

## Berrington Hall Access Statement

Berrington Hall  
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### Introduction

- 1. Very brief description of the property to highlight main points to be aware of – e.g. is the property on a hillside, is the garden terraced etc:** Berrington Hall is a Grade I listed eighteenth-century mansion and is only accessible via 12 steep stone steps at the entrance. The ground floor and first floor of the mansion are available for visitors to view, as well as the servants' spaces; there are 32 steps to the first floor and 54 stone steps down the servants' staircase.
- 2. What is mobile phone reception like – what is the number to call in an emergency if visitors have a problem whilst at the property:** Mobile phone reception is poor and intermittent. The number to call in an emergency is: 01568 615721 or 07775 908238
- 3. State that assistance dogs are welcome and state the general property policy towards dogs:** Assistance dogs are welcome in all parts of the site. Dogs on leads are welcome everywhere except for the mansion, main tea-room and the food production area of the walled garden, which is signposted.
- 4. Highlight anything very specific which visitors should be aware of – e.g. if light levels low inside the house due to conservation reasons, do visitors need to hand over large bags to be stored before entering the House:** There is no wheelchair access to the mansion, as it is only accessible via 12 steep stone steps at the entrance or 10 at the back door. The tea-room is located down a flight of stone steps, but there is a lift in operation at the back of the dairy. Visitors who would like to use the lift will need to ask a member of staff in the tea-room or shop for assistance. A unisex disabled toilet is located in the car park; there is only a women's accessible toilet in the main courtyard.

### Arrival & Parking Facilities

- 1. Is the site easy to find, are there brown signs, general signs to follow etc.:** Berrington Hall is located off the A49 which is the main road connecting Shrewsbury with Hereford. There is an entrance off the A49 and one-off Eye Lane. The entrance off the A49 is more concealed, but it does have a brown sign on the entrance and prior to it as a warning and for information. The entrance off Eye Lane is more easily visible, with brown signs opposite and prior to it.



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2. **How many designated spaces are there for disabled visitors in the main car park? How far is this parking area from the visitor reception building:** There are eight designated parking spaces for disabled in the main car park. This parking area is approximately 150 yards from Visitor Reception and we run a buggy/ shuttle service to transport visitors from the car park to the reception and onwards to the mansion and gardens.
3. **What type of surface does the car park surface have? (e.g. gravel, tarmac, grass...) What type of surface does the designated parking area for disabled visitors have? (e.g. same as the main car park? Gravel, tarmac, grass...):** The main car park surface is concrete, and the over-flow car park surface is grass with stone rolled into the grass creating a gravel-like surface, flattened and rolled by tractor as far as possible to flatten the surface. The designated parking area for disabled visitors is also concrete.
4. **Is there a transfer vehicle and is it accessible for people who cannot transfer from their wheelchair?** There is an electric buggy/shuttle vehicle which can pick visitors up from the car park and drop them off at various points around the property. However, it is not accessible for people who cannot transfer from their wheelchair.
5. **What route does the transfer vehicle follow? (e.g. from the car park to the House and back? makes stops at places round the property?)** The buggy/transfer vehicle can make lifts from the car park and visitor reception, along the accessible paths to the front of the mansion, to the dairy and round to the accessible path into the walled garden. The buggy/transfer vehicle cannot drive into the walled garden, parkland or into the courtyard.
6. **Is it possible to arrange to drop visitors off if all the designated car park spaces are full or the transfer vehicle is inaccessible to them?**  
Yes – if the buggy is not in operation or is not suitable.  
Visitors can ask at visitor reception and will be offered if the shuttle/ buggy is not in operation.
7. **Any other relevant points – e.g. overflow parking (including surface details and distance from the visitor reception), other possible parking arrangements...**The overflow car park surface is grass and depending on how busy the site is, could be approximately 180 meters away from visitor reception.

## WCs

1. **Where is/are the accessible toilet(s)? (NB – if the toilet does not have an emergency alarm, it cannot be termed an accessible toilet)** There is an accessible toilet in the main courtyard set within a 'changing space' with a fitted electronic assistance sink, changing area, adult changing station, powered hoist, child's changing station emergency alarm and toilet. As well as this there is a unisex accessible toilet in the car park.
2. **How large is the accessible toilet (should be at least 1.5m x 2.2m)**  
The accessible toilet in is in a 'changing space' and is now approximately 5m x 9m in size. The accessible toilet in the car park is approximately 2.1m by 2m.

