

Anglesey Abbey, Gardens & Lode Mill

PLEASE NOTE: due to the coronavirus pandemic we have had to adjust some of our access arrangements in-line with government guidance and to ensure social distancing across the estate.

The Anglesey Abbey includes a charming house, working mill and a garden full of surprises and wildlife areas – however at present just the gardens are open to the public.

Contact details

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Points to note

- There is reasonable mobile phone reception across most of the site.
- Assistance dogs are welcome throughout the property and this is signed at the Visitor Reception entrance.
- There are two manual wheelchairs and two mobility scooters available for loan per day, these must be pre-booked via email or telephone prior to your visit. However you are permitted to bring your own.
- Both mobility scooters and wheelchairs will be sanitised by a member of staff before use.
- There is no transfer buggy or shuttle available at present.
- The garden has three areas of water; a large quarry pond off the arboretum, the Lode water stretch from the Mill along the rear of the property land and wildlife pond in our Wildlife Discovery Area.
- We have had to alter some of our routes to enable a one-way system to be put in place. We are aware that this may impact visitors who like to stick to a certain route. Please do get in touch with us by sending us an email if there are any particular questions you have, or would like to be sent a copy of the map so you can plan your visit.

Visitor numbers

- Currently we are operating a pre-book only visitor model. This means that we can control the volume of visitors across our opening hours and it will be a calm and peaceful visit whatever time-slot you choose to book for.

Arrival & Parking Facilities

- There are brown signs from A14, A11 and Quy Road. The entrance is signed and the main car park is directly outside the visitor centre.
- The main car park surface is tarmac with two reinforced grass car parks. The grass car parks are reasonably flat with gravel and mesh roadway and gravel

footpath which takes you down to the visitor centre. Spaces are unmarked in this area, parking areas are defined by wooden sleepers.

- There are designated spaces for disabled people, on a firm surface, in the main car park. These spaces are the shortest distance from the Visitor Reception. Cycle racks are in 3 locations in the tarmac areas of car park.
- There is a designated area for camper van and motor-home parking.
- There is no transfer buggy available at present.

Toilets

- There are toilets outside the Visitor Reception building, including a right-hand transfer accessible WC with space to turn a wheelchair through 1500mm diameter circle. There are also toilets within the Visitor Reception building next to the restaurant, including another right-hand transfer accessible WC with space to turn a wheelchair through 1500mm diameter circle.
- There is another single cubicle available in a toilet block near the house but this does have more limited access.
- There are no adult changing facilities but baby changing facilities are available outside the Visitor Centre, within the Visitor Centre and at the Toilet Block near the House.
- All the toilets have hard surface floors and fluorescent lights.
- Hand washing and drying facilities are available in all toilets.

Visitor Reception

- This is a large wooden building is right next to the car park. The entrance is along a paved pathway with bollards. The entrance has double sliding automatic doors.
- The interior surface in this area is mostly stone, with full length windows at either end to provide natural light. Fluorescent lighting is used to up and down light the space.
- The reception desk is over 1000mm high but there is a lower area, 750mm in height, which the reception team can also use for admission and membership enquiries. There is an induction loop in place on the far end till.
- The reception area is currently a one way, entrance only space. Staggered 2 metre distance markers are in place on arrival on the approach to the check in area.
- The length of the Visitor Centre is currently divided to provide access to the restaurant via a separate one way route.
- A hand sanitising station is in place within the Visitor Centre.
- Interior toilets are accessible from the reception area.
- There is currently no seating provided in the reception area as it is strictly a thoroughfare.

Gardens

The gardens of Anglesey Abbey offer an abundance of interest and colour throughout the year.

- On pathways that do not allow for 2m social distancing we have implemented a one-way system which all visitors must follow. More open spaces will allow

visitors to free-flow and maintain social distancing safely. A free map is available which can be downloaded from our website.

- The path from the Visitor Centre to the House is approximately 900 yards long and takes around 10 minutes to walk at a moderate pace. The route is relatively straight with a fine tar and chip surface. The route is lined with trees which can create a 'dappled' effect on the path if the sun is out.
- The circular one-way route which ends at the Winter Garden is winding but relatively flat and includes at various points: fine gravel, a narrower bark chipped pathway by the river, hard standing path and one point section of hard standing pathway that has a short sharp decline and incline near to the house.
- Access to our Rose Garden is down a set of 3 steps on a gravel pathway. Anyone unable to use the steps, using a wheelchair or mobility scooter can access the Rose Garden by following the longer pathway and specific accessible route for the one-way system at this point, this involves some small ramps and a flat, firm grass surface.
- All bark paths are accessible by wheelchair or mobility scooter in good weather.
- Hoe Fen is our Wildlife and Discovery Area is currently closed to the public.
- A limited amount of benches are available for seating along the main tarmac footpaths
- The exit from the gardens to the car park is via a short, 10 metre, pea gravel path.

House

- The mansion is currently closed due to social distancing restrictions.

Bookshop

- The bookshop is currently closed due to social distancing restrictions.

Catering

- Redwoods Restaurant is open for both take away and seated dining.
- Currently there is a limited amount of seating, available on a first come, first serve basis.
- Additional seating is available via an exterior picnic area
- Entrance to the restaurant is via the Visitor Centre, and the exit via a woodchip path on a gentle decline, that has been overlaid with rubber matting, leading out into the pinetum.
- Hand sanitising stations are in place at the entrance to the restaurant.
- A second outdoor kiosk is available for food and drink on a takeaway basis only. This kiosk is located on the South Glade, close to the House.
- The South Glade is a lawned surface which is firm underfoot in fair weather.

Retail

- The shop and plant centre is open from 10:30am – 4:30pm.
- Entrance and Exit is through a gateway in the Plant Centre and is accessible from the car park or via the exit route.
- The Plant Centre has a pea gravel surface, and the interior shop has a solid floor with ample space for wheelchair and mobility scooter access.
- Both the Shop and Plant Centre can be accessed without a pre-booked ticket.

Mill

- The Mill is currently closed due to government guidelines.

Date August 2020.