Knole Access Statement

Knole
Sevenoaks
Kent
TN15 0RP
(Sat Nav TN13 1HX)

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Introduction

- Knole is a large property in the midst of a 1,000-acre deer park near the town centre of Sevenoaks.
- The Visitor Centre and access to the house are located on a gradient of 1:32 from the car park.
- Access to the showrooms, Gatehouse Tower, Visitor Centre, bookshop and shop are accessible by a pathway on a gradient of 1:32 from the car park.
- The Brewhouse Café and Conservation Studio are accessible by a pathway on a gradient of 1:14 from the car park.
- Assistance dogs are welcome throughout the property. All dogs are welcome in the parkland and courtyards but must be kept on leads at all times.
- There are lockers available to drop off large bags within the Porter’s Lodge of the main entrance of the house.
- Light levels are kept low in the house for conservation purposes.

Arrival & Parking Facilities

- Brown signs locating Knole are found on Sevenoaks High Street in both directions.
- The main car park is located approximately 145 metres from the entrance on a gradient of 1:32.
- There are 19 designated spaces for blue badge holders, 145 metres away from the Visitor Centre.
- A drop off zone is located 87 metres from the front of the house. Please ask the member of staff working at the entrance to the park for directions. The drop off zone may be used but cars must be moved to the main car park.
- During our most busy periods car park attendants will be available for advice.
- Overflow parking is available on a grass surface. The overflow car park will be sign posted when in use.
- The pathway to the Visitor Centre is tarmacked and on a 1:32 gradient slope.
- Manual wheelchairs are available to borrow. Please ask a member of staff on entry.
Toilets

- There are two large accessible toilets on site, one located off the main entrance to the house and another located in the Conservation Studio.
- Both accessible toilets are left hand transfer.
- Baby changing facilities are available here. There are no adult changing facilities.
- All the toilets have hand dryers, tiled floors and are lit with artificial light.

Visitor Centre

- The flooring is hardwood throughout and the walls are stone and plaster in all areas.
- The entrance is clearly sign posted with even floors and a shallow ramp down on entry.
- The door is 124 cm wide.
- The reception desk height is 80cm.
- There is a mixture of natural lighting and down lights.
- There is a tactile model of the house available.
- Wheelchairs are stored near the Visitor Centre and available to borrow without pre-booking by asking a welcoming member of the Visitor Service team.
- A mobility scooter is also available to hire, Monday-Saturday, and must be booked with a minimum of 24 hours in advance. Please phone 01732 462100 to book. Suggested routes are available.
- There is an induction loop in the Visitor Centre, Bookshop, Studio and Brewhouse.
- Films depicting things to see and do at Knole are available in ipads and projectors.
- Multi-media guide for the showrooms explaining Knole’s conservation project are available with hearing loop.
Showrooms

- Tickets are available from the Visitor Centre.
- The route to the showrooms is across 73 metres of level paving through the two courtyards.
- There is one step, with an accessible ramp into the Great Hall entrance.
- The Great Hall is the only area of the showrooms that is accessible to wheelchair users.
- iPads are available within the Great Hall to view the showrooms upstairs.
- The Great Staircase provides access to the rest of the showrooms, which has handrails on both sides and wide access.
- A portable induction loop is available if required, please ask a member of staff in the Visitor Centre.
- The interior of the building is wood and stone with low light levels for conservation reasons.
- All rooms are furnished with soft furnishings, eg carpets, rugs, curtains etc.
- Most rooms have at least one seat. There are no seats with arm rests inside the showrooms.
- Volunteer Guides are available to answer questions and help within most rooms.
- Highlight tours are also available at 11am, please enquire at the Visitor Centre.
- There are no toilets available in the showrooms.
- All interpretation panels in showrooms are in large print.
- There are Visually Impaired Guide books including braille with touch pages and sensory prop boxes. Please ask a member of staff on entry.
- Mobility rollator available to borrow in showrooms.
- A small group of volunteers and staff are trained to deliver sensory tours for the blind and partially sighted. These tours must be booked in advance. To book please give a minimum of 48 hours and phone 01732 462100.
- Prop boxes with sensory items including sound cubes and objects to handle are available in every room.
- Foreign language guides in French, German and Dutch are available.
- Baby carriers are available to borrow at the entrance to the showrooms.
- Pushchairs cannot be taken into the Great Hall but can be left undercover at the entrance.
- Interactive showroom multi-media guides explaining our Inspired by Knole conservation project (completed in 2019) are available for use from the Visitor Centre. They include audio narration via headphones. Printed scripts and hearing loops are available.
Gatehouse Tower

- Located next door to the Visitor Centre.
- Tickets to access the Tower are available from the Visitor Centre.
- There are 77 spiral steps to reach the top of the tower. Stairs can be steep and uneven in places.
- There are two tower rooms and the rooftop which is located on the third floor.
- There is a handrail on the left around the spiral staircase for visitors to use.
- Entrance and exit to the tower is made using the same door and staircase.
- There are volunteers in the tower to answer questions.
- Lit by natural light, lamps in the tower rooms and some lights on the landings of the spiral stairs.
- Seats are available in the tower rooms; there are two seats on the rooftop terrace.
- A short film of the tower is available to watch in the Visitor Centre.