3. **Is the accessible WC left or right-hand transfer? (e.g. if the rails attached to the wall are on the right-hand side of the toilet when seated on it, it is right-hand transfer, and vice-versa)** The accessible toilet in the courtyard is a left-hand transfer. The unisex one in the car park is a right-hand transfer.
4. **Is there a Changing Places facility (WC with adult changing table and hoist)?** There is one in the main courtyard.
5. **How is the area lit – is there lots of natural light, what is the artificial light like, are their fluorescent bulbs**  
The accessible toilet in the courtyard is well lit with lots of natural light. The artificial lights are not glaring or fluorescent. There are no fluorescent lights in the accessible toilet in the car park, but all light is artificial and triggered by motion sensor.
6. **Do the WCs (both accessible and non-accessible) have automatic hand driers, or fluorescent lighting?** There are no automatic hand-dryers in the non-accessible toilet in the courtyard. There is no fluorescent lighting. Lighting is triggered by motion sensor.

## **Visitor Reception**

1. **What materials are used in the building? (e.g. is it all hard surfaces such as wood and stone or is there a carpeted floor or other soft furnishings to absorb sound echoes.)** Visitor Reception is in the Triumphal Arch, which has high ceilings and a carpeted floor which absorbs some sound echoes.
2. **What is the entrance like? (e.g. level or up a slope, what is the gradient of the slope...)** Visitor Reception can either be accessed down a gently sloping fixed gravel path, with a wooden hand rail, or through the Triumphal Arch gate, which is on a very gently sloping concrete path. It is then level from the slope into visitor reception and there is a ramp at the exit.
3. **How wide is the entrance door?**  
Approximately 114cm wide.
4. **Is the entrance door automatic, power-operated, or manual opening, how wide is the door and does it open inwards or outwards? Can staff/volunteers assist with opening the door if required?** The entrance and exit doors are manually opened. The entrance door opens inwards and the exit door opens inwards. Staff and volunteers can assist with opening the doors if required.
5. **What is the height of reception desk? Note the height and add if there is a lower section if the desk is more than 750mm high, or what other options there are (e.g. will staff come around to talk to someone who cannot see over or reach up to the desk, is there a clipboard for someone to use to write on if they cannot reach the desk...)** The reception desk is approximately 84cm high. There are lower desks available and staff will come around to talk to someone who cannot reach up to the desk.



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6. **How is the area lit – is there lots of natural light, what is the artificial light like, are there fluorescent bulbs** Visitor Reception is well-lit, with lots of natural light. There are no fluorescent bulbs.
7. **Are there chairs available? Do any of the chairs have armrests?** There are chairs available in Visitor Reception, four without armrests and one with armrests.
8. **Is there an induction loop available at the reception desk?** Yes, there is an induction loop fitted at reception, in the shop and in the tearoom and stables café.
9. **Is there an induction loop available at the membership recruitment desk?** There is no induction loop available at the membership recruitment desk.
10. **Do staff/volunteers have any communication skills? (e.g. British Sign Language (BSL))** No.
11. **Are manual wheelchairs or powered mobility vehicles available for loan? How many? Do visitors need to book?** There are 3 manual wheelchairs available for loan and one single-seater powered mobility vehicle there is also a powered wheelchair/tramper for loan. Booking is essential for both; visitors will need to call 01568 616279 or 01568 615721 to book prior to visiting.

## House

1. **How far is it from the car park and Visitor Reception?** Approximately 230-300 meters.
2. **What is the type of surface on the paths outside the House? (e.g. gravel, cobbles...)**  
**Is there an alternative option? (e.g. grass to avoid deep gravel, cobbles...)**  
The surface on the paths and area outside the house is concrete with loose gravel.
3. **How do people get into the building? (e.g. is it level, platform lift, stepped, ramped, ramp available on request...)** The house is accessible via 12 steep stone steps at the entrance. Alternatively, if accessibility is a problem, visitors can be taken round the back of the house and enter through the back door, which has 10 stone steps and is slightly easier to climb.
4. **Is the entrance door automatic, power-operated, or manual opening, how wide is the door and does it open inwards or outwards? Can staff/volunteers assist with opening the door if required?** The entrance door is manually operated, and staff/volunteers can assist with opening the door if required. The door opens inwards and is approximately 110cm wide.
5. **If another door needs to be used, what is the route to it like (e.g. path surface, any extra distance people must walk...) and how do people get in (see examples in the above bullet point)** The back door is accessed from the courtyard, which has a flat concrete surface with loose gravel, then up 10 stone steps. The back door is manually operated, and staff/volunteers will assist with opening the door, as it is not normally open to the public. The door opens inwards, onto a second door, which opens inwards and they are both approximately 110cm wide.

