

Trelissick Access Statement

Trelissick, Feock, Truro, Cornwall, TR3 6QL

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Introduction

1. Trelissick has approximately 300 acres of public access land which has steep hills and uneven ground. The garden is set within this landscape with accessible tarmac and gravel paths in certain areas, uneven and steep in others (see map at the end of the document). The ground floor to the house is open to the public and wheelchair accessible.
2. Trelissick is surrounded on three sides by the River Fal, a tidal estuary. Caution is advised around the water. There are steep drops on the banks to the river which is very deep in places with strong currents and tides.
3. Children and dogs must be kept under supervision at all times.
4. Mobile phone reception is unreliable across the property. Please dial 999 in an emergency or contact the property office on 01872 862090 if you need staff assistance
5. Assistance dogs are welcome in the house and garden; however non-assistance dogs only have access to the countryside and outside areas of the café. Dog waste bins are located at the entrance to the countryside.
6. Wheelchair users must stay on the recommended route in the garden as there are steep slopes and uneven ground which may cause users discomfort. Please refer to the map at the end of the document.

Arrival & Parking Facilities

1. Trelissick is accessed by road from the A39 between Falmouth and Truro. Brown road signs from the Playing Place roundabouts direct car traffic to Trelissick along the B3289. Trelissick can also be accessed by passenger ferries running between Truro and Falmouth – this is not an accessible route due to steep slopes from the river to Trelissick.
2. There are 16 accessible spaces in the car park which are 25 metres (m) from the house and garden entrance.
3. The car park has varying surfaces. The accessible spaces are tarmacked, the road in is tarmacked and leads to gravel spaces as well as grass spaces in overflow car park.
4. There is no transfer vehicle as the accessible spaces are sufficiently close to the entrance where wheelchairs can be borrowed if necessary.

WCs

1. The accessible toilet is located next to the accessible parking 20m away on a level tarmacked surface.
2. The toilet is 1.65m x 2m with a left hand transfer rail and is lit by artificial non-florescent bulbs
3. There is no Changing Places facility onsite.
4. All toilets have hand dryers; the accessible toilets have a sink at 820 millimetres (mm) high and dryers at 1000mm high.

Accessible toilet



Visitor Reception

1. The entrance to the house and garden is located down a long corridor with flagstone floor, brick walls and tiled roof. From this corridor you enter visitor reception which has flagstone floor, rendered walls and sound dampeners installed on the ceiling to reduce echoes and sound reverberation.
2. The main entrance door is 1200mm wide and is always open during opening hours. Upon entering this door there is a slight slope descending into the corridor. At the end of the corridor is another door 900mm wide manual push door. Exit from a 850mm manual pull door. During warmer seasons these doors are generally kept open, staff can assist in opening the doors if and when required.
3. The till desks are 750mm high
4. The corridor has low light levels with non-fluorescent bulbs providing light. Weather permitting a window is also open providing a small amount of natural light. Reception is well lit with natural light and artificial non-fluorescent bulbs.
5. There are bench seats at the rear of reception, they do not have arm rests
6. There is no induction loop present in visitor reception.
7. There are no British Sign Language communicators.
8. We have three manual wheelchairs to loan, there is another in the house for those transferring from a mobility scooter. There is one battery-assisted wheelchair to loan.
9. There is a mobility scooter which can be loaned for periods of an hour and a half at a time. Booking is recommended for this vehicle, please ring reception to do so: 01872 861058



Above: Corridor

Below: Visitor reception



House

*Accessible entrance to house
with doorbell on sign*

1. From the accessible parking area it is 25m to visitor reception and a further 80m to reach the house.

2. The route from visitor reception is level and tarmacked.

3. To enter the house on a wheelchair there is a side entrance 15m away from main front door with a short ramp. There is a sign with a doorbell which summons a volunteer to assist with opening the door. If you are on a mobility scooter we ask that you transfer to the wheelchair provided if it is possible to do so. This is due to the damage a scooter would cause to the house; in the case where a transfer to the wheelchair is not possible we will ask you to follow a particular route through the house.



4. The accessible entrance door is 1000mm wide, manually operated and opens inwards; it requires a volunteer to open as stated above. Being in an historic environment some floor surfaces can be uneven and/or fragile there will be raise and drop in floor level throughout, please take care when you are stepping on the thresholds from one room to the next.

5. We ask that large bags, baby back carriers, pushchairs and prams be stored before entering the house to protect the collection. No powered vehicles in the house for conservation and safety reasons. There are two hipsters and two child slings available in the entrance hall to facilitate your visit.

6. All rooms in the house have high ceilings, limited wall hangings and wooden floorboards covered by large carpets. These hard surfaces can cause echoes.

7. The Entrance Hall, West Library, Drawing Room and Main Hall are fairly dim due to conservation needs (limiting UV exposure) and are lit by non-florescent bulbs. The Morning Room, Dining Room, Kitchen, East Library and Solarium receive lots of natural light and are also lit by non-florescent bulbs.

