This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer all our guests/visitors.
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Arrival and Parking Facilities</td>
<td>6</td>
</tr>
<tr>
<td>WC's</td>
<td>8</td>
</tr>
<tr>
<td>Visitor Receptions</td>
<td>10</td>
</tr>
<tr>
<td>Sites around the Estate</td>
<td>13</td>
</tr>
<tr>
<td>Catering</td>
<td>19</td>
</tr>
<tr>
<td>Retail</td>
<td>21</td>
</tr>
<tr>
<td>Printed Material</td>
<td>22</td>
</tr>
<tr>
<td>Contact details</td>
<td>23</td>
</tr>
</tbody>
</table>
Introduction

We want all our visitors to have a fantastic time. We hope that this access statement helps you to plan your visit, but we know that every visitor has individual needs and concerns, so if there is anything else you would like to know or anything that we can do to help, please call or email us.

The property consists of 800 acres of park and woodland, incorporating the ruins of Fountains Abbey, Fountains Hall (a Jacobean mansion), the medieval mill, the Porter's Lodge interpretation centre, the Georgian water gardens and the deer park. There are some challenges for visitors with limited mobility due to the size of the estate and the gradients around the site. However much of the site is accessible for wheelchair users and on request a wheelchair friendly vehicle is available to take you between all our 3 entrance points, and St Mary's Church. Our Visitor map will help you plan your visit and shows the circular wheelchair route (21/2 miles) which takes you through the main historic areas.

Although much of the estate is accessible to all, Fountains Hall is accessible only via steps and the Abbey ruins can be difficult to reach in wet conditions as access is via a lawned area. Some areas of the water garden and the follies in them are inaccessible to wheelchairs due to steep slopes.

Mobile phone reception is limited throughout the site. Visitors can seek assistance from any of our 3 entrance points or from our retail or catering outlets, or from our Visitor Assistants, all of whom carry radios for summoning help. We always have a trained first aider on site.

Assistance dogs are welcome everywhere on the estate. All dogs are welcome, except in the restaurants, the Mill, Fountains Hall and Porter's lodge. There are water bowls at the Visitors’ centre and at Abbey tea rooms and Studley café. All the restaurants have outdoor seating where you can sit with your dog.

For those with Visual impairments, we offer a sighted guide service: our RNIB trained volunteer guides are happy to show you around the site for up to 2 hours. This is a pre-bookable service, please ring 01765 608888.

For those with hearing impairments, we offer hearing loops in all our ticket offices, retail and catering outlets.

For those with learning disabilities, autism or other needs, we think that our beautiful site has lots to offer. We hope that this guide is helpful to you, but please contact us if you need more information or help.
Arrival & Parking Facilities

There are three entrance points to the estate and three carparks. The signage from the approach roads leads you to the Main Visitors Centre, from which the Westgate carpark is signed and easily reached by car.

Which car park is best for me?

The Visitors Centre car park is close to the facilities of the Visitors Centre: toilets, shop & main restaurant. It is also the closest car park to the playground and main picnic area (a short walk on tarmac path from the Visitors Centre) and the bird hide (approx. 230m from the Visitors centre). However, access from the Visitors Centre to the Abbey and water gardens involves a steep (16%) hill which is not suitable for wheelchairs or other mobility equipment and is a reasonably long walk (950m). Visitors can use our wheelchair friendly vehicle to get from the Visitors Centre Car park to either of the other two entrance points (Westgate and Studley) or to St Mary’s church.

Alternatively visitors may choose to park in the Westgate car park and enter through the Westgate entrance, from which there is level access to the Abbey and water gardens and a shorter walk. This entrance is generally quieter and is in the open air, which may be easier for those who find queuing and busy enclosed spaces difficult.

