

## **Felbrigg Hall, Gardens & Estate Access Statement**

Felbrigg Hall is nestled on the estate between ancient woodland rising to the north and rolling pastureland to the south. A beautiful and productive Walled Garden with a working dovecote completes this tranquil and homely haven.

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### **Introduction**

- Mobile phone reception is very limited across most of the site depending on network and location. The number to contact in an emergency is that of the Property Office 01263 837444.
- Assistance dogs are welcome in all areas of the property. Dogs are permitted out on the estate grounds and must be kept on leads in the following places: near farm animals, around the lake and wherever you see signs. There is a water bowl which is refilled regularly located by the 'Dog Park' (this is signed) area close to the public toilets. Another 'Dog Park' area is located at the entrance to the Walled Garden. Dogs may be tethered to the rings provided in the dog park for a short period of time at the owners own risk. We permit well behaved dogs on leads into the Stable Courtyard area and the Tearoom.
- Light levels within the Hall are kept low to protect the collection from light damage. Visitors to the Hall are requested to leave large bags and rucksacks in the lockers provided in the Visitor Reception area. Visitors wearing muddy walking boots or wellingtons or shoes with sharp heels are requested to remove their footwear and wear the disposable slippers provided to prevent damage to the flooring in the house.
- On site there are three manual wheelchairs and one personal mobility vehicle (PMV) available for loan. Two manual wheelchairs are available from the main Visitor Reception area and one from the Walled Garden reception point. The PMV is also available from the Walled Garden reception point. This cannot be booked or reserved in advance and is loaned out for only short periods of time. The PMV is only for use around the Gardens via the specified routes on the map provided.
- The Walled Garden has one area of water, a small ornamental pond located in the Walled Garden. The estate grounds have several areas of water, the largest of these being the lake located to the south of the Hall.

### **Arrival & Parking Facilities**

- There are brown signs to the property from the A148 and A140. The entrance is signed from the A148 and the B1436 and located off the B1436. The main car park is located approximately 0.75 miles up a long uphill driveway.
- There are two cattle grids located on the driveway between the main road and the car park.
- There are 10 designated parking spaces for disabled people, on a firm surface, in the main car park. These spaces are the shortest distance possible from the car park to the main Reception area.

- The main car park surface is grass with no space markings.
- It is possible to drop off passengers closer to the main buildings and then return to park if all the designated disabled parking places are full.
- Cycle racks are available in the main car park located next to the large information board. A limited number of cycle locks are available to borrow from the main Visitor Reception on request.
- On extremely busy days and during special events overflow parking is located in Church field (adjacent to the main car park). This is a rough field laid to grass which may have held sheep and cattle over recent months.

## WCs

- There are WC's located next to the Stable block, close to the main Visitor Reception area and the Shop and Tearoom.
- The entrance door opens inwards and is 880mm wide.
- The toilet block includes one adapted unisex WC cubicle with left-hand transfer.



Entrance lobby of the toilet block

- The size of the adapted toilet is 1.79m x 2.3m with a door that opens inwards with a width of 740mm. This toilet is painted in a mid-blue colour and has a tile floor.
- There are no adult changing facilities available but a separate baby changing facility is located within the toilet block.
- The lobby of the toilet block is lit by natural overhead light and the WC's are lit with fluorescent lighting triggered by a movement sensor.
- The WC's have automatic hand driers, tile floors and cream painted wall surfaces.
- The alternative entrance into the toilet block is via the Stables from the Stable Courtyard. There are two doorways each end of the stables, both are permanently open during normal opening hours. The doorway from the Courtyard into the Stables is 1020mm wide and the doorway from the Stable into the toilet block is 770mm wide.

## Visitor Receptions

- The main Visitor Reception is a brick building located next to the main Hall. The entrance is on a level surface at the end of a hard surface path 125m from the front of the main car park.
- The entrance is a manual opening door which opens inwards to a degree of approx. 110 degrees and is approx. 1 meter wide. Staff and volunteers can assist with opening the door if required.



Approach to Visitor Reception

- The second entrance/exit door leading to the Rose Garden is manual opening, approx. 1meter 30 cm wide, very heavy and opens inwards to a degree of approx. 90 degrees. Staff and volunteers can assist with opening the door if required.
- The surfacing in the main Reception is mainly wooden counters, white painted brick walls with a brick floor. The lighting is a mixture of natural and artificial, with no fluorescent lighting.
- The reception desk is 92cm high. A clip board can be provided for visitors needing to complete any forms who are unable to reach the desk. Staff will come round to talk to anyone who is unable to see over or reach up to the desk.
- Two wooden chairs (without arm rests) are located in the reception along with two tall stools (71 cm high) at the side of the reception counter.
- The Walled Garden Reception point is a small wooden shed located just inside the entrance to the Walled Garden via a gate leading from the main car park.



