

## Get more from your visit - Advice for visitors who have disabilities

### Car Parking

- Dedicated, priority spaces in main car park for visitors with disabilities with level access to Visitor Reception.
- Visitors may drop off disabled passengers at the House and then return to the car park. Please enquire at Visitor Reception
- Limited parking is available for disabled **drivers** only nearer the House. Please enquire at Visitor Reception.

### Assistance Dogs

- We welcome assistance dogs in all areas of the property, as long as they are wearing their tabards/harness and working. Please ask your dog to toilet before entering the property.
- A tap is available in the plant centre if you need to refill a water container for your dog. Please ask if you require assistance.

### Entry fees and carers/companions

**An essential carer/companion is allowed free entry to the property, to help you during your visit.**

- Our admission policy admits the necessary companion, or carer(s), of a disabled visitor free of charge, on request, while the standard membership, or admission fee, applies to the disabled visitor
- To save having to 'request' a companion's free entry an Access for All Admit One Card can be issued by our Supporter Services Centre. This card is made out in the name of the disabled person, not the companion, so you do not have to bring the same carer/companion on each visit.
- To request an Access for all Card, please either email our Supporter Services Centre ([enquiries@nationaltrust.org.uk](mailto:enquiries@nationaltrust.org.uk)) or phone them on 01793 817634. They will need the name and full postal address of the disabled person

### Buggy shuttle service

- A volunteer-driven buggy can transport you between Visitor Reception, the House and Restaurant. It is not able to carry wheelchairs.
- Please be aware that the buggy services are reliant on volunteers and therefore we cannot guarantee the service will be available every day. If it is not running on the day of your visit we can arrange drop off at the house, as per the information in the parking section.

### Wheelchairs for loan

- Inside the House: Three attendant wheelchairs are available for loan in the House. Please ask a member of staff at the house entrance. Please return the wheelchair at the end of your house tour; these wheelchairs are not for use outside.
- Outside Areas: Two wheelchairs are available for loan; please enquire at the office or shop. Please return the wheelchair to reception or the house at the end of your visit.

## Lavatories & shop

- Adapted WCs are available at the Pavilion Restaurant and in the courtyard by the shop. There is level access to the shop and plant centre.

## House entrance

- The ground floor of the house is fully accessible. Access to the first and lower ground floors is by staircase, with one sided handrails. The stairs are relatively wide and shallow, with large landings half way up.
- Our room guides are not able to assist visitors up and down the stairs, visitors to the first floor must be able to safely evacuate the building in the event of an emergency. Our room guides will direct you to the nearest suitable external door.
- To avoid the steps to the House entrance, an alternative ramped access route is available, please arrive here 5-10 minutes before your house entry time, one of our staff will show you through to the Main Hall where you can begin your visit.
- There are historically accurate rugs and carpets in some of the rooms, some of which are relatively thick.
- The exit door from the dining room is a historic double door which some may find awkward, we are happy to help by holding it open for you on request, or an alternative exit is by returning to the luggage lobby and using the door by the tubular bells.

## Large print picture lists

- Picture Lists are available in large print formats in each room, please ask the Room Guide

## Visitor seating in the house

- Owing to the presentation of the collection, and a general desire to minimise signs and barriers, the distinction between public seating in the House and collection furniture is not always clear. If you require a seat whilst touring the House, please ask a Room Guide who will be happy to direct you to the nearest seat.
- Visitors may sit on all the chairs in the Sitting Room, and most of those in the Picture Room. Benches are available in the Picture Gallery.

## Squash Court Gallery

- The main part of the exhibition space is accessible, part of the route is a relatively steep slope for which you may require assistance. There is a slightly raised threshold.
- Access is by tarmac and then crushed stone paths through the orchard (opposite the restaurant.) or from the garden entrance.
- There is a historic interior doorway into the gallery which is off a narrow corridor and may not be accessible by larger mobility equipment.

## Garden access

- The garden is partially accessible to visitors with mobility impairments. There is a ramped entry at the main garden entrance. There is also access via sloping paths through the orchard opposite the restaurant.
- Whilst the House terrace is accessible via a level pathway, the south front lawn is approached via a sloping bank which levels-out from an initially steep gradient. To access the lawn, the shallowest and least cambered gradient of this bank is found by proceeding along the top of the bank, following the edge of the rockery on your left.

## Garden access continued

- Beyond the south lawn, the gardens descend steeply in a series of terraces, the routes are via stone staircases or steep grass and crushed stone pathways.
- There are unguarded ponds, slopes and drops throughout the garden.

## Garden seating

- Benches are available in some areas of the garden, and visitors are free to use garden walls and steps.

## Fragrant plants

- For visually impaired visitors, the gardens contain fragrant plants at most times of the year.

## Pavilion Restaurant

- The restaurant is fully accessible via a dedicated, level pathway. Follow the main signage to restaurant, but continue past the stone steps, following signed directions to access pathway beyond on the left. The early section of the Restaurant access is a relatively steep tarmac slope for which you may require assistance.
- Large-handled cutlery is available. Please ask a member of staff.
- Menus are displayed on blackboards and the counter.
- Please ask a member of staff if you require any assistance with your tray.