The Studley Royal car park is not well suited for visitors with limited mobility, but it does offer the quickest route to the deer park and water gardens, the admissions point is in the open air and is generally quieter than the main Visitors Centre.
More detail about the car parks:

**The Visitor Centre Car Park**

- There are 52 designated parking spaces for disabled visitors in this car park. At peak times these places do fill up. The car park surface is a mixture of tarmac and gravel, with some ruts and puddles in wet weather. It is a short walk from here to the Visitors Centre, over a fine gravel surface, and across the car park approach road.

- There is a regular shuttle minibus from the Visitors Centre to Westgate, Studley, and St Mary’s Church and a wheelchair friendly vehicle available on request.

- On extremely busy days we also use an overflow car park at the Visitors Centre which has a flat grass surface and is a considerable distance from the VC – if this is a problem for you please speak to a member of staff on arrival.

**The Westgate car park**

- There are 32 disabled priority bays in this car park

- The car park surface is hard, with fine gravel and some ruts and puddles.

- Access from this car park to the Westgate entrance is level and crosses a busy C road. It is 200m from the Westgate car park to the Westgate entrance.

- It is possible to drop visitors at the Westgate entrance before parking in the Westgate car park.

- There is a regular (wheelchair friendly) shuttle minibus from the Visitors Centre to Westgate, Studley, and St Mary’s Church and a wheelchair friendly vehicle available on request.

**Studley Royal car park**

- This is a pay and display car park except for NT members

- There are no designated parking spaces for disabled visitors

- The car park surface is fine gravel

- There are problems for those in wheelchairs or with limited mobility, as the walk from the Studley car park to the entrance involves a (c.7-8%) hill on the road which is used by cars exiting the car park or steps without handrail, and cobbles.

- There is a regular shuttle minibus from the Visitors Centre to Westgate, Studley, and St Mary’s Church and a wheelchair friendly vehicle available on request.
WCs

Visitor Centre

- There is one accessible toilet at the Visitors Centre. The toilet is accessed through a manual, outward opening door, 900mm wide. The room is approx. 2.2m x 2m and contains a disabled toilet (left transfer), low sink and hand drier and emergency alarm.

- There is no adult changing facility, but the baby changing room next to the Visitors Centre Restaurant is a large private room which may be of some help. This room is approx. 3m x 2m accessed through a manual door 92cm wide. The room contains a toilet with hand rails (right transfer), along with sink and hand drier. There is no alarm in this room. There is also a medical room next to the Visitors Centre restaurant which can be used by visitors on request e.g. for the administration of medicines etc.

- All WCs have automatic hand driers. For visitors who might find the noise of these distressing, we would recommend using the disabled toilet or the toilet in the baby change area by the restaurant, where the hand driers don’t need to be used.

In addition, there is a generous seating area, which contains a leaflet about Fountains hall, designed particularly for those who cannot enter Fountains hall due to the steps.

In addition there is a large baby change room which might also be of some use to those requiring adult changing. The room is approx. 5m x 3m with toilet, hand washing facilities and drier. The door is 72cm wide and is not currently lockable.

Studley Royal

- There are no disabled toilets within the water gardens

- There is one disabled toilet at the Studley tea room.

- The toilet is reached through a gate 93cm wide.

- The door is manual, outward opening and 93cm wide and is reached via a ramp. Disabled visitors may find the door and ramp configuration difficult at present, if that is so, staff at admissions or in the tea rooms will be happy to help.

- The room is c.1m x 1m and contains a toilet, sink and hand drier.

Westgate (Deer Cottage toilets)

- Access to these toilets is via a steep (c.10%) slope which some visitors with limited mobility or wheelchair users may find difficult.

- There are 2 accessible toilets

- The entrance door is 102cm wide, manual and inward opening

- The cubicle doors are 82cm wide, sliding.

- The cubicles are 1.5m x 1.95m and contain toilet (one left transfer, one right transfer), sinks, driers and alarms.

In addition, there is a generous seating area, which contains a leaflet about Fountains hall, designed particularly for those who cannot enter Fountains hall due to the steps.