Entrance in to the Walled Garden

- The Walled Garden gate is approx. 2700mm wide when both sides are open or 1320mm if only one side is open. The serving area is via a sliding window opening in the front of the shed. There is level access to this reception area on a firm surfaced gravelled hoggin path. The serving window opening is approx. 1020mm high. A clip board can be provided for visitors needing to complete any forms who are unable to reach the desk. Staff will come round to talk to anyone who is unable to see over or reach up to the desk.



Visitor reception point in the Walled Garden

- Three manual wheelchairs are available for loan, two from the main Reception and a one from the Walled Garden Reception. A single-seater personal mobility vehicle (PMV) is also available for loan from the Walled Garden Reception. We don't take bookings or reservations for the wheelchairs or PMV.
- There is an induction loop installed in our main Visitor Reception.

## House

- The Visitor Reception is approx. 125m away from the front of the car park.
- There is a paved path part of the way between the Visitor Reception and the entrance to the House. In front of the House is a gravelled area from which you access the front entrance door.



Approach to the front door

- There is a single step approx. 35mm high from the outside gravelled area into the House. A small area of cobbles is just before this step, the cobble area is approximately 1270mm wide. A ramp is available on request.



Entrance into the front door of the Hall

- The entrance to the House is via a manual door which remains open during opening hours. The entrance door is approx. 1430mm wide.
- The floor surfaces on the ground floor are mostly stone and on the upper level are mainly wooden. All rooms contain a lot of artefacts and furniture which assists with minimising echo however The Great Hall is a very large room and has a stone floor without any rugs or carpet and sound can echo due to lack of soft floor coverings.
- The House is very dimly lit by natural daylight (through fabric blinds) and artificial light from table and standard lamps. There are no fluorescent lights within the House.
- There is one small stone step approx. 60mm high from the Bird corridor into the corridor leading to the Kitchen. Please ask a member of staff or a volunteer if you require assistance.



Step from Bird Corridor in to Kitchen Corridor

- There are two doorways into the Servants Hall; both have a small step of 70mm high to enter the room.
- The upper floors of the House are accessible only by stairs with bannisters and handrails. The main staircase is very wide and has very shallow stairs with a sturdy wooden banister rail. The back (servants) stairs are very narrow, steep and twisting with a wooden handrail. Visitors may request to come down the main staircase instead of exiting by the Servants stairs as is normally the case on the visitor route.
- There is a chair in each of the showrooms if required, please ask the room guides for assistance. None of these chairs have armrests.
- There is usually a volunteer in each of the rooms.
- There are no public WC's within the House.
- Tours of the Attics and Cellars areas are available on most days. These are advertised on a blackboard outside the main Visitor Reception area. These tours are not suitable for those with mobility difficulties due to the large number of stairs involved. Tour guides can use a portable induction loop during the tour, please ask at reception if you require this facility.
- A DVD presentation is available in a downstairs room for those unable to access the upper floor. A short braille guide is available from the volunteer at the entrance to the House on request.
- Rucksacks and other large bags are required to be left in secure lockers in the main Visitor Reception. Back mounted child carriers are also required to be left in the Reception area. Please ask if you wish to borrow a baby carrying sling or hip seat.
- Powered wheelchairs are welcome in the House however due to narrow doorways, corridors and heavily furnished rooms' four wheeled powered personal mobility vehicles (PMV's) cannot be accommodated.
- If you require a place to wait while other members of your party complete their visit please ask one of the room guides who will show you to a suitable area.

## Bookshop

- The second hand bookshop is located in a room off the main Visitor Reception. There is one stone step approx. 60mm high into this room; a ramp is available on request. The room is brick built with white painted walls and a stone floor. There are bookcases lining the walls and down the centre of the room. The space between the bookcases is narrow, approx. 1070cm at the narrowest point. There is fluorescent lighting with a limited amount of natural daylight.