Conservation Studio

- Located in the Brewhouse Courtyard 112 metres from the car park. The Brewhouse Courtyard is located on a 1:14 decline from the car park.
- Toilets, accessible toilets and baby change are located on the ground floor.
- The building has three floors, the Conservation Lobby with toilets, the Conservation Store, the Conservation Studio.
- Reception desk is located on the ground floor and is 88cm high.
- A lift is available to access all floors but is not an evacuation lift.
- The Conservation Studio is open Wednesday to Saturday allowing visitors to watch conservators at work.
- Within the studio there are interactive displays to encourage smell, sight and touch.
- Lit by natural and down lighting throughout the building.
- The Conservation Studio is wheelchair accessible. Mobility scooter on lobby area only.
- An induction loop is available at reception and in the studio.
- There is an automatic door into the Conservation Studio.
Brewhouse Café

- The Brewhouse Courtyard is approximately 112 metres from the car park. Accessed by a hard standing path on a 1:14 decline.
- The surface in the Brewhouse Courtyard is gravel.
- Toilets, accessible toilets and baby change are located in this courtyard.
- There is an automatic doorway into the Brewhouse Café as well as a manually operated door to the right hand side of the doorway.
- The surface is level throughout. There is a shallow ramp to enter the Grab and Go.
- The Café has both tiled and hardwood flooring in places.
- The seating area is furnished with wooden tables and chairs.
- Lit with a mix of natural light and artificial light.
- The counter is 90cm high with no lowered section.
- The circulation space between the tables is approximately 90cm.
- An induction loop is available at the till points.
- Menus are displayed on large chalk boards above the counter. An allergen menu is also available, please ask a member of staff.
- Please ask catering staff to assist you with trays if required.

Bookshop

- The bookshop can be entered via paving stones off Green Court (next to The Orangery, near the Visitor Centre) and has a level surface within.
- There is a mobility lift which allows access to the Orangery. Staff will assist with the lift.
- There are no large print versions of the price list, but staff are available to assist visitors.
- An induction loop is available at the till point.
Garden

- Lord Sackville's private garden has restricted hours and opens on a limited number of days a year.
- Tickets available from the Visitor Centre; admission to the garden is included in the showrooms admission.
- Entrance to the garden is at the end of the Orangery. There are four steps into the Orangery from the courtyard or access is possible using the lift in the Bookshop.
- Mobility scooters can access the garden via a gate at the front of the house. Request access in the Visitor Centre.
- There is a ramp to enter the garden.
- The garden access routes are a mixture of grass and gravel. The gradients vary from 1:6 to 1:32.
- A map with accessible routes and gradients are available at the garden entrance, please ask on entry.
- The garden is extensive with varying changes in level and steps in some areas.
- Paths may become slippery during bad weather.
- Visitors also need to be aware of tree roots and foliage that may impede some of the narrow pathways that are a feature of the garden.
- Assistance dogs are permitted in the garden.
- Seats are available and detailed on the garden map provided.
- There are no toilets in the garden.
- Lord Sackville-West's garden opens on a limited amount of days during the year and is accessible through the Orangery or a lift located in the bookshop. The majority of the paths in the garden are gravelled and on gradients varying from 1:6 to 1:22. A plan detailing an accessible route with relevant gradients is available.
- There is a reasonable mobile reception across most of the site.

Parkland

- Knole park is a 1,000 acre historic deer park and a Site of Special Scientific Interest (SSSI). National Trust manage 100 acres. Lord Sackville’s Knole Estate manages the remainder and the deer herd. The parkland consists of rough undulating grass and ant hills.
- There are a number of hard-standing paths in the parkland, but many cross a golf course so please discuss the best routes to follow with staff in the Visitor Centre.
- A mobility scooter is available to hire and must be booked with a minimum of 24 hours in advance. Please phone 01732 462100 to book. Suggested routes are available.
- An enclosed picnic area is located in the park next to the car park. It has decking flooring and a ramp suitable for wheelchair users.
- Some hard-standing paths in parkland.
Contact details for more information
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