts minimizing echo.
- There is 1 manual wheelchair available for loan in the mansion. Booking is essential before your visit.
- There is no lift to the first-floor rooms.
- A temporary exhibition is currently open in the new gallery suite on the first floor.
- The lighting in the mansion is kept at around 90 lux to protect the collection.
- An introductory talk takes place outside the house at specific times each day.
- There are guided tours of Mrs Greville's apartment and the collection stores on the first floor at certain times, details of which are available either from our website or at Visitor Reception.
- Seating is available in most rooms if required – please ask a room guide which chairs are suitable to use.
- Large picnic bags, food and drink are not permitted through the mansion.
- Pushchairs are unable to be taken around the mansion due to the limited space.
- Some powered mobility vehicles including powered wheelchairs can be accommodated but, owing to the narrow corridors and turning circles we cannot accommodate larger ones and small ones may not be able to access all rooms.
- The exit from the mansion is via a shallow wooden ramp.

Refreshments – Coffee shop

- The coffee shop is situated near the main car park and opposite the main toilet block. This is accessed across a bonded surface yard.
- The main doorway is over 1000mm and has a power assisted opening device – this door opens outwards. There is an additional side door which is 1000mm wide but is non-power assisted and opens outwards – this exits onto a stone path and then gravel courtyard. This door is being used to exit the coffee shop to create a one-way route.
- The counter is 960mm high and incorporates a hot food section which is open. Tills include a hearing loop.
- Teas, coffees, cold drinks, ice cream, prepacked cakes, pasties/sausage rolls and sandwiches are available with orders being collected from the serving hatch outside.
- Menus are only available on blackboards behind the counter, however staff can assist with explaining menu if required.
- Lighting is by single bulb spotlights.
- There is limited indoor seating available.
- There is outdoor seating on picnic tables which are situated on a gravel/pea shingle surface. The tables can accommodate a wheelchair.

Refreshments – Beech hut kiosk

- The kiosk is a food and beverage trailer located in the grounds on Admirals walk
- The refreshments are take-away only and served in disposable crockery.
- There is seating around the kiosk.
- The paths leading to the kiosk are well made and tarmacked. The kiosk and seating area are surrounded by bark so the ground can be uneven
- There is no hearing loop at the kiosk till

Refreshments – Granary Café

- The café is situated in the main courtyard opposite the Visitor Reception – the courtyard is a bonded surface with metal drainage grates and the café has level access with a small, raised lip across the doorway.
- The main doorway to the café is 900mm with an additional section of 300mm which can be opened on request. This is usually open to at least 90 degrees and is non-power assisted. The door opens outwards. Food & Beverage team staff can assist if required.
- There is a second doorway which opens outwards and measures 630mm. This is non power assisted.
- The café has indoor as well as outdoor seating.
- Outdoor seating is available with some tables under a white canopy (with open sides) which can accommodate wheelchair users. On very sunny days there may be some glare from the white canvass cover of the canopy.
- The counter in the Granary Café is 950mm high.
- There is a fixed hearing loop at each till.
- If queuing is difficult, please ask staff for assistance.

- Accessible cutlery is available.
- Menus are only available on blackboards however staff can assist with explaining menu if required.
- The floor is wooden and wall surfaces are plaster and brick. Lighting is spotlights with single bulbs.
- Toilets are available here.

Retail – Shop

- The entrance via the courtyard is level. The floor is wooden and the lighting is single bulbs and spotlights.
- The main doorway is over 1800mm in width with the doors opening inwards to at least 90 degrees and are non-power operated. There is a side door exit/entrance from the main courtyard, which is over 1000 mm in width. The door opens inwards to at least 90 degrees with a power assisted opener.
- The counter is over 900mm high - although there are two small shelves at either end of the till point) at approximately 760mm - staff and volunteers able to assist with service.
- There is a hearing loop at each till.
- There is circulation space between the display fixtures of approximately 1200mm and some of the goods on the central tables are reachable by wheelchair users and children. There is insufficient space here to use a powered mobility vehicle or powered wheelchair.
- There is a chair available at all times.

The Garden room second-hand bookshop

- The bookshop is located on the west side of the mansion. The entry has a shallow sloped entrance of approximately 750mm width, tiled floor, and free-standing bookshelves. The entrance door is non-power assisted and opens inwards with a small metal lip on entry. Another two ramps located inside the bookshop. The bookshop is open daily, although it is only staffed when a volunteer is available. Volunteers and staff can assist in reaching purchases – please ask for assistance. The space between the bookshelves is narrow and insufficient to allow a large powered mobility vehicle but the space is accessible for manual wheelchairs and small mobility vehicles.

Garden

- The garden is set around the house and offers a wide variety of terrain and several steep slopes – some areas of the garden are only accessible via steps. Path surfaces vary between gravel, paving stones, and grass – a number of the paths are uneven. There are a number of benches situated around the garden.
- The courtyard in front of the mansion is gravel/pea shingle and is used by both pedestrians and the courtesy shuttle – during special events other vehicles may also use this area.
- The pathway through the Dog Graves area is wheelchair accessible providing a smooth all-weather surface and low gradient with access through to the west side of the mansion and gardens.
- There is a 'haha' at the bottom of the garden and the main South Terrace and lawn have a steep slope and steps from the mansion.

- There are two bridges across to the community kitchen garden/orchard area – they are both wooden with the ‘thatched bridge’ having 6 steps and a handrail for access and the ‘Jubilee’ bridge having the option of either steps or a slope, both with a handrail.
- **Please note that The Jubilee bridge is closed for maintenance until further notice.**
- Not all of the steps in the garden have a handrail due to their historic nature.
- Visitors can exit the garden via Lime Walk, by taking the low gradient winding path by the Dog Graves next to the Ladies Garden. This is a well-made breedon path suitable for wheelchairs. At the top of the Dog Graves path, Lime Walk leads to the exit from the garden which is a firm surface with a loose top finish. There is a low-level metal chain fence along the sides of this path – the total length of this route is approximately 750 metres.
- **Long walk is usually closed between October and April each year to allow for the ground to recover.**

Map



Polesden Lacey Access map

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|---------------------|---|
| Accessible parking | Seasonal toilet (April - Sept) |
| Toilet facilities | Dogs on leads perimeter |
| 1 Granary café | PMV & wheelchair Route |
| 2 Visitor reception | In case of emergency contact 01372 452048 |
| 3 Coffee shop | |
| 4 Beech hut | |