In addition there is a large baby change room which might also be of some use to those requiring adult changing. The room is approx. 5m x 3m with toilet, hand washing facilities and drier. The door is 72cm wide and is not currently lockable.
There are three Visitor Receptions at this property:

**The Main Visitor Centre**

- The entrance door is 1200mm wide and automatic. The main exit door is 1200mm wide and automatic.

- The admissions area adjoins the shop. This area is spacious and the flooring is vinyl, but can be very busy at peak times. The reception desk is 890mm high, but there is plenty of space for staff to come out to talk with visitors if required.

- The area is well lit with natural light and florescent artificial lights. There is seating available in this area.

- Queues: At busy times the queues can be considerable. If a member of your party finds queuing upsetting, please speak to a member of the admissions staff who will be happy to help your party through quickly. If necessary, there is a gate from the courtyard which avoids the admissions area and shop – please speak to our admissions staff – they are all happy to help.

- There are induction hearing loops at all admission points.

- We have one manual wheelchair available at this admissions point, this can be pre-booked by ringing 01765608888 or, if free, borrowed on the day. Battery powered mobility scooters are available from the Westgate entrance and can be pre-booked by calling 01765608888. There are some restrictions on paths which visitors can use in our mobility scooters which will be explained to you at the time of booking.

- Pricing: Necessary carers for disabled visitors are admitted free of charge. There is more information here: [http://www.nationaltrust.org.uk/article-1356394063324/](http://www.nationaltrust.org.uk/article-1356394063324/)

- There is a regular shuttle minibus from the Visitors Centre to Westgate, Studley, and St Mary’s Church and a wheelchair friendly vehicle available on request.

- We have some large print guides available at Admissions as well as maps with Accessibility information. We also have a general audio guide to the Abbey available.
The Westgate ticket office

- This ticket office is in the open air. The desk is 83cm high, but staff are happy to come out and help if that is easier.

- We have large print guides available at Admissions as well as maps with Accessibility information.

- Three Battery powered mobility scooters are available from the Westgate entrance and can be pre-booked by calling 01765608888. There are some restrictions on paths which visitors can use in our mobility scooters which will be explained to you at the time of booking.

- We have five manual wheelchairs available at this admissions point, these can be pre-booked by ringing 01765608888 or, if free, borrowed on the day

- Pricing: Necessary carers for disabled visitors are admitted free of charge. There is more information here: http://www.nationaltrust.org.uk/article-1356394063324/

- There are induction hearing loops at all admission points.

- Queues: At busy times the queues can be considerable. If a member of your party finds queuing upsetting, please speak to a member of the admissions staff who will be happy to help your party through quickly.

- There is a regular shuttle minibus from the Visitors Centre to Westgate, Studley, and St Mary’s Church and a wheelchair friendly vehicle available on request.

The Studley Royal ticket office

- This entry point is generally quieter and brings visitors straight into the water garden; it may suit those who want a quieter start to their day, with plenty of space. However there are problems for those in wheelchairs or with limited mobility, as the walk from the Studley carpark involves a (c.7-8%) hill on the road which is used by cars or steps with a partial handrail, and rough cobbles.

- The entrance to the ticket office is narrow, 64cm and angled, but the central gates are easily opened for wheelchairs and buggies. Visitors can open these heavy gates themselves or ask for help from the ticket office.

- This ticket office is in the open air. The desk is 90cm high, but staff are happy to come out and help if that is easier.

- We have large print guides available at Admissions as well as maps with Accessibility information.

- There are no mobility scooters available at this entrance. Three Battery powered mobility scooters are available from the Westgate entrance and can be pre-booked by calling 01765608888. There are some restrictions on paths which visitors can use in our mobility scooters which will be explained to you at the time of booking.

