General Information
Please note everyone visiting the House and Garden (including members) requires a whole property/garden ticket from reception on the day.

For more information about access and opening times please refer to the sections below, check our website for current information or contact Dunham Massey by telephone on 0161 941 1025 or e-mail dunham-massey@nationaltrust.org.uk.

Mobile phone reception and emergency procedures
Mobile phone reception across Dunham Massey varies between networks. In an emergency, during property opening hours, call 0161 941 1025 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 across Dunham Massey. We ask that dogs are kept on a lead in the deer-park. Dogs can be let off the lead in the North Park.

Other key information
The light levels in the house, stables, motor house and mill can be quite low for conservation reasons and due to historic lighting.

In the house we ask visitors to leave large items in lockers at the entrance.

Arrival & Parking Facilities
There are 45 designated spaces in the main car park for disabled visitors. This parking area is 20 - 30 meters from the visitor centre.

The car park surface is largely tarmac with some gravel areas in the over-flow car park.

A transfer vehicle can be used to shuttle between the visitor centre and the area around the house, garden and stables. It is not available throughout the winter months (November to mid-February) and is not accessible for visitors who cannot transfer from their wheelchair.

Please call Dunham Massey in advance if you would like to discuss the options for dropping off a visitor at a particular area.
WCs

Accessible toilets can be found at the visitor centre, stables toilet block and outside the Stables Restaurant. Ambulant disabled cubicles are available in the male and female toilets at the visitor centre. There is also an accessible change/toilet in the visitor centre.

**Ambulant disabled** cubicles in the male and female toilets at the visitor centre:
- 1.6m x 0.83m
- Rails are on both sides
- Artificial light
- Hand wash facilities and automatic hand dryer available outside cubicle

**Accessible toilet 1** at the visitor centre:
- 2.47m x 1.54m
- Left hand transfer but rails are on both sides
- Artificial light
- Hand wash facilities and automatic hand dryer available inside cubicle

**Accessible toilet 2** at the visitor centre:
- 2.20m x 1.90m
- Left hand transfer but rails are on both sides
- Artificial light
- Hand wash facilities and automatic hand dryer available inside cubicle

**Accessible change/toilet at visitor centre**:
- Liko ceiling track hoist
- Height adjustable changing bench
- Palma Vita wash/dry WC, right hand side transfer but rails are on both sides
- Artificial light
- Hand wash facilities and paper towel available inside cubicle.
This facility is accessed by a radar key

**Accessible toilet at the stables toilet block**:
- 2.15m x 1.56m
- Left hand transfer but rails are on both sides
- Artificial light
- Hand wash facilities and automatic hand dryer available inside cubicle

**Accessible toilet outside the Stables Restaurant**:
- 1.9m x 2.1m
- Left hand transfer but rails are on both sides
- Artificial light
- Hand wash facilities and automatic hand dryer available inside cubicle
Visitor Centre

- The building is made of wood, brick and glass with stone tiled floor throughout and walls of wood, exposed brick and glass.
- The entrance to the building is via a slope down into the building which you enter through two automatic doors.
- Work is planned to take place in autumn 2019 to make this slope less steep, and to add steps from the accessible car parking area directly to the main entrance of the visitor centre.
- The automatic doors at the entrance slide open rather than opening inwards or outwards. They are 2.39m wide.

Visitor Reception

- There are two heights for the reception desk. The higher area is 1.1m high and the lower area is 0.75m high.
- The reception desk area is lit with natural and artificial light.
- There is a bench seat close to reception.
- Induction loops are fitted at each till at the reception desk and one in the membership recruitment area.
- The visitor reception area has acoustic panels which reduce reverberation and echo.
- Six manual wheelchairs and six powered mobility vehicles are available for loan. Visitors are advised to book in advance by ringing Dunham Massey, but please check at reception on the day if you haven’t been able to book in advance.

