Introduction

- The Gallery is in a 17th century house over two floors. There is no lift, the stairs are narrow, as are the doorways and there are some low beams.
- Light levels are low throughout the Gallery to protect the collection.
- Mobile phone reception is available with Orange (EE), O2 is available in the village.
- The majority of the exhibition is on the first floor accessed via stairs.
- There is a step down from the front door.
- Assistance dogs are welcome and a water bowl is available near the entrance.
- Access is difficult for any visitors with restricted mobility.

Arrival & Parking Facilities

- There are brown signs at the edge of Hawkshead village and parking is in the main Lake District National Park pay-on-exit car park 150m away.
- The route between the car park and the Gallery is flat and surfaced with tarmac.
- There are 10 spaces designated for disabled people in the car park. It is possible to arrange to drop off visitors at the front door of the Gallery.

WCs

- There are toilets (charges apply), including a ‘Radar’ disabled toilet in the Hawkshead car par.
- There are no toilets at the Gallery.

Reception

- The visitor reception desk is located on the ground floor in Room 1 of the building.
- There is a hearing aid loop at the reception desk.
- There are seats available for visitors to use, one window seat and one with armrests.
- The reception desk is 156 cm high.
- Staff will come round to talk to someone who cannot see over or reach up to the desk and there is a clipboard for someone to use to write on if they cannot reach the desk.
House

- The Beatrix Potter Gallery is accessed via a door 76 cm wide with a step down of 14 cm.
- There is an immediate turn to the right through another door of 76 cm wide.
- At this point visitors are moving from daylight to an area of subdued lighting.
- The entire ground floor is on one level with fairly even wooden floorboards.
- There is no fluorescent lighting.
- Minimal soft furnishings although it is generally a quiet building.
- Door widths on the ground floor range from 75 cm to 81 cm (see map)
- There is visitor seating available in each room. Some of our seats have armrests.
- This is a small building and although individual rooms are not staffed, members of the team will always be nearby to assist.
- There are two flights of stairs in the building. The first set has 11 steps and is 52 cm wide taking the handrail into account. These steps are steep and of varying height. There is a low beam at the start of this flight of steps and there is a handrail. The second flight of steps has 10 steps 20 cm deep and is 70 cm wide. There is a handrail and a low doorway on the ground floor.
- Upstairs on the first floor the 17th Century wooden floorboards are extremely uneven and can be slippery depending on visitor’s footwear.
- Upstairs the light levels are kept deliberately low (less than 50 lux) to protect the fragile watercolours.
- The rooms have minimal tungsten/LED lighting. The display cases are lit with either fibre-optic or LED spot lights.
- The paintings are hung approximately 120 cm to 140 cm from the floor. With other items placed in table cases approximately 88 – 95 cm high.
- There are two steps from Room 3 to Room 4 and a further step down from the upstairs landing to Room 6.
- The entrance to Room 6 upstairs has a low doorway of 167 cm
- There is a low sloping ceiling on the upstairs landing.
- The upstairs rooms and landing are all small.
- Door widths:
  - Bottom of ascending stairs Room 2 54 cm
  - Top of ascending stairs Room 3 60 cm
  - Room 3 into Room 4 84 cm
  - Room 4 onto landing 64 cm
  - Landing into Room 5 74 cm
  - Landing into Room 6 74 cm
  - Top of descending stairs Landing 74 cm
- Alarms are used on the illustrations that emit a loud high-pitched noise if they are touched.

Catering

- There is no catering facility at the Gallery although there are plenty in the village of Hawkshead.

Retail

- The retail area is located on the ground floor in room 7 of the house.

Garden No garden.