- We have one manual wheelchair available at this admission point it can be pre-booked by ringing 01765608888 or, if free, borrowed on the day

- Pricing: Necessary carers for disabled visitors are admitted free of charge. There is more information here: http://www.nationaltrust.org.uk/article-1356394063324/

- We have induction loops at all admissions points

- Queues: At busy times the queues can be considerable.

- There is a regular shuttle minibus from the Visitors Centre to Westgate, Studley, and St Mary’s Church and a wheelchair friendly vehicle available on request.
Sites around the Estate

The Abbey

The Abbey is approx. 950m from the Visitors Centre down a 16% hill which is unsuitable for wheelchairs. It is approx. 400m from the Westgate carpark across a road and along level tar and chip paths and over a lawned area which can be muddy in wet weather.

- The surface around the Abbey is mostly level and comprises somewhat uneven ground and stone. There are some steps, but there is a level route around the Abbey which is shown on the Welcome leaflet map.
- In wet weather the Abbey grounds can become muddy and there are many puddles which may cause problems for those with limited mobility.
- It is possible to explore most of the Abbey in an electric batricar, using ramps at key points. These ramps and any steps are all shown on the Welcome leaflet map.
- There are steps and ledges on which to rest, but there are no benches or seats in the Abbey area.
- There is no artificial light in the Abbey area (except on our floodlighting evenings).
- There are many potential dangers in this area for children or those with learning disabilities including high ruins which might be climbed and unfenced water.
- This area can be noisy on busy days, but at the start of the day or on quieter days it is a peaceful and calm place.
- You can borrow an audio guide to the Abbey from the Visitors Centre, we also have written guides and large print guides as well as our sighted guide service.
- There are guided tours of the Abbey at weekends and daily in the summer season. We hope to introduce induction loops to our guided tours in 2015.
- The nearest toilets to the Abbey are the toilets near Fountains hall (approx. 254m). There are accessible toilets in this location, but they are up a short, steep slope (c.10%)
- The nearest catering outlet to the Abbey are the Abbey tearooms near the mill.
The Mill

- The Mill is about 330m from West Gate Entrance along a wide tar and chip path, then a level flagstone path, to the main ground floor entrance which is 1000mm wide.

- There is a gentle sloped path leading round to the second floor entrance, as well as a lift (850mm x 1260mm) moving between all three floors.

- All doors are kept open to the main entrances and exits. There is an additional door for wheelchair access on the ground floor, leading to an introductory video area, which can be opened by volunteers or staff.

- The rooms on the ground floor level have various types of flooring – stone flags, concrete, old millstones (!) – some of which are slightly uneven, but can be negotiated with a wheelchair. The first and second levels have wooden flooring.

- There is an interactive milling machine in the main entrance room on the ground floor. This machine is quite loud when it is in use and could upset some visitors.

- There is internal lighting and windows allowing natural light. The ground floor has less natural light, so can seem darker than upstairs. The video viewing room on the ground floor is quite dark.

- All areas of the Mill are wheelchair accessible, however, it should be noted that the waterwheel-viewing point is in an outside corridor (1080mm), accessed over a small metal-grating bridge (W870mm, L1309mm). There is no forward exit from here.

- The Mill has limited access for batricars – the lift is too small – however a wheelchair is available at the Mill on request.

- There are backless benches on upper floors and in the video viewing area on ground floor, where there are also chairs with backs.

- There are some tactile and interactive displays, and a video on the third floor with subtitles. A transcript is available for the entrance video.

- There is often a volunteer guide based in the Mill area.

- The nearest accessible toilets are approx. 260m away, next to Fountains Hall.

Porter’s Lodge Interpretation Centre

- Porter’s Lodge is approx. 245m from West Gate Entrance along an even tar and chip path which is 3m wide.

- There is one entrance/exit which is accessed along a short flagstone path (over 2m wide). There is a gentle slope through a 1.2m wide arch, and a 1m wide door that opens both inwards and outwards, with a vertical grip handle.

