

Killerton Access Guide

Reviewed August 2018

All measurements are approximate

General Information

For more information about access and opening times please refer to the sections below, check our website for current information or contact Killerton by telephone on 01392 881345 or e-mail killerton@nationaltrust.org.uk

Mobile phone reception and emergency procedures

- Mobile phone reception across Killerton varies between networks. In an emergency, during property opening hours, call 01392 881345 for assistance from onsite staff.
- Volunteers and staff are contactable during opening hours communicating with each other via radio.

Assistance dogs

- Assistance dogs are welcome in the house, garden, chapel grounds and Dairy café.

Other key information

- The light levels in the house can be quite low for conservation reasons and due to historic lighting.
- The surface of the stables courtyard where Visitor Reception, bookshop, plant sales, shop and Stables coffeeshop are located is cobbled and uneven. British Sign Language digital self-guided tour available. Call 01392 881345 to book a tablet.
- Mobility tramper hire available for use in parkland or garden. Operated through Countryside Mobility Scheme. Call 01392 881345 to book.
- Easy Read booklets are available at Visitor Reception on request.

Arrival & Parking Facilities

- There are 10 designated spaces for disabled visitors where the parking area surface is tarmac and 10 additional spaces on a gravel surface, all approximately 75 meters from Visitor Reception.
- The surfaces of other areas of main car parking are tarmac and/or gravel. The surface of the overflow car park is gravel and grass.
- Please call Killerton in advance if you would like to discuss the options for dropping off a visitor at a particular area.

- A bell to ring to request for a buggy driver for transport to the house is to be found on the side of the grey kiosk in the car park. The buggies do not accommodate wheelchairs.
- Access from the car park to Visitor Reception level is either down a tarmac surfaced curved sloping footpath or down 3 sets of 3 steps on a cobbled surface with handrails on both sides.



Grey kiosk at bell at car park



Sloping footpath down from car park to Visitor Reception



Cobbled path with handrails and steps down to Visitor Reception

WCs

- Accessible toilets can be found at the car park, house and Dairy Cafe.

Accessible toilet at the car park:

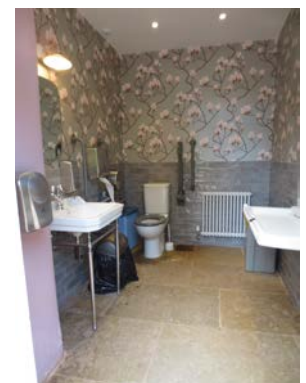
- 1.47m x 2.1m doorway: 0.88m, door opens out
- right hand transfer but rails are on both sides
- artificial light and natural light
- tiled surface floor
- hand wash facilities and automatic hand dryer available inside cubicle



Accessible toilet at car park

Accessible toilet at house. External access near the laundry:

- 1.9m x 2.8m doorway: 0.83m, door opens out
- right hand transfer but rails are on both sides
- artificial light
- stone flooring
- hand wash facilities (not low basin), automatic hand dryer and paper towels available inside cubicle



Accessible toilet at house

Accessible toilet outside the Dairy café:

- 1.5m x 2.2m doorway: 0.9m, door opens out
- right hand transfer but rails are on both sides
- artificial light
- stone surface floor
- hand wash facilities and paper towels available inside cubicle



Accessible toilet outside the Dairy café

Visitor Reception

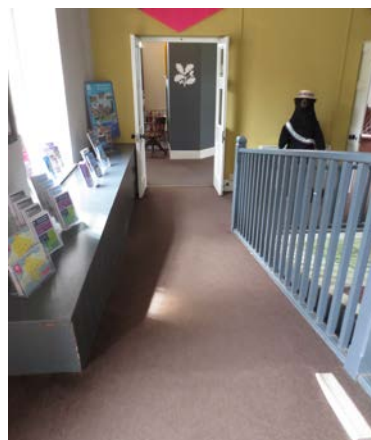
- This is located in the Stables courtyard which has a cobbled surface.
- The entrance door is approximately 1m wide.
- Entry to the visitor reception desk is either down a carpeted ramp or along a carpeted surface with 4 steps down.
- The reception desk area is at one height 0.8m and lit with natural and artificial light.
- An induction loop is fitted at the till at Visitor Reception.
- There is seating close to reception.
- One manual wheelchair is available for loan. Visitors are advised to book in advance by ringing Killerton, but please check on the day if you haven't been able to book in advance.



