

Greenway Access Statement

Greenway Road
Churston, Devon. TQ5 0ES
T: 01803 842382
E: greenway@nationaltrust.org.uk

Introduction

1. This relaxed and atmospheric house is set in the 1950s, when Agatha and her family would spend summers and Christmases here with friends, relaxing by the river, playing croquet and clock golf, and reading her latest mystery to their guests. The family were great collectors, and the house is filled with archaeology, Tunbridgeware, silver, botanical china and books. In the garden don't miss the large and romantic woodland which drifts down the hillside towards the sparkling Dart estuary. The walled gardens are home to the restored peach house and vinery, as well as an allotment cared for by local school children. A visit to Greenway isn't complete without seeing the Boathouse, scene of the crime in *Dead Man's Folly*, and the battery complete with cannon.
2. Unfortunately there is very limited mobile reception at the property with the only strong signal provided by the provider 02. Should you need to make an emergency call our pleas let our staff know, they will be happy to provide this service. Alternatively should you experience a problem at the property please call the direct number of 01803 842382 and press '0'.
3. Our property welcomes well behaved dogs on leads in the grounds and café. We are a dog friendly property with fresh water and tethering rings available in the main courtyard.
4. In order to help conserve the collection we ask all visitors bringing large bags to the property to use our complimentary lockers when choosing to enter the house. These can be found at reception and adjacent to the rear of the house.



Arrival & Parking Facilities

1. There are multiple brown signs to aid visitors visiting Greenway but it is important that those choosing to arrive by car take heed of our requirement that all car drivers book their parking in advance by either calling ahead on 01803 842382 or visiting our website <http://www.nationaltrust.org.uk/greenway/how-to-get-here/?findPlace=Greenway&type=&view=map>
2. The site is relatively easy to find with information available both on and offline to members and paying visitors.
3. There are six designated blue badge spaces in the main visitor car park with a complimentary buggy service from the car park to reception. There is also a complimentary car shuttle service from Greenway Quay to reception for those arriving by ferry. Both vehicles go directly from their pick up points to visitor reception and only operate outside the pay barrier. There is no mobility vehicle offered within the grounds itself.

4. Should none of the above be suitable or appropriate we do have the option and capacity for visitors own vehicles to drop at the main visitor reception before returning to the their pre-booked parking space.
5. All spaces in the main visitor car park are tarmac with spaces marked to assist parking.

WCs

1. There are a number of accessible toilets on site with an emergency alarm. The areas are well lit with both natural and artificial lighting. All but one toilet has an automatic dryer. The accessible toilet closest to the shop has hand towels.
2. There is not adult changing place facility or hoist on site.

Visitor Reception

1. The entrance to visitor reception is accessed via a gentle incline of approximately 10m; the surface is level and smooth.
2. The entrance and exit doors to reception are manual opening but wide enough for wheelchair access and can be opening up to double this width if required. Once inside the surface is carpeted. Staff and volunteers are trained to assist with opening doors if required.
3. There are two further manual wheelchairs available on loan if required. If planning a visit these can be booked in advance.
4. The reception desk has an upper and lower section to facilitate wheelchair access; clipboards are also available for the completion of paperwork if preferred.
5. The area benefits from good natural lighting plus there is also fluorescent lighting.
6. There are additional wooden chairs without armrests.
7. There is no induction loop currently at either the reception or membership desk.

House

1. The distance from the car park to visitor reception is approximately 500m.
2. Once exiting visitor reception the upper and lower courtyard are paved with cobbles. There is a strip of cobbles across the front of the stables that has been shaved to present a less proud surface but as a heritage environment this is still cobbled.
3. From the end of the courtyard the path to the main house is flat and level.
4. The main entrance of the house is stepped but those requiring assisted access are provided with accompanied entry via the rear door of the property. This enters the house via a slate floor corridor to the inner hall.
5. The ground floor rooms are either carpeted covered with rugs or wooden floors.
6. Each of the rooms has soft furnishings which help to absorb noise.
7. The areas are lit by either natural light or artificial lighting at all times.
8. Photograph albums are available of the upper rooms to those only able to access the ground floor rooms.
9. The only means of access to the upper floor is via a staircase with a handrail.
10. There is space to turn a wheelchair easily in each ground floor room
11. There are green covered seats spaced conveniently throughout the house for visitors to sit on, some of these have armrests.
12. Many of the rooms have volunteer room guides but not all.
13. There is an accessible WC on the ground floor of the house.
14. There is a braille guide of Greenway available for visitors.

15. Powered wheelchairs or powered mobility vehicles are not permitted in the house and visitors using those are asked to transfer to a provided lighter weight wheelchair.

Retail & Catering

1. There are two main catering and retail outlets
2. The Barn Gallery Café which is just 20m from visitor reception
3. Tack Room Takeaway (seasonal) just 5m from visitor reception.
4. Retail shop with is at the end of the main courtyard 20m from reception.
5. Each of these outlets are accessed via the cobbled courtyard, the Barn Gallery Café is via a sloped incline and the takeaway a flat cobbled surface.
6. The entrance doors to both are manual opening and wide enough to allow wheelchair access.
7. The Barn Gallery has two small steps within the ground floor which have ramps to facilitate access.
8. The floor inside both the catering and retail environments is slate.
9. Both areas have both natural and artificial lighting.
10. In the Barn Gallery food orders are placed at the counter and orders delivered to the table (assisted service)

Garden

1. A copy of the site map is available online together with details of route information, gradients and access.
2. The surface is compatible with any natural woodland garden.
3. There are regular seats throughout the garden usually in the form of benches with arms or perches.
4. There are two small water features marked on the map.

Contact details for more information; Belinda Smith, Visitor Experience & Marketing Manager

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