- There are two benches outside porter’s lodge, one in the entrance way under shelter, and one bench with a back inside.

- Inside there is an even flagstone floor. There is lots of natural light entering the space with additional LED lighting.

- There is plenty of turning space for wheelchairs.

- The interpretation is largely written around the walls, with tactile handling objects approx. 73m high, and a model of the Abbey approx. 1m high. There is also a large print raised picture guide available inside.
**Fountains Hall**

Fountains hall is a beautiful Jacobean mansion. Only part of the interior is open to visitors and it is not fully furnished. There are regular exhibitions in Fountains Hall.

- Fountains Hall is approximately 540m from the Visitor Centre, and 59m from West Gate Entrance. The Hall itself is inaccessible to wheelchairs and mobility scooters, however the external gardens are wheelchair accessible via a stone arch entrance on the right hand side of the building. (although currently a yew hedge makes this access difficult). This path and area outside the building is flagstone.

- The only entrance and exit to the Hall is up a flight of 9 slightly uneven stone steps with no hand rail, and then 11 more stone steps with a hand rail on either side. There is a wooden push door into the Stone Hall and push doors into two interior rooms.

- Inside, all three rooms are carpeted and have lots of natural daylight as well as overhead spotlights. There are seats with backs in two rooms.

- The nearest accessible toilets are approx. 30m away up a short but fairly steep hill.

---

**The Bird Hide**

- Good level access to the hide
- Two wide “in and out” doorways to the hide

**Swanley Grange workshop**

This is the site for many of our family craft activities

- The entrance door is 82cm wide and opens inward on a level over a small threshold.
- There is a level block paved courtyard outside, with a wheelchair friendly picnic table.

---

**St Mary’s Church**

- Burges’s beautiful neo-Gothic church is a jewel in the deer park.
- There is no parking at St Mary’s Church. The only parking in the deer park is in the Studley car park.
- There is a regular shuttle minibus from the Visitors Centre to Westgate, Studley, and St Mary’s Church and a wheelchair friendly vehicle available on request.
- There is a slight incline and one step at the main entrance of the doors.
- Visitors in wheelchairs can access the church through the double door entrance.

---

**The Playground**

- Our playground includes a wheelchair accessible roundabout and a special needs swing. There are tarmac paths to these items along with other low level play equipment.
- Access to the playground is from the main path and the surface is a combination of tarmac paths and bark chip and somewhat uneven.
Studley Royal deer park

The deer park dates back to the middle ages and offers wonderful views and vistas as well as sightings of the Red, Fallow and Sika deer that live here. It is a wonderful natural space for walks, picnics or play.

- The deer park is crossed by tarmac roads used by cars and mowed paths which are suitable for wheelchairs except in very wet weather.
- The deer park leads down to the unfenced lake near the Studley car park which may present a danger to some.
- The deer can present a danger, particularly during the rut and the breeding season and children or those with learning disabilities may need supervision.
- The only parking in the deer park is in the Studley car park. There is an accessible toilet in this car park. There are many hills in the deer park and there is a considerable slope from this car park to the entrance to the water gardens. Wheelchair users or those with mobility problems may need some assistance.

The skyline

This outdoor interpretation area is just beyond the playground and can help Visitors to orientate themselves in the estate.

- The skyline is approx. 200m from the Main Visitors’ centre along a level tarmac path.
- The surface in the skyline is bark chip
- The signs are low enough to be easily read by children and wheelchair users.

The Orchard

The Orchard runs alongside the river behind the mill and is a lovely quiet area for a walk or picnic.