## In the event of an accident or emergency

- We are 6 miles from Banbury's Hospital, which has a full A&E department, We are happy to call an ambulance for you if required, or to provide directions.
- If you call an ambulance yourself please alert our reception team by calling 01295 670408, they will then look out for the ambulance and direct the crew to you, and ask one of our staff to go to your location. Reception can then be contacted by radio, who will update the emergency services if required.
- Mobile phone reception is generally poor around the property, if no staff or volunteers are in sight please go to the house, shop, restaurant, or reception for assistance. The property office is not manned at all times.
- We are happy to do what we can to help in non-emergency situations, please ask at the locations above if there are no staff or volunteers in the vicinity.

## Surfaces, steps and slopes, see map on back page

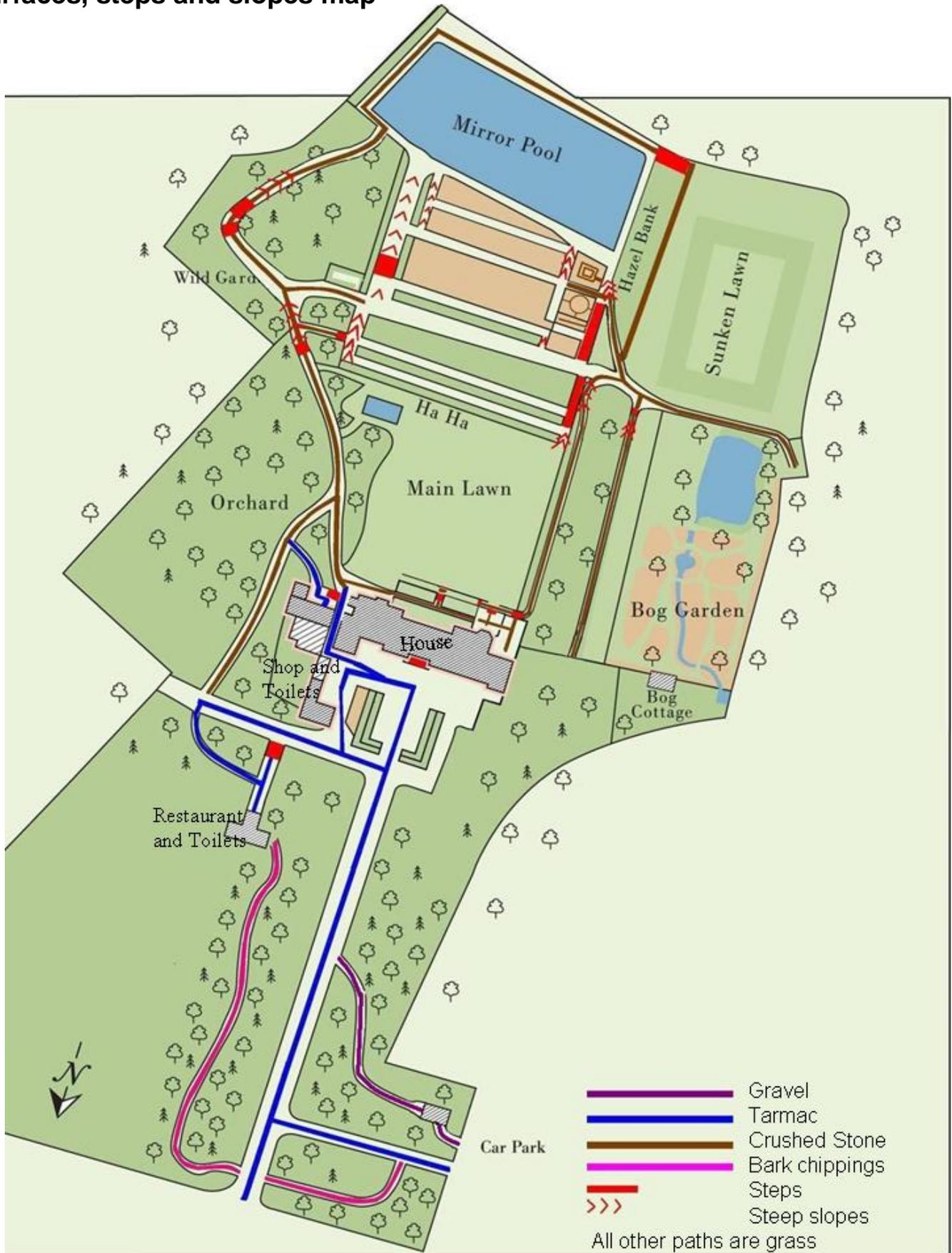
The map on the back page shows the main surfacing materials used at Upton, and the location of steps and the steepest slopes.

The map should be used as a guide only. Some very shallow steps are not marked, as they are no higher than an average dropped kerb. Also there are some areas of stone paving. We advise you to check the ground conditions/slope for yourself before proceeding into an area. The crushed stone is compacted, and provides a firm, but slightly uneven surface. The grass paths are usually firm, apart from those in the bog garden. They are lawn type grass

Please ask if you require any extra information or assistance before or during your visit.

Main office 01295 670266 (option 6) or email [uptonhouse@nationaltrust.org.uk](mailto:uptonhouse@nationaltrust.org.uk)

## Surfaces, steps and slopes map



Is there anything you think should be added to this guide?

If so please email [uptonhouse@nationaltrust.org.uk](mailto:uptonhouse@nationaltrust.org.uk) and if possible I will add it during the next update

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