



National Trust

Osterley Park and House Access Statement

Jersey Road, Isleworth, TW7 4RB

T: 020 8232 5050

E: osterley@nationaltrust.org.uk

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 and gardens (Nov-Feb only) but not the 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, Café, Shop and bookshop are 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 the cloakroom in the Family Entrance.

Arrival & Parking Facilities

1. For Sat Nav follow Jersey Road TW7 4RD.
2. There are approximately 16 designated blue badge spaces. Car park is 400 yards 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.
2. The disabled WC cubicle is approximately 2.4m x 2.5m.
3. Baby changing facilities are in all the toilets in the stables toilet block.
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 105cm, there is a slight step (9cm) 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 and two battery personal mobility vehicles available all on a first come first served basis.

Visitor Reception2

The second reception point is within the Family Entrance.

10. This reception point is accessible via a door on the North side of the mansion house. There is a slight step (5cm) to access the Family Entrance.
11. There is a single door which opens to 120cm.
12. There are several uplighter lamps for the space, as well as natural light from two windows.
13. There is seating available on a limited basis.
14. Some of the staff have some knowledge of British Sign Language, any requests for this should be made in advance where possible.
15. There are manual wheelchairs available on a first come first served basis. But access to the Principal floor is gained only via the internal Grand Staircase which has easy rise steps and a handrail.

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 steps.
4. The basement is largely accessible except 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 can usually only be accessed via guided tour. 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. Guided tours are available on certain times of the year. Room guides do not use induction loops.
14. There are Braille guides available on request.
15. Powered mobility vehicles are not permitted inside the House.
16. 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 and Brewhouse Café are 380 metres from the car park.
2. The Stables Café is accessed via historic cobbles, there are no steps involved. The Brewhouse Café has a step which is 21cm. A ramp is available on request.
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.



National Trust

4. In the Brewhouse Café there are manual double doors which open inwards. These are always open when the Café is open.
5. There is plenty of artificial light within the Cafés as well as the benefit of natural light.
6. The counters height is 90cm, staff are happy to come to the visitor side to assist wheelchair users.
7. The circulation space between most tables of around 120cm. Some tables are lower than 750cm, however the tables nearest the counter are above.
8. The till points have an induction loop, turn to 'T'.
9. Menus are available in large print on request but not Braille.
10. 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. 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.
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 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.
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 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

T: 020 8232 5050

E: osterley@nationaltrust.org.uk

19/11/19