6. **How wide is the entrance door/alternative door?** See above.
7. **Are there any rooms where there are no soft furnishings (e.g. carpet, wall hangings...) and so the hard surfaces will cause sound echoes?** There are rooms in the house with stone and wooden floors, which will cause sound echoes.
8. **How is the area lit – is there lots of natural light, what is the artificial light like, are there fluorescent bulbs** The rooms have a mixture of natural and artificial light. The artificial lights are not glaring and there are no fluorescent bulbs on the ground floor or first floor. The lighting in the servants' spaces is more limited and there are a few fluorescent bulbs in these rooms.
9. **If there is more than one floor, what is the means of access to the upper floors (e.g. stairs only, with or without handrails, lift...)** The first floor is only accessible via a flight of carpeted stairs; there are 32 steps, with a banister. Visitors then descend the back stairs to exit, which includes 54 stone steps with a banister. If you use a wheelchair and can transfer from it, we ask that you use our wheelchair in the mansion, due to conservation concerns. We also regret that wheelchairs cannot be used on the first floor due to conservation and fire safety concerns.
10. **Are there any narrow corridors and doorways on each floor? (e.g. with widths less than 750mm.) If so, note locations.** There are no narrow corridors or doorways on the ground floor. There is a narrow doorway on the first floor as you enter the dressing up room. The servants' spaces also have narrower corridors and doorways.
11. **Is there space to turn a wheelchair easily in each room (requirement of 1500mm diameter circle) or are rooms quite small?** There is space to turn a wheelchair easily in each room.
12. **Are there seats for visitors to use around the house? Do some of the seats have armrests?** There are seats for visitors to use at various points around the house, some with armrests.
13. **Are there volunteers in each room?** There are not volunteers in each room, but we do have volunteers positioned around the house for your safety.
14. **Are there any WCs in the house? Are any accessible WCs?** There are no WCs in the house.
15. **Are there guided tours? Do the guides use induction loops, other communication such as BSL?** There are guided tours available of the servants' rooms; the route also involves stone steps. These tours will run depending on the availability of volunteers and visitors will need to enquire and book tickets at visitor reception. The guides do not use induction loops or British Sign Language.



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- 16. Is there an audio guide, virtual tour, tactile model, large print, Braille or other types of interpretation?** We do not have a virtual tour. There is a braille guide available in the house. There is dressing up and other interactive activities available on the first floor, as well as a sensory contemporary art installation, with audio. The Butler's Bedroom in the servants' area contains audio and there are tactile activities, such as cleaning shoes and other household chores in the Butler's Pantry and the Laundry.
- 17. Are there any restrictions on access for powered wheelchairs or powered mobility vehicles inside the House?** We cannot allow powered wheelchairs or powered mobility vehicles inside the House due to weight restrictions and conservation concerns.
- 18. Are there any quiet areas where people can sit if they don't want to do the same amount of the visit as other members of their group? If so, state where.** There are seats for visitors, but there aren't any areas off the main route where visitors can sit.

## Catering

- 1. How far is it from the car park and Visitor Reception?** The tea-room is approximately 185 meters from visitor reception.
- 2. What is the type of surface on the paths outside the tea-room? (e.g. gravel, cobbles...) Is there an alternative option? (e.g. grass to avoid deep gravel, cobbles...)** The surface of the courtyard outside the tea-room is concrete with loose gravel on top. The surface of the path to the lift is concrete, through to the dairy which is stone.
- 3. How do people get into the building? (e.g. is it level, platform lift, stepped, ramped, ramp available on request...)** The tea-room is accessed via seven stone steps, or there is a lift available on request which can be found through the dairy. Visitors will need to ask a member of staff in the tea-room or shop for assistance with the lift. There is also a secondary catering outlet – The Stables Café which is fully accessible and includes an induction loop. This is open on weekends during the main season and throughout holiday times and during times of inclement weather.
- 4. Is the entrance door automatic, power-operated, or manual opening, how wide is the door and does it open inwards or outwards? Can staff/volunteers assist with opening the door if required?** The main entrance door and the door from the lift are both manually operated and open inwards. Both doors are approximately 100cm wide and staff can assist with opening the doors if required.
- 5. If another door needs to be used, what is the route to it like (e.g. path surface, any extra distance people must walk...) and how do people get in (see examples in the above bullet point)** See above.
- 6. How wide is the entrance door/alternative door?** See above.
- 7. Are there any rooms where there are no soft furnishings (e.g. carpet, wall hangings...) and so the hard surfaces will cause sound echoes?** The tea-room has a stone floor, a high ceiling and no wall hangings, so there will be sound echoes.