House

- We are in the process of creating a new accessible route into and around the House with work due to commence in April 2019. We will update these pages when we have updates on timescales. The following information describes the current position before these works have commenced.
- The house is 450m from the car park and visitor reception. A smooth hardstanding path can be taken from there to the house entrance. Initially the path is sloped and then level, and there are two gates which open away from the user. The deer gates have no mechanism so they can be pushed open.
- The ground surface around the house is a mixture of smooth, hardstanding, sandy paths and cobbles. The entrance leading to the house is a smooth hardstanding path.
House continued

- Access to the house is via three stone steps or a metal ramp that can be put out on request. The ramp is steeper than what would be considered a compliant gradient.

- The entrance doors are made of wood with a glass panel at the top and can be opened as wide as 1.67m. When the house 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 asking for the metal ramp if needed. The exit leads onto the smooth, hardstanding, sandy gravel path at the front of the house.

- Visitors who exit via the usual visitor route via the Stone Parlour, Dining Room and Kitchen will encounter 6 steps down into the Dining Room, with a wooden handrail on the left hand side, and one then three steps down into the Servery with no handrail. Visitors will then exit via the kitchen onto the cobbled servants’ courtyard.

- All rooms are dressed with soft furnishings including furniture, carpets or 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.

- Once entering the house via the entrance hall there are limited areas that can be seen on this level. To follow the usual visitor route the steps and staircases you encounter are as follows:

  - To proceed directly to the Saloon and Great Hall there are six (four then two shallow steps up with a handrail on the right hand side (going up).

  - To see most of the first floor there is a narrow, twisting staircase with a metal hand rail that starts on the left hand side and a wooden handrail that continues on the right hand side.

  - There are further stairs up with a handrail on the left hand side, and a narrow doorway on the first floor between the top of these stairs and the Rose gallery—it is 0.79m wide.

  - The grand staircase has a wooden handrail on the left hand side going up/right hand side going down.

Some of the rooms off the Stamford gallery are quite small and may not allow a wheelchair to easily turn. These rooms can be viewed from the door.

Sit-able chairs are positioned in most rooms in the house. Most do not have armrests. If in doubt, 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.
House continued

- There are no WCs in the house.
- Talks and tours are sometimes available; ask at Reception for details about what is happening each day.
- A virtual tour on the ground floor of the house shows the different ways the National Trust have presented the house. The virtual tour text can be audible.
- Manual wheelchairs can be used to access the house but are not permitted on the first floor, and currently can only be used to access the entire ground floor if the user can walk up/down steps and is able (with assistance from companions), to evacuate independently in an emergency. Powered wheelchairs and mobility vehicles are not currently able to access the house.

Stables

- The stables are 400m from the car park and visitor reception.
- A smooth hardstanding path, immediately sloped but then level, can be taken to this area, and there are two gates which open away from the user. There is no mechanism so the gate can be pushed open.
- The area outside the stables is cobbled.
- Access to the building is across cobbles which continue into the building. Due to the uneven ground surface the building is not easily navigated by wheelchairs or mobility vehicles.
- We advise that wheelchairs, powered wheelchairs or powered mobility vehicles do not follow the route to the right on entering the stables due to a brick channel and drain that make the floor surface uneven.
- Access to the building is all on one level.
- The solid wood, double entrance doors usually remain open, but this area is unattended. The door opens into the building and can be opened as wide as 1.54m.
- There are no alternative doors to the stables.
- The stables are made of wood, cobbles and brick. There are no soft furnishings in the rooms to absorb noise.
- The area is lit with natural and artificial light. Some areas may be quite dark due to limited lighting.
- There is a seat in the stables area.
- There are no WCs in this area of the building.

![Historic stables](image-url)
Motor house

- The motor house is approximately 350m from the car park and visitor reception. A smooth hard-standing path, initially sloped but then level, can be taken to this area but there are two gates (deer gates) along the route—they open away from the user. There is no mechanism so they can be pushed open.
- The area outside the motor house is cobbled.
- Access to the building is all on one level.
- The very large entrance doors are solid wood and remain open at all times.
- The motor house is made of wood, stone floor and brick. There are no soft furnishings in the rooms to absorb noise.
- The area is lit with natural and artificial light. Light levels are low in some areas due to historic lighting.
- There are no volunteers permanently stationed in this area.
- There are no WCs in this building.
- There are no restrictions for wheelchairs, powered wheelchairs or powered mobility vehicles into this area.
Mill

- The mill is 310m from the car park and visitor reception. A smooth hardstanding path, initially sloped but then level, can be taken to this area. There are two gates (deer gates) - these open away from the user. There is no mechanism so they can be pushed open.