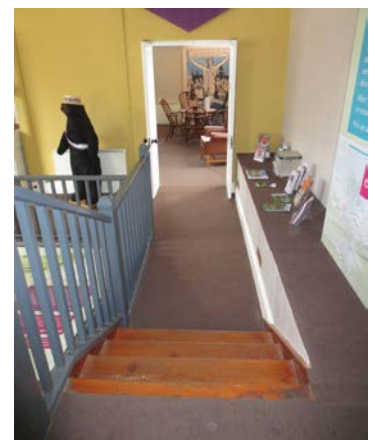
Visitor Reception entrance



Visitor Reception counter



Carpeted ramp down to Visitor Reception



Wooden stairs down to Visitor Reception

House Approach

- There is a shuttle service using buggies provided from outside Visitor Reception for transport to main house. This does not accommodate wheelchairs.
- The house is approximately 300m from Visitor Reception. A smooth, mostly level tarmac path can be taken from there towards the house. There are some armless benches along the path.
- Access at the house at the end of the path is through an outward opening metal gate.
- The ground surface around the house is mostly gravel.
- Access to the house is via three stone steps at the main entrance or via a separate disabled access.
- The main entrance doors can be opened as wide as 1.2m. There is a sill. When the house is open, this area is attended by a member of the volunteer team who can summon assistance if needed.
- Visitors can exit using the main entrance doors via three stone steps or through the separate disabled access.



Buggy



Pathway from Visitor Reception to the house



Metal gates at end of the path to access house



Main entrance to house

Disabled access to house

- The entrance for this is near the toilets on the side of the house as you approach it.
- The doorway (0.88m) opens outwards (but is usually left open) and leads into a stone surfaced hallway. Small sill.
- To the left there is a further large wooden door (1.1m) to access into the study. This then leads directly to the house entrance hall.
- If the large wooden door is shut there is a bell to press which summons assistance.
- Lighting is artificial with some natural light.



Disabled access to house



Large wooden door with sign for bell on left if required

House interior

- All rooms are dressed with soft furnishings including furniture, carpets and curtains.
- The areas throughout the house are lit with natural and artificial lighting. Some areas can be quite dark for conservation reasons or due to the historic lighting.
- Flooring surfaces may be wood, carpeted or stone or a mixture of these.

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- Once entering the house via the entrance hall there are five more rooms that can be seen on this level inside the house that are accessible for people with a mobility issue.
- Sit-able chairs are positioned in most rooms in the house. Most do not have armrests. Please ask a volunteer to point out the chairs that can be used.
- Volunteers can be found in nearly all rooms. When they are not stationed in a room there should always be a volunteer very close by.
- Volunteers can answer visitor questions or call for assistance from a member of staff if required.
- There are no accessible WCs internally in the house, but one externally accessible.
- Tours of the house available, ask at Visitor Reception or at the house entrance for details about what is happening each day.
- British Sign Language digital self-guided tours are available. Call ahead to book a tablet and follow a tour led in BSL.
- Easy read booklets are available from Visitor Reception on request.
- Manual wheelchairs can be used to access the house but are not permitted on the first floor, and can only be used to access the ground floor. Powered wheelchairs and mobility vehicles are not able to access the house.
- To access the first floor there is a wide staircase of 32 steps over 4 flights. There is a wooden handrail on both sides. There is not a lift to the first floor.



Staircase from ground floor to first floor

Accessed Externally at the House

- The Laundry Room is located at the side of the house as you approach it. It has level access through a 1.05m wide doorway. The flooring is wood and/or stone and there is natural and artificial lighting.



Laundry entrance

Killerton Kitchen restaurant

- The restaurant is located at back of the house.
- The restaurant is accessed from outside with seating indoors and some outdoors. The doorway is 1.1m wide.
- The restaurant is lit with natural and artificial lighting.
- This restaurant provides table service.
- Staff are available to assist visitors as requested.
- An induction loop is fitted at the till.



Killerton Kitchen entrance



One of Killerton Kitchen seating areas

Stables coffeeshop

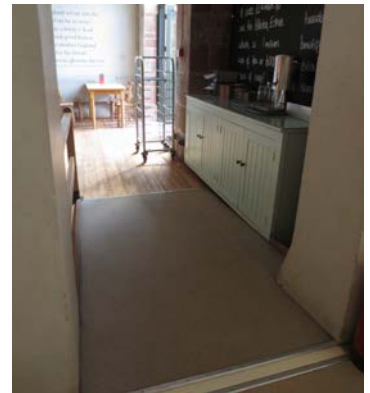
- The Stables coffeeshop is approximately 70m from the car park in the Stables Courtyard.
- Access to the coffeeshop is over an uneven cobbled surface.
- The main coffeeshop door to the counter area is 1.1m wide and opens outwards.
- There is another external door 1.1m wide opening outwards which leads directly into the lower of the two seating areas.
- The counter is 0.98m high and an induction loop is fitted at the till.
- The counter area has non-slip flooring. From the counter area there are two seating areas both with wooden flooring. One seating area has 3 steps down and the other has a ramp down with a handrail on the left.
- The Stables coffeeshop is lit with natural and artificial light.
- Staff will assist visitors on request if someone has difficulty queuing or carrying trays.
- Straws are available at the cutlery pick up area.



