

Oxburgh Hall Access Statement

Oxborough, King's Lynn, Norfolk PE33 9PS

T: 01366 328258

E: oxburghhall@nationaltrust.org.uk

Introduction

- Oxburgh Hall is a moated mansion set within 70 acres of formal gardens and woodlands. There is one access point to the mansion, tea-room and toilet facilities across a temporary wooden bridge (the brick bridge is currently closed to visitors due to the roof project).
- Mobile phone reception is poor to adequate. Vodafone gives the best network reception. The Duty Manager carries a mobile phone – call 07747 475452.
- Dogs are allowed on a short lead in the car-park, garden and estate. Dogs are also allowed in the second-hand bookshop and Tearoom. Dog water bowls are available at Visitor Reception.

Arrival & parking facilities

- There are six brown signs directing visitors to Oxburgh Hall. These are in Cockley Cley, two in Swaffham (from London Road and Haspalls Road leading via Cockley Cley to Oxborough), one at Stoke Ferry at the junction from the A134 to Oxborough and two in Oxborough village.
- There are six designated disabled parking bays in the car park on the hard standing near to Visitor Reception. Surface is tarmac bonded gravel adjacent to the disabled parking bays; elsewhere the car park is grass-surfaced and the levels are slightly undulating.
- There are bicycle racks available and locks, puncture kits are also available from Visitor Reception.
- Motorcycles are welcome to park on the hard surface.
- There is no transfer vehicle available. Visitors can be dropped off by Visitor Reception and then the vehicle parked in the main area of the car park.

Visitor Reception

- The Visitor Reception building or 'turret' is a brick construction with a concrete/stone slab floor, no soft flooring.
- The entrance to Visitor Reception is a level stone/tar path leading to slab immediately in front of Visitor Reception.
- The archway through which to enter is one metre wide, just enough for a wheelchair or personal mobility vehicle (PMV) only.

- The door to Visitor Reception is left open during opening hours.
- The reception desk, which is a split stable door is 1.1m high, this is opened to personally help wheelchair users.
- Visitor side of desk is natural light, although an electric light is available for darker days. Staff side has an electric bulb, sufficient light in summer, poor light in autumn and winter.
- There are no visitor chairs, but there is a stool to perch on for the staff member.
- A hearing induction loop is available at the reception desk if required.
- There are currently no manual wheelchairs or PMVs available.

Shepherds Hut (not currently open to visitors)

- Wood construction with wooden board flooring. Two soft seats at desk end and built-in sofa at other end.
- Level access across loose gravel to three wooden open tread steps.
- Manual opening double doors. Opening outwards over steps with centre handrail, no outside edge rail.
- The desk is 710mm high, used for staff administration.
- There is good natural light, with electric lighting when needed.
- Portable induction loop kept at ticket office if required.
- Staff will come out of the hut to speak to visitors as required.

Garden, estate and woodlands

- The Welcome Leaflet shows a map of the garden and estate. There are currently one way systems in place through the herbaceous border and woodland to help people maintain a safe social distance. Pathways through the formal gardens and around the house are free flow.
- The main wheelchair route is on the footpaths surrounding the moat and the hall itself, this is detailed on the Welcome Leaflet map. The North Terrace surfacing (from the orchard to the hall) is partly inlaid with sub-surface mesh which is more suitable for wheelchairs but there is still loose gravel to be aware of.
- The wider estate can be quite challenging with regard to mobility due to the distances involved and the uneven surfaces. Some areas of the gardens and parkland can get extremely wet and boggy, particularly during the winter.
- The Wilderness woodland is accessible only for wheelchairs via the central path through the Lime Tree Avenue. The southern and northern paths in the Wilderness

are rather undulating and the grass surface would be a challenge for wheelchair users.

- My Lady's Wood is not accessible for wheelchairs, due to the terrain and bridges.
- The drawbridge which enables access across the main river into the woodland is 1.25 metres wide. The woodland path towards the summer-house crosses a bridge which is 2.1 metres wide. The two bridges which access the Oak Yard field and the continuation around the woodland are both only 60 centimetres wide.
- Various seating is available throughout the grounds.
- Visitors can walk, sit and picnic in the grounds.
- There are two entrances into the Kitchen Garden from the orchard. The entrance nearest to Visitor Reception is 2.7 metres wide with the other entrance 1.1 metres wide. The entrance through the archway wall from the orchard to North Terrace is 1.1 metres wide. The Kitchen Garden greenhouse is not accessible to visitors.
- The Wash Pit field is open in the Summer months only, and is not suitable for wheelchair users as the ground is very soft underfoot and can be wet due to climatic conditions.
- There are various water-courses throughout the gardens. Care should be taken along the river-side footpath in My Lady's Wood and around the moat. Throw-lines are available.