- The ground surface outside the mill is a mixture of hardstanding paths and grass.

- Access to the lower floor of the building is via a series of steps without a handrail. To get close the mill wheel visitors must use a flight of five steps with a metal handrail on both sides. To move from the lower floor to the upper floor there is a narrow, uneven, twisting staircase with a handrail on the left hand side. The upper floor is accessible from the outside on one level.

- The stairs leading down to the bottom floor are dimly lit.

- The entrance doors on the lower and upper floor are wooden with a glass panel at the top. The main entrance doors on the lower floor remain open at all times. To use the upper floor entrance doors please ask a volunteer who will open them.

- The mill is made of wood and brick and has a wood and stone floor. There are no soft furnishings in the rooms to absorb noise.

- The area is lit with natural and artificial light. Light levels are low in some areas due to little electric power in the space.

- Some of the doorways and the internal staircase are very narrow.

- Please ask a volunteer if a seat is needed.

- A volunteer is present in the building at all times. They can answer any questions or call for a member of staff if assistance is required.

- There are no WCs in this building.

- Due to restricted space inside the building, powered mobility vehicles are not permitted.

- From March 2019 the bottom floor of the mill will be open but not stewarded.
Café

- The café is in the visitor centre, 80m from the car park.
- The café is accessed through the visitor centre building. It is an open plan area with seating indoors and outdoors. To access the outdoor seating area there are several manual doors (1.76m wide) or an alternative route via automatic doors (2.3m wide). Staff and volunteers can provide assistance if required.
- The café is lit with natural and artificial lighting.
- Acoustic panels are installed which reduce reverberation and echo.
- The café is all on one level.
- The counter is 0.85m high.
- Staff are available to assist visitors who have difficulty queuing or carrying trays.
- Straws are available at the cutlery pick up area.
- There are three induction loops in the café, one at each till.

![Café serving bar](image1)

![Café seating area](image2)
Stables Restaurant

- The Stables Restaurant is 400m from the car park.
- From the visitor centre, there are smooth paths, initially sloped but then level to the entrance of the Stables Restaurant. Access from the other direction is over cobbles. Along the route there are two gates (the deer gates). These open away from the user. There is no mechanism so these can be pushed open.
- The Stables Restaurant is located in the stable buildings on the first floor and is accessed via a flight of stairs with a handrail or a lift.
- The solid wood door into the building is always open. It is 1.21m wide. Once you make your way to the first floor there is a set of wooden double doors with a glass viewing panel. The doors can open inwards or outwards. They can be opened to 1.17m wide.
- The building is made of wood and brick with glass windows. Inside there is a wooden floor and exposed brick throughout.
- The Stables Restaurant is lit with natural and artificial lighting.
- The Stables Restaurant is all on one level.
- The counter is 0.91m high.
- Staff will assist visitors on request if someone has difficulty queuing or carrying trays.
- Straws are available at the cutlery pick up area.
- Induction loops are fitted at both tills.

![Entrance to Stables restaurant and parlour](image1.jpg)

![Access to Stables restaurant](image2.jpg)

![Wooden double doors on first floor in Stables restaurant](image3.jpg)
Stables Parlour

- The Stables Parlour is 400m from the car park. Please check at Reception on the day for opening times.

- From the visitor centre, there are smooth paths, initially sloped but then level to the entrance of the Stables Parlour. Access from the other direction is over cobbles. Along the route there are two gates (the deer gates) which open away from the user. There is no mechanism so they can be pushed open.

- The Stables Parlour is based in the stable buildings on the ground floor.

- The solid wood door into the building is always open. It is 1.21m wide. Once you make your way into the building there is a large wood and glass panelled door which is propped open on busy days and is closed on quieter days. The door opens inwards into the parlour. It is 1.17m wide.