Entrance to Stables café



Stables café counter



Ramp to one seating area in Stables café

Dairy café

- The Dairy Café is located in a corner of the garden above the house.
- The paths to the café are steeply sloping uphill and have a gravel surface.
- There are separate entry and exit doors; each is 1.1m wide. They open inwards.
- Flooring within the café is tiles.
- The counter is 0.96m high.

- An induction loop system is in place
- The café is lit by natural and artificial light.
- Staff will assist visitors on request.
- There is seating inside the café and also outside on the terrace.
- An accessible toilet is located near to the café.



Entrance to Dairy café



Dairy café internal seating

Shop

- There are two entrances to the shop. One is accessible to non-paying visitors and is at the top of the cobbled Stables Courtyard, opposite the bookshop. The doorway is 1.6m wide when the double doors are open. This leads to the first of three levels within the shop. The other can only be accessed beyond the pay barrier.
- The floor surface within the shop is wood.
- From the first level to the main sales level there are 4 steps up with a handrail on the left hand side. There is also a wheelchair lift for manual wheelchairs which is not suitable for battery/motorised wheelchairs (rated load 225kg).
- The sales counter is split level and is located in the main sales area. The staff will come round to the side to assist visitors as requested.
- An induction loop system is fitted at the till.
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- Access to the food sales area is down a wide staircase of 9 wooden steps with rails on both sides and one handrail in the middle.
- There are 2 steps down from the food sales area to the second of the shop doorways which is 1m wide. This then leads onto the cobbled area opposite the Visitor Reception exit.
- The shop is lit with natural and artificial light.
- Staff and volunteers are available to assist visitors with any enquiry such as carrying items, reaching items down from shelves and/or giving visitors the price of items.



Shop entrance/exit in Stables courtyard



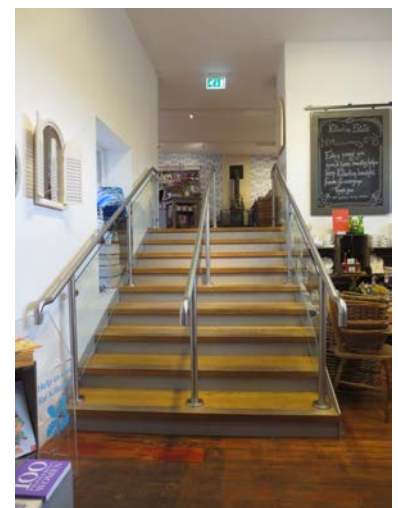
Second shop entrance/exit opposite Visitor reception



Steps and wheelchair lift to main sales area in shop



Shop sales counter with induction loop



Stairs to come down from main sales area to food sales

Outdoor plant sales area

- This is located to the side, front and back of the shop.
- The surface is cobbled with a gravel surface in the walled area.
- The walled gravel area includes 3 stone steps down.
- Staff and volunteers are available to assist visitors with any enquiry such as carrying items, reaching plants or items down from shelves and/or giving visitors the price of plants and items.
- Payment for purchases from the outdoor plant sales area can be made at the potting shed (ring for attention as needed) or at the main shop till.



Outdoor plant sales area

Bookshop

- The bookshop is accessed from the Stable Courtyard area. The door is 1.1m wide with a fairly level access.
- The floor is tiled.
- The counter is 0.9m high.
- The room is lit by natural and artificial light.
- Staff and volunteers are available to assist visitors on request.



Bookshop entrance

Garden

- The garden is approximately 350m from the car park and Visitor Reception and adjoins the house.
- A wooden gate that remains open can be found at the main entrance and exit to the garden. The entrance is 1.1m wide.
- The paths around the garden have a gravel surface. A few higher level garden paths may be gravel/grass.
- The garden is mostly level near the house.
- The garden is mostly step free but a large part of the garden becomes more steeply sloped.

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- Bench seats may be found throughout the garden, some with armrests.
- All terrain tramper hire is available for use in the garden and parkland. This is operated through the Countryside Mobility Scheme. Call 01392 881345 to book.



Entrance to the garden



Lower level garden paths and steeper hillside ones adjoining the house