

## Osterley Park and House Access Statement

Jersey Road, Isleworth, TW7 4RB

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### Introduction

1. Level access throughout the wider estate, gravelled paths in gardens and outside the mansion house.
2. There is good mobile phone reception and 4G signal.
3. Assistance dogs are welcome in the mansion house, gardens and parkland. Dogs welcome in the parkland but not the formal gardens or mansion house. Off-lead area is the long-grass lower half of the parkland, there are pathways mown through. Water bowls are available outside the Stables Café. The Brewhouse Grab 'n' Go Café is dog friendly, please contact the property for opening arrangements.
4. Light levels are low inside the house due to conservation reasons, vision blinds are installed in Long Gallery. Visitors are required to hand over large bags to be stored before entering the House, these are stored in a stewarded room with functioning CCTV.

### Arrival & Parking Facilities

1. For Sat Nav follow Jersey Road TW7 4RD.
2. There are approximately 16 designated blue badge spaces. Car park is 400yards from the visitor reception along level tarmac surface.
3. Solid surface car parking, some spaces are marked out.
4. Volunteer run buggy service operates from the car park to the mansion house and stables courtyard. There is storage on the buggy for folded wheelchairs but it is not able to accommodate unfolded chairs. The buggy is unable to go to the main gates on Jersey Road.
5. There are two car parks available and a designated coach parking space that needs to be pre-booked.

### WCs

1. There is a disabled WC within the stables toilet block, however it is not equipped with an emergency cord. This is due to be installed. It is a left-hand transfer.
2. The disabled WC cubicle is approximately 2.4mx2.5m.
3. There is a baby changing facility with the disabled WC cubicle.
4. All WCs have automatic hand driers.

### Visitor Reception1

1. There are two reception points. The main reception is a wooden Kiosk with vinyl flooring to the North side of the mansion house.
2. The Kiosk is on ground level with a gravelled approach.
3. There are double doors which open to 105 cm, there is a slight step (5cm) to access the Kiosk, however staff normally exit to greet visitors.
4. There is no reception desk, however there is a table for membership recruitment which is 55cm high.

5. The Kiosk is lit by one fluorescent bulb but also receives the benefit of natural light.
6. There are two chairs available within the Kiosk, without armrests.
7. There is an induction loop available at the reception desk, switch to 'T'.
8. Some of the staff have some knowledge of British Sign Language, any requests for this should be made in advance where possible.
9. There are two manual wheelchairs and two battery personal mobility vehicles available all on a first come first served basis.

## Visitor Reception2

The second reception point is within the Entrance Hall.

10. This reception point is accessible via the portico stairs, there is no handrail.
11. There are double doors which open to 100cm.
12. The reception desk is 110cm high, however the staff will normally come round to the front of the desk to greet visitors.
13. There is one uplighter lamp for the space, as well as natural light from two windows.
14. There is window seating available on a limited basis.
15. There is an induction loop available at the reception desk, switch to 'T'
16. Some of the staff have some knowledge of British Sign Language, any requests for this should be made in advance where possible.
17. There is one manual wheelchair available on a first come first served basis.

## House

1. The House and visitor receptions are 365 metres from the car park.
2. The House is surrounded by pea gravel which is wheelchair accessible.
3. The Principal floor is only accessible via stairs.
4. The entrance door is opened inwards manually. Staff are always on hand to assist and have a good field of vision from the reception point.
5. On request at the Garden Kiosk access can be provided via the internal Grand Staircase which has easy rise steps and a handrail. The basement is largely accessible.
6. The alternative access door is 100cm wide
7. Most of the rooms have wooden floors, there is very little carpeting.
8. Most of the House does not benefit from artificial light and so on gloomy days the visibility can be reduced.
9. The Child Suite on the top floor can usually only be accessed via guided tour. This floor is at the top of the Grand Staircase, there is no lift.
10. Some of the access routes are quite narrow (down to 850cm), however with a one-way route around the House this does not usually cause bottlenecks..
11. Some of the state rooms are restricted and so it is not possible to turn a wheelchair around. The one-way route means that this should not be necessary.
12. There is limited seating available around the House, please ask the room guides for the nearest seating.
13. There are volunteers in most rooms within the House.
14. There are WCs in the house, towards the end of the visitor route. These are not accessible WCs.
15. There are guided tours of the Child Suite only. The room guides do not use induction loops.
16. There is a multimedia guide available on request as well as a Braille guide.
17. Powered mobility vehicles are not permitted inside the House.
18. If visitors don't wish to visit the entire House they should advise a member of the reception team who can identify a suitable waiting space.

## Catering

1. The Stables Café is 380 metres from the car park.
2. The Café is accessed via historic cobbles, there are no steps involved.
3. There are manual double doors which open outwards. Throughout the warmer months one of these doors will be propped open. Staff are on hand to assist.
4. There is plenty of artificial light within the Café as well as the benefit of natural light.
5. The counter height is 85cm, staff are happy to come to the visitor side to assist wheelchair users.
6. There circulation space between most tables of around 120cm. Some tables are lower than 750cm, however the tables nearest the counter are above.
7. The till point has an induction loop, turn to 'T'.
8. Menus are available in large print on request but not Braille.
9. Large handled cutlery is available on request.

## Retail

1. The Shop and Bookshop are 375 metres from the car park.
2. The Shop and Bookshop are accessed via historic cobbles and there is a 20mm step to access, a ramp can be provided on request.
3. There are double doors to the Shop which open inwards or outwards. Staff are on hand to assist. The Bookshop has a single door which is kept open during opening hours.
4. There is plenty of artificial light within the Shop as well as the benefit of natural light.
5. The counter height is 85cm, staff are happy to come to the visitor side to assist.
6. There is circulation space of 120cm between the display stands.
7. The till point has an induction loop, turn to 'T'.
8. Staff will assist reaching down items to view if they cannot be reached by customers.
9. Staff can assist with telling visitors the price of items on request.

## Garden

1. There is a map of the garden showing options for routes round the garden, available from the Garden Kiosk.
2. The route around the garden is level and largely step-free.
3. The paths are either gravel or compacted earth.
4. The flower picking garden is accessed via uneven historic cobbles.
5. The ornamental vegetable garden is accessed via a grass path which can get muddy in wet weather.
6. There are kissing gates into the Great Meadow, however the double gates are opened during the summer months.
7. There is some interpretation available within the garden.
8. There are benches located throughout the garden, as well as picnic benches by the playtrail. These benches are all wheelchair accessible.
9. The garden lake runs from the car park to the end of the garden.

## Contact details for more information

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