

Claremont Landscape Garden Access Statement

Portsmouth Road
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Introduction

1. Claremont is a 49-acre landscape garden; at its centre is a serpentine lake set in front of a terraced, grass amphitheatre. There are gravel pathways around the garden, which can be uneven and steep in places.
2. Mobile phone reception at the property can be patchy and unreliable. In an emergency, if visitors have a problem whilst at the property they should telephone 01372 467806.
3. Assistance dogs are welcome throughout the year. Other dogs are admitted 1 October – 30 April on short leads; no dogs 1 May – 30 September to help protect wildlife.

Arrival & Parking Facilities

1. The property is situated one mile outside Esher on the A307 towards Cobham. It is well-signposted from Cobham and Esher with brown tourist signs. There is no access from the A3.
2. There are two speedbumps located inside the main entrance gate intended to slow incoming traffic to a safe speed; these are approximately 100mm in height.
3. There are 3 designated spaces for disabled visitors in the main car park. These are approximately 10 metres from the main entrance kiosk.
4. The car park surface is in parts gravel and in parts tarmac. The designated parking area for disabled visitors is tarmac.
5. It is possible to drop visitors off close to the kiosk if all the designated car park spaces are full.
6. Overflow parking is available in the commons car park, in West End Lane opposite the property. This is a loose gravel car park and approximately 150m from the property entrance.

WCs

1. There is an accessible disabled toilet situated in the lower car park.
2. The accessible toilet is approximately 1.5m x 2.2m.
3. The accessible WC is right-hand transfer.
4. The accessible toilet is lit by artificial light, with fluorescent bulbs.
5. The WCs (both accessible and non-accessible) have automatic hand driers and fluorescent lighting.
6. There is a pull-cord emergency alarm system in the disabled toilet, which when activated alerts staff in the kiosk. There is a reset facility available in the disabled toilet.
7. There are baby-changing facilities available in the toilet block.

Visitor Reception

1. There is no visitor access inside the visitor reception, a small, hexagonal 'kiosk'-style building.
2. Visitors are welcomed to the property and served through a window.
3. The height of the reception desk is 950mm (from ground to shelf). Staff will come round to talk to someone who cannot see over or reach up to the desk. A clipboard is available for anyone to use to write on if they cannot reach the desk.
4. The area is outside, and therefore lit by natural light.
5. Two wooden benches are available close to the kiosk.
6. An induction loop is available at the reception desk.
7. A manual wheelchair is and a Mountain trike push wheelchair available to borrow from kiosk (pre-booking advisable for both/£10 deposit or NT membership card required for trike)

Catering

1. The café and shop are approximately 50m from the entrance kiosk and approximately 60m from the disabled parking bays.
2. The surface of the paths outside the café is brick. There is a raised wooden terrace seating area opposite the café with views across the lake. This is accessible by a disabled access ramp with a 1:15 gradient.
3. People enter the building through opening double doors. There is a slightly raised 20mm lip at the door threshold.
4. The entrance doors are opened manually; the width is 1190mm. The entry doors open inwards, and the exit doors open outwards. Staff or volunteers will assist with opening the door if required.
5. The café floor is wooden and there are no soft furnishings (e.g. carpet or wall hangings) so the hard surfaces may cause sound echoes. The café floors and tables are wooden.
6. There are windows with natural light, and there are artificial spotlights. There are no fluorescent bulbs.
7. The counter height is 920mm.
8. An induction loop is available at the rightmost counter.
9. Staff assist visitors as required. Visitors can be seated if they experience difficulty queuing and staff will then assist them.
10. There is a combination of armed chairs, benches and stools around tables throughout the café. The tables are 750mm high.
11. Large-handled cutlery is available on request, and straws are available from the counter.

Garden

1. There is a map of the garden showing options for routes round the garden.
2. There are no toilet facilities in the garden; please use the facilities in the car park.
3. There are 15 steps (with a rope handrail) up to the amphitheatre viewpoint, but there is an alternative route available. There are three steps (without handrail) up to the Camellia Terrace, but an alternative grass route is available.

4. Paths are made of worms heath hoggin, a mixture of clay and stones to form a gravel path surface, which can be uneven in parts. It can be muddy after heavy rain. There are a number of grass pathways throughout the garden.
5. There is a steep pathway on the westerly perimeter of the garden, which is not suitable for wheelchairs or buggies.
6. There are interpretation panels in boxes on the sides of the white seats and a timeline of owners of Claremont near the entrance kiosk
7. There are numerous wooden perches and seats at irregular intervals around the garden.

Contact details for more information

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January 2019

Welcome to Claremont Landscape Garden

Map of the Garden