Toilet facilities

- There are two sets of toilets: one in the gardens; and one in the courtyard of the hall – where the accessible disabled toilet is also located.
- The garden toilets are accessed via a gravel and earth path and there is a slight incline to navigate. The entrance doors are both 82cm wide with a small step. There are 2 urinals and 1 cubicle in the male toilet and two cubicles in the female toilet with natural and automatic fluorescent light and tiled flooring. The female side has a pull down baby changing unit. Both have electric hand dryers.
- Due to ongoing conservation work temporary toilets have been placed in the courtyard. Both male and female toilets are accessed up three steps.
- There is a fully accessible disabled toilet in the courtyard of the Hall. It is accessed via the stone moat bridge, a gravelled area and through a door 96cm wide with a ramp over the threshold. The doorway is 93cm wide with a slight lip at the threshold. The cubicle is 1.5 m by 2.10m with smooth rubber flooring, an emergency cord alarm, a fixed hand rail to the right and a pull down and a fixed hand rail to the left. There is good natural light and automatic fluorescent lighting. The wash basin is 75cm from the floor and there are paper towels. This toilet also has a long mirror, shelf facilities and a pull down baby changing unit.
- There are no toilet facilities in the wider estate or on the visitor route through the Hall.

Hall

- The entrance to the Hall is approximately 400 meters from Visitor Reception along a level path of well-bedded gravel. Access to the courtyard (where the house entrance is located) is currently across a temporary wooden bridge on the south side of the hall. The bridge surface is wood with anti-slip surfacing and crushed seashells. The entrance door is at the far side of the courtyard which is of looser, larger gravel than found outside.
- Access to the courtyard is through the south corridor. A shallow ramp links to the wide (138cm), double-leaved, front door which opens inwards.
- One way route in place through the house. Due to ongoing conservation work, the upper floor and gatehouse are currently closed to visitors. There are four rooms open on the ground floor only.
- Access to the Hall is via the 'North Stairs', through a door which opens inwards and is 70mm wide. There are then a set of double doors and a turn to the right into the Dining Room.
- Access for users of wheelchairs and powered mobility vehicles (PMVs) is restricted to the ground floor of the Hall. While there is space to turn a wheelchair easily in all ground floor rooms the route through the Library is too narrow to turn a PMV.
- Light levels in the hall are naturally low due to the leaded windows. The house is lit by a combination of natural and electric light, the former controlled with the use of sun blinds. There are no fluorescent bulbs used within the showrooms.
- Space inside the hall is limited so visitors are asked to leave pushchairs in the designated 'buggy park' area in the courtyard.

Chapel

- Following Government guidance on keeping people safe during the coronavirus pandemic, the chapel is currently closed. This access statement will be updated when we reopen the chapel.

Bookshop

- The second-hand bookshop is located in the old Potting Shed in the Kitchen Garden, less than 10 meters from Visitor Reception.
- The bookshop is open daily from 9.30am until 30 minutes before the estate closes. It is sometimes closed for short periods to allow volunteers to safely restock the shelves.
- Access into the bookshop is through a single doorway which opens inwards, and down a small metal ramp. This doorway is also the main exit to the shop.
- Space inside the shop is limited but there is space to manoeuvre and turn a wheelchair.
- Two large flatwoven rugs cover the brick floor which is uneven in places.

- Lighting is by natural light from three small windows as well as additional LED spotlights on the ceiling.
- Donations can be made for books by card in Visitor Reception.

Catering – Tea Room

- The Tea Room is situated in the main court yard of the Hall on the right-hand side after you enter through the south corridor of the house, and is 400m from the car park and visitor reception.
- The door way to the tea room corridor is 860mm wide and has a small ramp either side of the threshold.
- The door opens inwards and staff/volunteers can assist if required.
- The till point where customers order and pay is situated in this corridor, the till point is 930mm high but staff will assist by moving the credit/debit card machine to the customer if required. Customers order and pay at the till point, are shown to their seat, their order is then bought to them at their table.
- There is a hearing induction loop on the counter and the menu boards are in large print.
- The doors to the two seating areas of the tea room both open inwards, the old kitchen tea room door is 1m wide, and the Servants Hall 950mm.
- The Old Kitchen Tea Room is the lighter of the two rooms as it has the most natural light, having more windows, and it has lanterns with LED light bulbs. The Servants' Hall is darker with not so much natural light and is also lit by lanterns with LED light bulbs.
- The Servants' Hall has a hard stone floor which is uneven in places, the Old Kitchen has a level hard floor.
- The Tables and chairs can be moved in both rooms by staff to enable access to the rooms and chairs removed so that wheelchairs can be placed at the tables.
- Large handled cutlery and straws are available on request. Highchairs (2) are available on request.