8. **How is the area lit – is there lots of natural light, what is the artificial light like, are there fluorescent bulbs.** The tea-room contains lots of natural light and the artificial lights are not glaring. There are no fluorescent bulbs.
9. **If there is more than one floor, what is the means of access to the upper floors (e.g. stairs only, with or without handrails, lift...)** N/A
10. **Is the counter height higher than 850mm, if so is there a lower counter level to assist wheelchair users?** The counter height is higher than 850mm and there isn't a lower counter level to assist wheelchair users. Staff are happy to come around to serve visitors who cannot reach up to the counter. They are also happy to assist reaching down items which the visitor may not be able to reach.
11. **Will staff assist visitors as required, can visitors be seated if they experience difficulty queuing and staff will then assist them** Staff will assist visitors as required. Visitors can be seated if they experience difficulty queuing and staff will then assist them.
12. **Is there circulation space between the tables of around 1200mm?** Some of the tables are quite close together (smaller circulation space than 1200mm), but there are other tables with more space available. There is some seating in the courtyard which has circulation space between the tables of around 1200mm.
13. **Do till points have induction loops?** All till points at the property have induction loops.
14. **Are menus available in large print and Braille?** We do not have large print or Braille menus.
15. **Is large handled cutlery, double handled mugs, straws available?** We do have straws available, and we do have large handled cutlery or double handled mugs.

## Retail

1. **How far is it from the car park and Visitor Reception?** The shop is approximately 230 meters from visitor reception.
2. **What is the type of surface on the paths outside the shop? (e.g. gravel, cobbles...)** **Is there an alternative option? (e.g. grass to avoid deep gravel, cobbles...)** The surface of the courtyard outside the shop is concrete with loose gravel on top.
3. **How do people get into the building? (e.g. is it level, platform lift, stepped, ramped, ramp available on request...)** There is a small ramp into the shop.
4. **Is the entrance door automatic, power-operated, or manual opening, how wide is the door and does it open inwards or outwards? Can staff/volunteers assist with opening the door if required?** The door is manually operated and opens inwards. The



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door is approximately 80cm wide and staff/volunteers can assist with opening the door if required.

5. **If another door needs to be used, what is the route to it like (e.g. path surface, any extra distance people must walk...) and how do people get in (see examples in the above bullet point) N/A**
6. **How wide is the entrance door/alternative door?** See above.
7. **Are there any rooms where there are no soft furnishings (e.g. carpet, wall hangings...) and so the hard surfaces will cause sound echoes?** The shop has a wooden floor which causes some sound echoes.
8. **How is the area lit – is there lots of natural light, what is the artificial light like, are there fluorescent bulbs?** The shop contains a mixture of natural light and artificial light. The artificial lights are not glaring. There are no fluorescent bulbs.
9. **If there is more than one floor, what is the means of access to the upper floors (e.g. stairs only, with or without handrails, lift...) N/A**
10. **Is there circulation space of 1200mm between the display stands?** There is a circulation space of 1200mm between the display stands.
11. **Do till points have induction loops?** All till points have induction loops.
12. **Will staff assist reaching down items to view if they cannot be reached by customers?** Staff will assist reaching down items to view if they cannot be reached by customers.
13. **Is there a large print version of the price list or can staff assist with telling visitors the price of items?** There isn't a large print version of the price list, but staff can assist with telling the visitors the price of items.

## Garden

1. Is there a map of the garden showing options for routes round the garden and information about path surfaces etc? If not, provide an overview of key things to be aware of. For example:
2. **Is there a route round the garden avoiding any steps, stiles or other difficult areas for people with mobility difficulties?** There is an accessible route into the walled garden, which is level. The walled garden itself is all level, with a ramp into the potting shed.
3. **What type of surfaces do paths have – gravel, cobbles, paving, grass.** The walled garden contains loose gravel paths.
4. **What gradients are any slopes on the paths?** The walled garden contains level paths. Other paths around the garden are concrete or loose gravel and level.

5. **Are there any steps?** There are stone steps into one entrance of the walled garden, but there is an accessible entrance/exit.
6. **Do the steps have handrails?** The steps do not have handrails.
7. **Are there any gates on the routes?** There is a gate into the walled garden, but this remains open. There is also a gate into the kitchen garden, which is manually opened. The surface in the kitchen garden is grass.
8. **Is there any interpretation in the garden, tactile model, audio tour etc?** There are interpretation sheets in the walled garden and potting shed. There are also original garden tools in the potting shed for visitors to look at.
9. **Are there perches or seats?** There are seats in the gardens and in the walled garden.
10. **Are there any water features, including waterfalls?** There is a water feature near the entrance to the walled garden.

## Contact details for more information

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Date:

## Map

Add any maps with access features marked to the back of the Statement