Ham House and Garden Access Statement

A 410-year-old mansion containing original collections of art, ceramics, furniture and textiles surrounded by formal gardens and wildflower meadow.

Contact details

Ham House and Garden, Ham Street, Richmond Upon Thames, Surrey, TW10 7RS
Telephone: 020 8940 1950
E-mail: hamhouse@nationaltrust.org.uk
Web: www.nationaltrust.org.uk/hamhouse
Twitter: @HamHouseNT
Facebook: HamHouseNT

Points to note

• There is poor mobile phone reception through some parts of the House.
• Assistance dogs are welcome throughout the property. Non-assistance dogs are also welcome on short leads in the formal gardens. There are water bowls available in the shop courtyard and the Orangery Café terrace, which are refilled regularly or can be filled on request.
• Light levels in the House are kept low to protect the collection.
• There are two manual indoor wheelchairs available for loan in the House. There is also one personal mobility scooter available for loan from Visitor Reception for use in the Garden. This must be booked in advance and will require a competence test prior to use.
• The Garden and grounds have several areas with gravel and cobbled pathways.
• The House is currently open on the ground floor only. Information regarding the first floor or basement rooms is available from staff on the ground floor.

Arrival & Parking Facilities

• There are brown road signs from Richmond. The entrance is sign posted and the main car park is council owned situated at the end of Ham Street.
• The main car park surface is a mixture of tarmac, earth and gravel areas – overflow parking available along surrounding roads.
• Car park for disabled and blue badge holders is sign posted and situated through the pay barrier which is the main entrance to the property on the North Terrace. Barriers are in place at the main entrance to hold vehicles while a member of staff grants them access when safe.
• There are three permanent rumble strips on the avenue up to the disabled car park, with a maximum height of 200mm. There is a maximum speed limit of 5mph which is clearly signposted through the route.
• The avenue from the main car park to our visitor reception is shared by vehicles, pedestrians and horses.
• There are six blue badge holder designated car parking spaces on a gravel and tarmac surface. These disabled spaces are the shortest distance from the Visitor Reception.
• Cycle racks are available alongside the disabled parking at the West end of the North Terrace.
• There is no designated coach parking. Coaches are instructed to ‘drop off’ visitors at the main entrance and find parking nearby.
• It is possible for all vehicles to drop visitors off outside our main entrance.
• The approximate distances from the car parks to reception are as follows: Main car park approximately 250m-300m and overflow car park also approximately 250m-300m. The route from the main car park involves walking along an avenue that is shared by vehicles, bicycles and horses.

The courtesy shuttle bus is not currently available.

Toilets

• The main toilet block is next to the shop in our West Courtyard. There are three available cubicles in the female toilets, one available cubicle in the male toilets, and one available urinal, as well as a unisex accessible WC with space to turn a wheelchair through 1500mm diameter circle located next to the entrance to the female toilets.
• The male and female toilet facility areas have automatic hand driers, tiled floors and brick/plaster walled surfaces with fluorescent lights. The disabled toilet has tiled floor and brick/plaster walled surfaces with fluorescent lights. The disabled toilet also has a beacon in it to notify a hearing-impaired user of a fire alarm. The beacon has a fire alarm notice next to it.

Visitor Reception

• Visitor Reception comprises of a van and a gazebo. The van has a window at 5ft high through which it sells tickets and a benched space in the back for membership and customer enquiries. The staff entrance to the van office space uses a ‘kick-step’ up into the side of the van.
• The visitor reception area is open and does not comprise of any permanent built structures.
• Lighting in the van is mainly dependent on daylight with small overhead lighting to supplement.
• The ground surfacing leading up to the visitor reception is a mixture of cobbles and gravel which can cause difficulties with wheelchairs and buggies. The visitor reception area itself is fully gravelled.
• There is a hearing loop in operation at the till point located at the van window.
• This area is often very busy with children and dogs. Laptops, staff telephones and membership scanners are also present in this area.
• The visitor reception area is located next to the entrance for disabled parking. Staff are situated here to guide cars through this entrance and to hold pedestrians whilst the vehicle is in movement. Children and dogs should be kept under close supervision in this area.

Route to the House

• The main path from the visitor reception towards the House is initially flat but consists of a cobbled ‘turning circle’ around the front lawn, a series of 5 steps up to a
raised level followed by a further 5 steps leading to the front door. The distance from
the visitor reception area to the front door is approximately 50 meters.

• The House is also accessible via a level-access route. From the visitor reception
the route turns right along the North Terrace (which is our blue badge parking area),
through the Outer Courtyard and West Courtyard, up a small ramp to the Fountain
Garden and through to the front of the house. An access ramp is in place for the last
5 steps leading up to the front door of the house. The route in total is approximately
200 meters.

• The main route to the House does not have seating although there are benches
situated in the alcoves beside the front door, throughout the Garden and throughout
the level access route.

The House

• The House is open Wednesday to Sunday each week. The entrance to the
mansion is up 2 sets of 5 steps with a final half step into the front door (see above for
level access route into the House).