- The Orchard is approx. 70m from the West Gate Entrance via the Herb Garden. Alternatively the Orchard can be accessed by wheelchair directly from the Mill.
- From the Herb Garden, the entrance to the Orchard is through a pull wooden gate, over an even paved bridge with slight incline/decline to a push wooden gate in to the Orchard. The bridge walls are 73cm high.
- From the Mill there is a gently inclined paved path to the Orchard entrance, or an even path leading directly out of Mill door on first floor to the Orchard entrance.
- The Orchard has slightly uneven but level, wide meadow grass, and is approx. 60m long.
- This area is completely outside. On either side of the Orchard is a river. There are no barriers along the banks, and there is a large vertical drop down to the water.
- There are no benches in this area.
**The Herb Garden**

The Herb garden is a beautiful, completely enclosed, walled garden, with fragrant herbs growing through the season.

- The Herb garden is approx. 50m from the West Gate Entrance along a wide tar and chip path. The entrance through a push wooden door is down 1 deep stone step, followed by three further steps into a shaded area. This entrance is not wheelchair accessible, although you can access the Herb Garden over a bridge from the Orchard, this route can be seen on the Welcome Leaflet map.

- The entrance from the Orchard is a pull wooden gate, over an even paved bridge with slight incline/decline down to another push wooden gate. The bridge walls on either side are 73cm high.

- Inside the garden there are 1m wide stone paved paths all on the same level. There are two benches with backs and arm rests. The area is mainly outside, with a small sheltered summerhouse with backed seats.

- The nearest accessible toilets are approx. 50 m. away and approx. 400m away for wheelchair users (via orchard, mill, and to deer cottage).

**The Water Gardens**

- The beautiful Georgian water gardens are a large area with some difficult terrain, but have much to offer visitors with special needs.

- For wheelchair users and those with limited mobility there are level tar and chip routes through the gardens which are shown on the Welcome Leaflet map (available here or at all admission points). This map shows the main challenges to those with mobility difficulties and which routes are accessible to mobility scooters. There are benches at regular intervals along the paths. The high paths to some of the follies in the garden are not accessible to wheelchairs and involve steep slopes.

- There are many dangers in the garden including steep drop offs and unfenced water, waterfalls and cascades but there is also plenty of space and even on busy days it is usually possible to find a peaceful spot to rest or picnic.

**The Aislabie Suite**

This lecture theatre in the main Visitor Centre is sometimes used for visitor events e.g. talks and lectures.

The top level of Aislabie is accessed on the level via internal door from the Visitor Centre shop.

A wheelchair space at the top of Aislabie affords a good view of projector screen and speaker.
Catering

There are three Catering outlets at Fountains:

The Visitor Centre Restaurant

- The Visitors centre restaurant is in the main visitors centre courtyard. From the car park it is about 95m over fine gravel and cobbles and across the entrance road to the restaurant.
- Entrance to the restaurant is through automatic doors 1.4m wide and is level. There are manual doors to the outside area.
- The restaurant is large and open and can be noisy, particularly when it is busy. There are no soft furnishings and there are ceiling fans. It is not possible to reserve a table in this restaurant. At busy times there are considerable queues, if a member of your party finds queuing upsetting, please speak to a member of staff who will be happy to help your party through quickly.
- We do have screens which can be set up to provide greater privacy if you need it, please speak to our staff if this would help your group.
- The restaurant is well lit by natural and artificial light.
- The restaurant is self-service; the counters are 890mm high, staff are happy to help customers with trays. We do not have Braille menus.
- We cater for gluten free diets and are happy to discuss the ingredients of any of our dishes.
- There are induction hearing loops at all our catering outlets.