Entrance to the second hand bookshop

## Catering

- The tearoom is approx.60m. away from the Visitor Reception and 135m. from the car park.
- The tearoom has a concrete path to the entrance and has level access apart from a small raised lip across the doorway. The outer doorway is 2070mm wide when both double doors are open or 1035mm when only one side is open. It is non-power assisted and opens outwards. The inner doorway is 1000mm wide and opens inwards. A member of the Catering team can assist if required.
- The door to the overflow seating area for catering is a double door and is 1600mm wide with both sides open or 800mm if only one side is open. It is non-power assisted and opens outwards. The pathway to this door is concrete with level access and is only a few yards from the main Tearoom.
- Both the Tearoom and the overflow seating area have solid walls, laminate flooring and little soft furnishing. It can be noisy in these areas and sound can echo. The chairs have cushioned seats.
- The areas are lit by both artificial lighting and natural light from the windows. There is no fluorescent lighting.
- There is an induction loop fitted at the counter.
- Members of visitor groups are welcome to sit at a table if queuing is difficult and one member of the group can ask catering staff for assistance. Catering team members are able to assist with service and carrying trays.
- Members of the catering team can assist visitors by telling them the selection of food and drink available.
- The serving counter is 920mm high and a member of staff can assist if required.
- There is circulation space in excess of 1200mm at selected tables. Chairs may be moved to create more space if required.

## Retail

- The shop is located approx.135m from the front of the car park and 60m. from the Visitor Reception.
- The shop door is manual and opens outward and is approx. 1000mm wide. This leads to an inner lobby with another manual door which opens both ways; this doorway is approx. 940mm wide.



Shop entrance

- The shop is lit both by natural daylight from windows and by fluorescent lighting.
- The walls are painted cream and the floor surface is covered by beige coloured carpet.
- The shop counter is approx. 940mm high but staff and volunteers are able to assist with service here and with lifting and carrying goods if required.
- There is no induction loop fitted at the till counter but one will be purchased this season
- A member of the shop team will assist in reaching down items to view from shelves if they cannot be reached by customers.
- Members of the shop team can assist with telling customers the price of items if requested.
- Access into the 'Garden Room' area of the shop is via a fixed small ramp through a doorway approx. 900mm wide; however there is a step of approx. 30mm into the sales area. The entrance doorway into the sales area has now door and is approx. 890mm wide.



Entrance in to the Shops' Garden Room

## Gardens

- There is a map of the recommended route around the gardens for wheelchair and PMV users. This is available by asking at the Visitor Reception.
- There is level access to all areas of the gardens.
- The paths around the Gardens are firm and of small grade gravel on a hoggin base.

## West Garden

- Access into the West Garden from the front of the Hall is over a gravelled surface area. Access from the meadow is along firm surface paths and small grade gravel.
- The entrance/exit gate by the side of the Hall is made of wrought iron and is 1200mm wide. The entrance/exit gate in the meadow is made of wrought iron and is a double gate 2300 mm wide or 1350mm wide of only one side is open.
- There is an incline from the lawn area of the West Garden up towards the Orangery and the rear of the garden.
- The door into the Orangery is non-powered and is a double door that opens outward. It is 1650mm wide with both sides open, 825mm with a single door open.
- There are two steps into the Orangery. The first is approx. 50mm high and the second is 80mm high.



Step leading in to the Orangery



Step leading out from the Orangery

- The orangery is of brick construction with a paved floor. There are large camellia bushes planted into the floor in small beds between the pavers.
- Once inside the Orangery the floor is a level surface
- The Orangery is lit only by natural daylight from the windows.
- There is a ha-ha at the front edge of the West Garden. This is clearly marked on the PMV route map available from the Reception areas.
- There are three benches available in different areas of the West Garden.

## Walled Garden

- Access into the Walled Garden is from the main car park via a hoggin path.



Path leading to Walled Garden entrance

- The gate into the Walled Garden is via a wrought iron double gate. The width of the gate with both sides open is 2700mm or 1350mm if only one side is open.
- The paths around the garden are level and have a fine gravel surface which is suitable for wheelchair users.
- There are no steps or slopes in the Walled Garden.
- There is written interpretation in the Walled Garden on information boards at various locations.
- There is a circular ornamental pond surrounded by lavender bushes and a low metal fence.
- There are several benches located at various points around the walled garden.

## Orchard

- The gate into the Orchard is 1220mm wide and opens inwards towards the Garden.
- The orchard is laid to grass with mown paths. There are no slopes or gradients within the Walled Garden.



Approach and entrance gate in to the Orchard

**Contact details for more information**

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**Map**

Accessible route for self-drive battery powered mobility vehicles and wheelchairs