• There is no available lift to the first floor or basement levels of the House.

• The lighting in the House is kept at low levels to protect the historic collection.

• There is very limited seating available to visitors inside the House, in the Marble
Dining Room (half-way around the visitor route circuit).

• Please note there are small single steps in and out of some rooms which are
signposted at each instance with 'Mind the step' signage. Staff can put a portable
ramp in place to assist access.

• Rucksacks and large bags must be carried on the persons front or held down by
the side of those wishing to bring them inside the House due to narrow passageways
and fragile objects close to the visitor route.

• No food or drink can be brought into the House and must be left outside or finished
before entry. Bottled water is the only exception to this.

• Pushchairs are unable to be taken around the House due to the limited space.

• Powered mobility vehicles and large powered wheelchairs cannot be
accommodated in the House due to the narrow corridors and turning circles.

• Two indoor manual wheelchairs are available for visitors to use in the House.
Please call in advance to reserve.

• The entrance and exit from the House is through the main front door.

Catering – Orangery Café

• The Orangery Café is situated in the Kitchen Garden on the west side of the House
– the pathway is a gravelled surface and the main entrance to the Kitchen Garden
has 4 steps leading down to the terrace at the front of the Café. There is a level
access route that travels to the right, behind and around the back of the Orangery
which also leads around to the terrace.

• The main doorway to the Orangery Café has 1 step leading into the building and is
approx. 1 meter in width, or approx. 2 meters when fully opened. This entrance is
usually open to at least 90 degrees and is non-power assisted. The doors open
outwards.

• There is a second doorway which is also available and has the same dimensions
and function as the main entrance.
• An access ramp is available on request and catering team can assist if required.
• Outdoor seating with tables is available all year round on a gravelled terrace in the Kitchen Garden. Several white canopy umbrellas are situated amongst the tables but are taken down in high winds for safety.
• The counter in the Orangery Café is approx. 95cm high.
• The width between the tables both inside and outside is arranged to aid social distancing.
• There is a fixed hearing loop at each till.
• If queuing is difficult please ask catering staff for assistance.
• Tables are approximately 80cm high and have a mixture of removable chairs which can allow accommodation for wheelchairs.
• 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.

Catering – The Ice Cream Parlour

• The Ice Cream Parlour is situated near the shop and next to the main toilet block. This is accessed across a cobbled courtyard or gravel pathway.
• The main doorway is over 2 meters wide – this door is kept wide open when the parlour is open and is the only way in and out of the small building.
• The counter is approx. 95cm high. Staff can assist with service. The till here does not include a hearing loop.
• Menus are only available on blackboards behind the counter, however staff can assist with explaining the menu if required.
• Lighting is by single bulb spotlights and daylight.
• There is circulation space between the display fixtures of at least 2 meters. There is sufficient space here to use a powered mobility vehicle or powered wheelchair.

Retail – Shop

• The Shop is open Wednesday to Sunday each week. The floor is carpeted, and the lighting is single bulbs and spotlights.
• The main doorway is approx. 1 metre in width with a glass door opening inwards to at least 90 degrees which is non-power operated, and has level access via the toilet courtyard. There is a side door entrance which is over 1 meter in width, opens inwards to at least 90 degrees and is accessed via the main courtyard over a cobbled pathway.
• The counter is approx. 1 metre high - staff and volunteers can assist with service here and with lifting and carrying goods if required.
• There is a hearing loop at the till.
• There is circulation space between the display fixtures of at least 2 metres and some of the goods on the central tables and shelving units are within reach of wheelchair users and children. There is sufficient space here to use a powered mobility vehicle or powered wheelchair.
• Staff and volunteers are available to assist with reaching any items that may be above an accessible height.
Garden

- The Garden is set around the House comprising of walled gardens, terraces, courtyards and a ‘wilderness’— all areas of the Garden are only accessible via the level access route past the Orangery Café, except the Cherry Garden and South Terrace which are accessible from the front of the House.
- Path surfaces vary between gravel, paving stones and grass.
- There are several benches situated around the Garden.
- Not all steps in the Garden have a handrail due to their historic nature.
- Access route maps of the Garden are available from our Visitor Reception.

The Garden Room

- The Garden Room is situated near the shop and opposite the exit to the mansion. This is accessed across a cobbled courtyard.
- The main doorway is approx. 1 metre wide – this door is always kept wide open and is the only way in and out of the small building.
- A wooden ramp is provided to aid with level access across a 20cm tall step in the doorway.
- Lighting is by single bulb spotlights and daylight.
- There are wooden benches available for seating inside against the walls.
- There is circulation space between the display fixtures and walls of at least 2 metres. There is limited but sufficient space here to use a powered mobility vehicle or powered wheelchair.

The Still House

- The Still House is situated next to the exit of the mansion on the west side. This is accessed across a cobbled courtyard.
- This room has a barrier at the door but can be viewed from the doorway.