Introduction
1. Level access throughout the wider estate, gravelled paths in gardens and outside the mansion house.
2. There is usually good mobile phone reception and 4G signal.
3. Assistance dogs are welcome in the mansion house, gardens and parkland. Dogs welcome in the parkland year round, and in the gardens from November-February, but not the mansion house. Off-lead area is on the Front Lawn. Water bowls are available outside the Stables Café. The Stables Café, Shop and Bookshop are dog friendly.
4. Light levels are low inside the house for to conservation reasons, vision blinds are installed in Long Gallery. Visitors are required to carry large bags on their front or at their side.

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. The Main Gates lock at 5.30pm, and your car will not be able to exit after this time.
4. Solid surface car parking in the Lakeside Car Park, some spaces are marked out.
5. 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.
6. 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, with an emergency chord.
2. The disabled WC cubicle is approximately 2.4mx2.5m.
3. Baby changing facilities are in all the toilets in the stables toilet block.
4. All WCs have automatic hand driers.

Visitor Reception
1. 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 (9 cm) 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 is one manual wheelchair (Mountain Trike). Please phone or email in advance to book these, though we may be able to offer them on the day if they are not already booked.

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. There are 24 shallow steps with no handrail. If a handrail is needed, there is an alternate staircase of 24 shallow steps with one, accessible upon request.
4. The basement is currently closed, but when open is largely accessible except a few rooms, which have small steps.
5. Most of the rooms have wooden floors, there is very little carpeting.
6. Most of the House does not benefit from artificial light and so on gloomy days the visibility can be reduced.
7. The Child Suite on the top floor is currently closed. This floor is at the top of the Grand Staircase, there is no lift.
8. 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.
9. 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.
10. There is limited seating available around the House, please ask the room guides for the nearest seating.
11. There are volunteers in most rooms within the House.
12. There are no WCs in the house.
13. Room guides do not use induction loops.
14. Powered mobility vehicles are not permitted inside the House.
15. 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 Stables Café is accessed via historic cobbles, there are no steps involved.
3. In the Stables Café 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 Cafés as well as the benefit of natural light.
5. The counters height is 90cm, staff are happy to come to the visitor side to assist wheelchair users.
6. The 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 points have an induction loop, turn to ‘T’.

Retail
1. The Shop and Bookshop are 375 metres from the car park.
2. The Shop and Bookshop are accessed via historic cobbles. The Shop has a 13cm step to access, a ramp can be provided on request. The Bookshop has a 21cm step and a further 5cm step at a short distance, with no ramp.
3. There are double doors to the Shop, but only one can be opened, and it is left open during good weather. 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 90-100cm, 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. Some paths can be uneven due to tree roots and general wear and tear, especially on the Long Walk. The path along Garden Lake has very large roots, and ends abruptly next to the Ice House Mound.
4. The ornamental vegetable garden is accessed via a compacted earth path which can get muddy in wet weather. This path is on the left hand side of the garden house.
5. The flower picking garden has uneven historic cobbles and it can be accessed via the ornamental vegetable garden. Alternatively, there is a path on the right hand side of the Garden House which has a 6cm step.
6. There are kissing gates into the Great Meadow, however the double gates are opened at certain times of year, when cows are not in the meadow.
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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