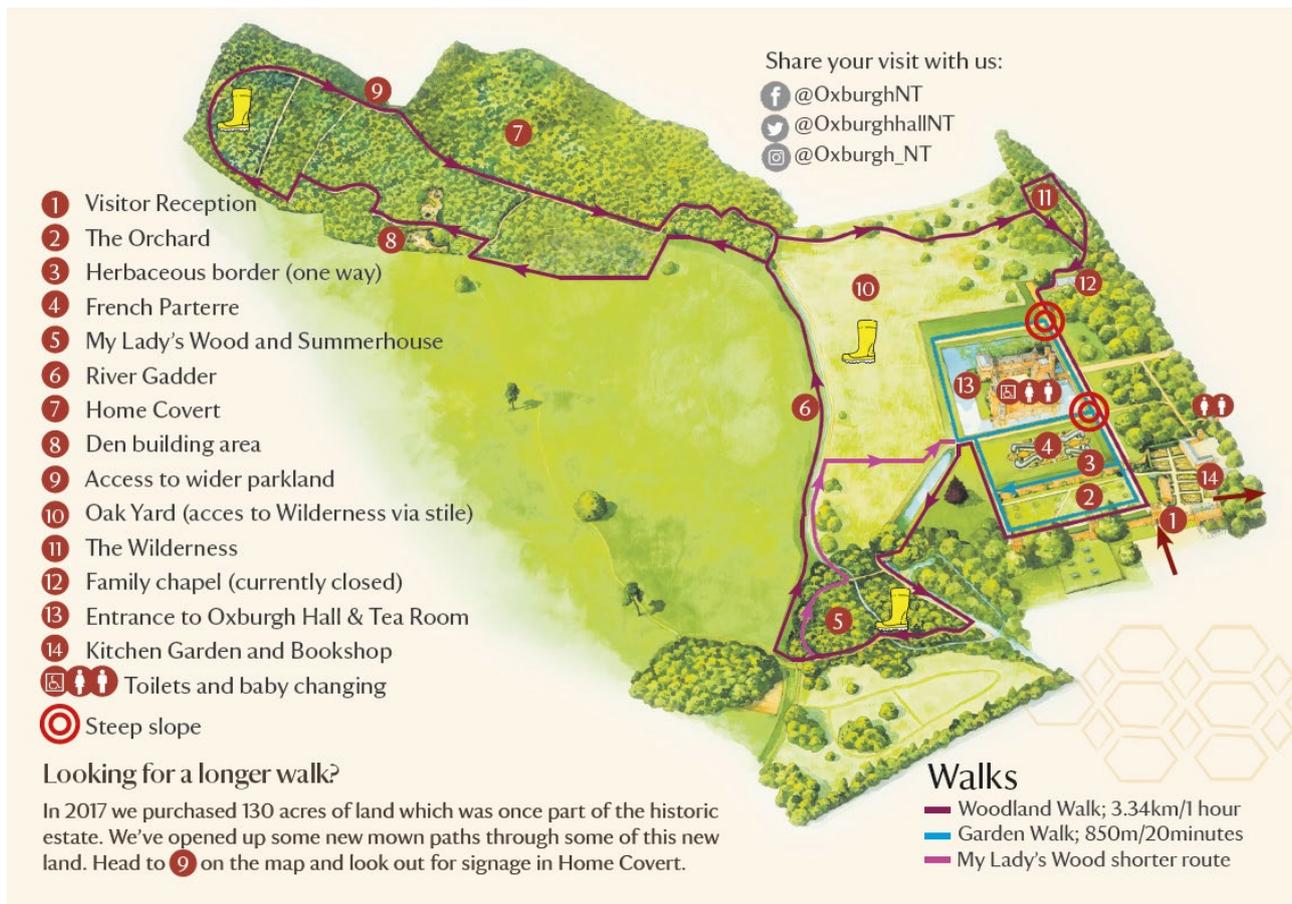
Catering – Pantry (Outdoor kiosk – closed in the winter)

- The Pantry is situated in the car park to the right of Visitor Reception. The outside area is flat with a hard surface and easily accessible to wheelchair users.
- Tables and chairs are only available outside and can be moved if necessary and staff will always assist. Two large parasols shelter visitors from adverse weather conditions.

- There are two sets of double doors both which open inwards and can be used to enter and exit. These are left open during opening hours.
- The floor is brick and is a little uneven, but is unlikely to cause a problem.
- It is well lit by the two sets of glazed double door and also has ceiling pendant lights.
- It is self –service, however, staff operating the till will always assist if requested.
- Visitors have the option of china crockery or takeaway cups and plates.

Date: 21 December 2020

Maps



Oxburgh Hall
Please Return to Ticket Office

 National Trust