- The building is made of wood and brick with glass windows. Inside there is a stone floor and wooden panelling throughout the room.

- The Stables Parlour is lit with natural and artificial lighting.

- The Stables Parlour is all on one level.

- The counter is 1.22m high.

- Staff are available to assist visitors who have difficulty queuing or carrying trays.

- Straws are available at the cutlery pick up area.

Stables restaurant serving bar
The Shop and Plant Sales Area

- The shop and plant sales area are located in the visitor centre, 60m and 70m respectively, from the car park.
- The paths leading to the visitor centre are hardstanding and smooth, but all are sloped.
- The shop is accessed through the visitor centre building. It is an open plan area. Visitors can access the outdoor plant sales area via manual doors (1.76m wide) or via an alternative route through automatic doors (2.32m wide). Staff and volunteers can provide assistance if required.
- The shop has a stone tiled floor throughout and large glass windows.
- The shop is lit with natural and artificial lighting.
- The shop and plant sales area is all on one level.
- The counter is 0.91m high.
- Circulation space has been designed to accommodate wheelchairs.
- 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.
- Induction loops are fitted to both tills in the Shop.

Shop entrance

Plant sales area
Garden

- The garden is approximately 500m from the car park and visitor reception. A smooth, initially sloped but then level, hardstanding path can be taken from the car park and visitor centre to the entrance of the garden. Please ask at Reception for details of the accessible route avoiding the cobbles. Along the route there are two gates (the deer gates). These open away from the user. There is no mechanism so these can be pushed open.
- Wooden gates can be found at the main entrance and exit to the garden—these can be pushed open. Volunteers are able to assist.
- A map of the garden can be collected from the garden entrance.
- The majority of the paths around the garden are smooth and hardstanding.
- There is one stone bridge in the garden that is not suitable for wheelchairs, powered wheelchairs or personal mobility vehicles but it can be easily avoided.
- There is one wooden bridge that is suitable for wheelchairs.
- The garden is largely level with low gradient slopes in a couple of places in the winter garden.
- There is a step down onto and off the stone bridge. It has a handrail on one side (closest to the orangery).
- There are two steps up to the entrance of the orangery without a handrail.
- A low metal gate can be found at the entrance to the rose garden this opens away from the user on entrance, and towards the user on exit.
- Bench seats can be found throughout the garden, some with armrests.
- There are three main areas of water in the garden – the pond in front of the orangery, the canal in the winter garden and the canal behind the orangery. The garden also looks out over the moat.

Paths in the Garden
Park

- A map of the park is included at the end of this document with access routes shown.
- To access the park from the car park and visitor centre, it is necessary to go through two gates which open inwards. The gates are a minimum on 0.9m wide.
- Pedestrian access to the park is available via the three stiles at Smithy gate, Charcoal gate and Little Bollington gate, but these are not accessible for wheelchair users.
- The paths around the park are a mixture of smooth, hardstanding paths and grassy paths. There is a circular route that can be taken around the park only using hardstanding paths. Please ask staff or volunteers for more information.
- Some of the grassy paths are not suitable for wheelchairs, powered wheelchairs or personal mobility vehicles but can be avoided if necessary.
- The park is relatively level with some low gradient slopes in a few places.
- At the top of the park there are four wooden gates which protect planting areas free from deer.
- Bench seats, without armrests, are positioned alongside paths in the park at fairly regular intervals.
- There are three main areas of water in the park which are shown on the map.

Deer gates

Information correct as of: February 2019

See below for a map of Dunham Massey
Key
1. Visitor centre – visitor reception, cafe, shop & toilets
2. House
3. Garden
4. Motor house
   Toilets
5. Stables
   Stables Restaurant
   Stables Parlour
6. Mill
7. North park – picnic area, and log pile natural play area

*** Red dotted line indicates smooth route from Visitor Centre to House

Hire a mobility scooter or wheelchair from here
Shuttle buggy vehicle available from here
Shuttle buggy vehicle available from here
Disabled toilets located here

To Duncombe House
To Little Bolingbroke