The Studley Royal Tea Room

- The Studley Royal Tea Room is approx. 150m from the Studley Royal car park. The walk from the car park is down a hill or stepped path and over cobbles and we do not recommend this route for wheelchairs or those with very limited mobility. However access from the water gardens is level.
- Entrance to the Tea Room is via a low ramp and through a two sets of manual doors 1143mm wide when fully open – customers will need to ask for assistance if the full width is required. There is a second level entrance through a door way 680mm wide.
- There are no soft furnishings in this café and it can be noisy at busy times. It is lit by low wattage artificial light and dull natural light.
- There is an outdoor seating area in an enclosed garden
- The counter is 910mm high and members of staff are available to help with trays. Space is quite tight within the café and there is not 1200mm between tables.
- All our catering outlets have hearing loops.
- The toilets and baby change room are up a flight of stairs. There is a disabled accessible toilet in the Tea Room courtyard.
The Mill Cafe

- The Mill cafe is near to the mill, approx. 330m from the Westgate entrance, over tarmac paths. They are the closest catering outlet to the Abbey, which is about 200m away over grass, which can be muddy in wet weather.

- The entrance to the cafe is level, through a manual door which is 860mm wide and opens inwards.

- The counter height is 890mm and staff are available to help with trays.

- This cafe is relatively small. There is outdoor seating on gravel as well as indoor tables on a hard floor. The inside tables are close together (less than 1200mm apart).

- We do not have induction loops at present.

- The nearest accessible toilet and baby change are at Deer Cottage, just next to Fountains hall. These toilets are up a short but fairly steep incline.
There are two retail outlets at Fountains, the Visitors Centre shop is located next to the admissions desk in the main Visitor Centre. The second retail outlet is located at Studley, which is within the pay for entry part of the estate close to the admissions hut.

**The Visitor Centre Shop**

- Access into the Visitor Centre Shop is on the level, through an automatic entrance door 1340mm wide which opens inwards into the shop.

- The shop flooring is vinyl throughout and predominately lit by artificial light.

- Access around the shop is open and there is 1200mm between the majority of displays around the shop, and there are always members of staff available to assist and help to reach for items.

- There are induction hearing loops at both our retail outlets.

**The Studley Royal shop**

- Access into the Studley Shop is via a ramp through manually opening doors. Staff will always be on hand to assist with opening the doors if needed. There are windows letting natural light in, but florescent light is the predominant light source.

- The Studley shop is much smaller than the visitor centre shop, and it can get very busy during the summer months. Unfortunately this very restricted space is not suitable for large and battery powered wheelchairs – there is simply not enough space to manoeuvre.

- Both our retail outlets have hearing loops.
We endeavour to make our print available in alternative formats, but don’t currently produce large print copies of all our printed material.

Where a large print version is available we include contact information for this to be requested (at the end of the publication in minimum 16pt type: ‘If you’d like this information in an alternative format…’ with email and telephone number).

We can, on request, provide digital copies of most of our material in advance of your visit to allow those with visual impairment to access our important documents, such as our visitor map, welcome leaflet and World Heritage Site Management plan.

In order to inspire everyone, and exclude no-one, we make everything we produce as clear and legible as possible.

- We use National Trust typeface in all of our printed material. It is a sans-serif font which has been designed to be clearly legible and easy to read.
- For documents produced in Word, Publisher or PowerPoint, and for emails, we use Arial or Calibri, both sans-serif fonts which are also clearly legible. We also use Arial for all body copy on our website.
- We set text left-aligned to ensure content is easy to read, avoiding capitals and underlining and using italics only for emphasis, foreign words and mentioning the titles of books, pictures and so on.
- We write clearly and conversationally, with short sentences and paragraphs.
- We don’t crowd or clutter pages – text and images are given room to breathe. We use white space to make the layout easy and inviting to read, with a clear hierarchy of headings, captions and text.
- We avoid setting text around images and are careful when placing text on top of a photograph that we choose an area where the image has a constant colour, and creates enough contrast for the text to be easily readable.
- When using coloured text, or putting text on a coloured background, we make sure there’s plenty of contrast between text and background.
- We choose good quality photographs and include a diverse range of people.
- We choose white paper with a matt, silk or uncoated finish.
Contact details

Estate Office
T: 01765643160
E: fountainsabbey@nationaltrust.org.uk

Fountains Abbey & Studley Royal
Ripon, HG4 3DY

Date: August 2015