8. Only the ground floor is open to visitors. However in the café there is a small 'snug' area which can only be accessed by steps with a handrail.

9. There are no doorways or corridors narrower than 750mm and in each room there is at least 1500mm turning space for a wheelchair.

10. There are seats for visitors to use and enjoy the view in the East Library with armrests. Chairs with pinecones on are delicate parts of the collection and we ask visitors not to sit on them. The Kitchen has lots of seating, chairs do not have armrests.

11. At any given time there are at least three volunteer room guides that visit each room of on duty in the house. These volunteers are trained in emergency evacuation procedures.

12. There are no accessible toilets in the house and one domestic toilet which can be used. Visitors are advised to visit the toilets outside the entrance to the house and garden.
13. There are guided tours based on volunteer availability which go upstairs and downstairs to the cellars – therefore they are not suitable for wheelchair users or people with other mobility problems or health issues related to strenuous activity. These tours do not use induction loops.
14. The house is not expansive but visitors are welcome to sit in the staff and volunteer break room by the accessible entrance if necessary.

Food and Beverages – Crofters Café

1. From the accessible parking area Crofters Café is 50m.
2. The route from the accessible car park to the café is level and tarmacked.
3. The café is accessed by crossing a level courtyard and entering 2100mm wide double doors (1050mm single opening) which open outward. During warmer seasons this door stays open during opening hours. Café staff will assist opening doors if and when required.
4. The café has noise dampeners installed on the ceiling to reduce echoes. The furnishings are hard surfaced as is the floor.
5. The café is artificially lit with non-fluorescent bulbs and has plenty of natural light.
6. There is additional seating in the upstairs courtyard room, however this is up a set of stairs with handrails and there is no lift available.
7. The counter is at the height of 900mm and there is limited circulation space between tables (less than 1200mm)
8. Staff will assist visitors who experience difficulty reaching the counter, carrying trays or standing in queues and will provide seating if required.
9. There is no induction loop present in Crofters Cafe.
10. Cutlery is large handled and paper straws are available.

Retail – Trelissick shop and plant sales/Gallery/Bookshop

1. **Shop and plant sales** are 10m from the accessible parking area across tarmac. There is a slight slope down into the shop and a 1300mm wide door that opens inwards manually.
2. **The gallery** is 25m from the accessible



Entrance to shop and plant sales.

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parking area across level tarmac. The 1600mm wide double door opens inwards manually. There is a second, inner door 750mm wide opening outward manually.

3. **The bookshop** is 65m from the accessible parking area. The surfaces on the route include tarmac, gravel and cobbles. The surfaces are level but very uneven. Up a ramp there is a 900mm wide door that opens inwards manually.

4. The shop and gallery have flagstone flooring and hard furnishings. Echoes may occur. The bookshop has wooden floors, low ceilings and soft furnishing, echoes are unlikely.

5. Natural light and artificial non-fluorescent bulbs light the shop, gallery and bookshop.

6. The shop is ground floor only. The bookshop has one room which has a step down into it. The gallery has a first floor area which is only accessible by stairs with handrails.

7. There is circulation space of at least 1200mm between the display stands in the shop, gallery and bookshop.

8. There is no induction loop present in the shop, gallery or bookshop.

9. Staff and volunteers will assist reaching items out of reach of customers and in telling visitors prices and other details if they are partially sighted.

Garden

1. There are maps showing routes around the garden suitable for wheelchair users. See below for maps.

2. There are routes around the garden that avoid steps and steep slopes – these areas are also marked on the map.

3. The garden paths are tarmacked in areas and fine gravel in others. Be aware that some surfaces are uneven. The terrace of the house is larger gravel surface which is unsuitable for wheelchair users.

4. The natural topography of the landscape means there are steep slopes in areas of the garden. Wheelchair users must stay on the recommended routes and avoid steep slopes marked on the map.

5. There are a number of steps in the garden which are marked on the map, some have hand rails and others do not.



Above: Gallery entrance

Below: Cobbled surface outside bookshop



6. There are written signs which provide directions around the garden.
7. There are numerous benches all over the garden and there is a pond by the bridge.

Countryside

1. There is a map of the countryside in the welcome leaflet available at the information point or visitor reception.
2. The paths around the countryside are gravel, grass or soil. They have uneven ground and feature steep inclines. They are not suitable for wheelchairs or mobility scooters.
3. There are two points where paths cross a road, please be cautious and aware of traffic at these crossings.
4. There are some steps with handrails near one of the road crossings; these are marked on the map.
5. There are a number of gates in the countryside; please close these gates as livestock are present.
6. There are a number of benches throughout the countryside.
7. There is a beach at the bottom of the parkland, please be aware of the tides here and along the riverside walks. There are also steep drops off the paths at the riverside so please do not stray from them and keep children and dogs in clear sight.
8. Livestock graze the parkland, be advised that electric fences are present. Please also keep dogs under control, preferably on a leash when nearby.

Contact details for more information

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Wheelchair users' map

