

Hatchlands Park Access Statement



Hatchlands Park

East Clandon

Guildford

Surrey

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Introduction

1. Eighteenth-century mansion with Adam interiors and collection of keyboard instruments set in historic parkland.
2. Parkland open 363 days a year. House & garden open April - October 2pm – 5:30pm Tuesday, Wednesday, Thursday, Sunday and Bank Holidays.
3. Mobile phone signal is intermittent depending on provider. In case of emergency please call the office on 01483 222482.
4. Assistance dogs are welcome across the whole site and non-assistance dogs are welcome under close control in the wider parkland and courtyard. There are dog waste bins located at the courtyard and visitor reception.
5. The parkland has grazing cattle all year round. Visitors may need to hand over large bags to be stored before entering the house.

Arrival & Parking Facilities

1. Hatchlands entrance is located off the A246 at East Clandon, situated between the villages of West Clandon and West Horsley. There are brown signs opposite the entrance.
2. There are 3 speed bumps located on the entrance drive; each one is 4cm high, 50cm wide and 4.25m across.
3. There are 4 designated spaces for disabled visitors in the main car park. They are located 20 metres from the reception building.
4. The main car park is on hard standing. The designated spaces for disabled visitors are all on hard standing. Additional parking and overflow parking is on grass and is located 200 yards from the main car park.
5. There is an electric buggy that can carry 3 people from the reception to the house entrance and courtyard. It is not accessible for people who cannot transfer from their wheelchair.
6. The buggy follows the hard path from visitor reception, through the garden, past the house entrance and into the courtyard; it then follows the same route back to visitor reception. It can stop to drop off and pick up visitors from the house entrance if required.
7. A one person electric Trampler mobility vehicle is available to be booked for use in the parkland. Please call 01483 222482 in advance to book.

WCs

1. There is an adapted toilet located in the courtyard; it is 1.5m by 2.2m.
2. The adapted toilet is right hand transfer
3. There is no Changing Places facility
4. The area is lit with artificial fluorescent lighting
5. All of the WCs have automatic hand driers

Visitor Reception

1. The reception is a wooden building with a hard concrete floor
2. There is a level entrance to the reception building
3. The entrance and exit doors are 81cm wide
4. The doors are manual opening and open inwards. Staff/volunteers assist with opening the door if required

5. The height of the reception desk is 92cm, there is a lower table in reception if required
6. There is lots of natural light at reception and also artificial spotlights installed
7. Two chairs are available in the reception building itself, neither of them have armrests
8. There is an induction loop available at the reception desk
9. A one person electric Trampler mobility vehicle is available to be booked for use in the parkland. Please call 01483 222482 in advance to book.

House

1. The house is 250 metres from the main car park and Visitor Reception
2. The direct path to the house from visitor reception is made of hard standing.
3. Visitors reach the house entrance either via the 7 13cm steps in front of the door way or via the sloped access through the garden and up the access ramp (79cm wide).
4. The entrance door is manual opening; it opens inwards and is 74cm wide. It is a double door so both can be opened to make the entrance wider. Staff/volunteers are available to assist with opening the door if required.
5. There is one room in the house that has a hard wooden floor and no soft furnishings, this is called the music room and is the last room on the visitor route of the house.
6. There is some natural light in the house and some artificial non fluorescent bulbs
7. There is space to turn a wheelchair easily in each room.
8. There are seats for visitors to use in each room around the house. Two of these seats have armrests.
9. There are volunteers in each room.
10. There are no WC's available in the house.
11. There are guided tours of the house available at certain times. The guides do not use induction loops or other communication such as BSL.
12. There are audio guides available from the house entrance for an additional charge.
13. Large print and Braille guides are also available from the house entrance.
14. There are no restrictions on wheelchairs / electric mobility vehicles in the house, so long as they can access it via the ramp which is 79cm wide.

Catering

1. The cafe is 350 metres from the main car park and Visitor Reception
2. The path through the garden to the courtyard is hard standing. The courtyard is a mix of stone paving and cobbles. There is a slope up the courtyard to reach the café entrance.
3. During house and garden closed days access to the courtyard and café is via uneven parkland pasture.
4. The entrance to the café is level.
5. The entrance is manual opening; the door is 74cm wide and opens outwards. It is left open when the café is open.
6. The café has no soft furnishings and so the hard surfaces can cause sound echoes
7. The area is lit by some natural light and several artificial LED lights.
8. The counter height is 91cm
9. Staff will assist visitors as required, can visitors be seated if they experience difficulty queuing and staff will then assist them
10. Is there circulation space between the tables of around 1200mm?
11. The till point has an induction loop

Retail

1. The shop is 335 metres from the main car park and Visitor Reception
2. The path through the garden to the courtyard is hard standing. The courtyard is a mix of stone paving and cobbles. There is a slope up the courtyard to reach the shop entrance, there is also access to the entrance via two steps (with hand rail) .
3. During house and garden closed days access to the courtyard and shop is via uneven parkland pasture.
4. The entrance to the shop is level.
5. The entrance is manual opening; the door is 74cm wide and opens inwards. It is a double door, both can be opened a member of staff or volunteer will assist if required.
6. There is some natural light in the shop and additional LED and fluorescent lighting.
7. The till point has an induction loop.
8. Staff and volunteers will assist reaching down items to view if they cannot be reached; they can also tell visitors prices of items.

Garden / Parkland

1. Paths in the garden are hard standing.
2. Partly accessible parkland with some rough and undulating terrain, grass and gravel paths, dirt tracks, cobbled courtyard
3. During the winter months our parkland is likely to become extremely muddy in places
4. There are no steps in the parkland. The only steps in the garden are to access the Temple feature or the terrace in front of the house, these steps do not have handrails
5. There are no gates within the garden. The parkland has several field gates and also two
6. There are several park benches located in the garden. In the wider parkland there are picnic benches and
7. There is a pond located in the middle of the garden lawn. There are two ponds in the parkland, Sheep wash pond and Rookery pond. Both are fenced off from the wider parkland and can be accessed via a gate.

Contact details for more information




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Finding your way around

- 1 Reception building
- 2 House entrance
- 3 Courtyard: toilets, gift shop, Kitchen Cafe, Coach House Cafe, Old Stable bookshop
- 4 Picnic area
- 5 Wildflower meadow
- 6 Garden
- 7 Sheepwash pond and picnic area
- 8 Little Wix Wood and picnic area
- 9 Centenary Wood and picnic area
- 10 Wizard Wix's Willow Warren – natural adventure area for children, and picnic area
- 11 Ice house (access only when garden is open)
- 12 Temple (access only when garden is open)
- 13 Car park
- 14 To overflow car park

Walks (approx length)

-  Long Walk (4 km)
-  Wix Woods Walk (2 km)
-  Fanny Boscawen's Walk (890 m)

Types of surfaces

-  Easy, hard surface, path or road
-  Natural earth path
-  Open parkland: uneven underfoot
-  Temporary path

