

## Snowshill Manor and Garden Access Statement

**During the Covid-19 pandemic, you must pre-book on our website and parts of our site will be closed, so please check our website for full details.**

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<https://www.nationaltrust.org.uk/snowshill-manor-and-garden>

### Points to note

- Please contact us, either in advance of your visit, or once on site, if you require further Access information and our staff will be more than happy to assist.
- We have laminated Access maps available to borrow at the entrance gate, which will show an overview of the site on one side and a detailed map showing the steps around the garden, on the reverse. These will be sanitised between each user.
- All contact point around site, including metal hand rails, door handles, toilet flush handles and taps will be sanitised three times a day, but please do exercise caution and wash your hands regularly, using soap and water, or use hand sanitiser.
- There is reasonable mobile phone reception across most of the site.
- Assistance dogs are welcome throughout the property.
- The garden has two areas of water, a small pool by the byre, and a larger pool by the model village, neither of which are fenced off.
- We are a breast-feeding friendly site.
- Our transfer golf buggy service will not be running during the Coronavirus pandemic, due to the difficulties of social distancing and unfortunately we will not have wheelchairs available to borrow.
- Some steps in the garden do not have handrails.
- We allow picnics anywhere in the gardens, but the recommended spot is in the orchard at the bottom of the steps down from the visitor entrance, which has lovely views over the valley.
- The Café is now open for hot & cold drinks, sandwiches, cakes, scones, ice cream and a limited range of hot food, with both indoor and outdoor seating available. Please note that face coverings must be worn in the Café and only card payments can be accepted.

### Sensory Considerations

- All of our outdoor paths are either tarmac, gravel, paving stones or grass; we have no highly polished floors.



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- Post lockdown, we are re-opening with limited visitor numbers, so queueing should be minimal. There may be a short queue for the toilets or to speak to our Visitor Welcome Team. We expect to be slightly quieter in the afternoon.
- We have no security checks, lifts, escalators, revolving doors, fluorescent lighting, flashing lighting, background music or construction work on site.
- You may occasionally hear garden machinery (mowers, strimmers, hedge-cutters), but this work is usually done outside of visitor opening hours.
- We are not currently operating a one-way system around the garden, and some paths are narrow, so there may be a need to carefully pass other visitors, whilst maintaining social distancing.
- The hand soap in our toilets is fragranced and there are fragrant plants in the gardens, but there are no other artificial scents on site.
- There are numerous areas around the garden which should offer 'quiet spaces', particularly in the orchard at the bottom of the steps from the visitor entrance, in the old orchard near the Manor and on the lawns below the Priest's House cottage.

## Arrival & Parking Facilities

- There are brown signs from Broadway. The entrance is signed and the car park is down a short driveway.
- The main car park surface is gravelled with embedded space markers.
- There are 6 designated spaces for disabled people, on a firm surface, in the main car park, directly in front of the Visitor Reception building. If you have a temporary disability or require parking close to Visitor Reception, but do not have a Blue Badge, please alert a member of staff.
- Cycle racks are available alongside the Visitor Reception building.
- Areas of the main car park are kept coned off for motorhomes.
- There is an overflow car park accessed by a steep concrete slope on the left of the main drive, which acts as both an entrance and exit for cars and some pedestrians. This carpark is grassed and the spaces are not marked. To access the property, walk back down the entrance slope or parallel steps and either across the main carpark, or along the concrete perimeter path to the Visitor Reception building.
- During the Coronavirus pandemic, visitors are required to pre-book their tickets (both National Trust members and non-members). Please have the booking confirmation available either on your phone or on paper, to show our Visitor Welcome Team. Please park in the carpark and walk to the Visitor Reception building, where the team will be ready to check your booking, provide you with any necessary information and give you directions. The Visitor Reception building will be open, with a one-way system in place. There is clear social distancing signage, a Perspex screen at the counter, markers on the floor and all visitors over the age of 11 will be required to wear a face mask (except for those with health exemptions).
- This wooden building is right next to the car park. The entrance is up a short slope of approximately 1:8 gradient and less than 1000mm long. The single entrance door is non-power operated, approx 900mm wide, opens outwards to about 90 degrees. Staff can assist with opening the door if required.
- The surfacing in this area is mostly wood and stone, with full length windows to provide natural light. LED lighting is also used.

- The reception desk is over 1000mm high but there is a lower area, approx 750mm high, which the Visitor Welcome Team can also use for admission enquiries. There is space for a 1500mm diameter turning circle in front of the reception desk, if needed. There are no seats provided but the Visitor Welcome Team can assist with this if a seat is needed.
- There is an induction loop at the till point.
- This building can feel quite small and loud, if you suffer from sensory overload, but we are limiting the number of people allowed in at any one time.

## Toilets

- There are WCs immediately next to the Visitor Reception building, including a right-hand transfer accessible WC with space to turn a wheelchair through 1500mm diameter circle. There are no adult changing facilities, but there is a dedicated baby changing room, which includes a nursing chair. There are both hand-dryers and paper towel dispensers available in all toilets. The WCs have stone floors, brick walls, and feature lighting.
- There is a right-hand transfer accessible WC to the right of the Ice Cream Parlour at the Café.
- There is no access to toilets in the garden, during the Coronavirus pandemic.
- There is hand sanitiser available as you exit the toilets.

## Café

- The Café has a paved path to the entrance and has level access apart from a small raised lip across the doorway.
- The double doorway is over 1000mm. The doors are usually open and are non-power assisted. The doors opens outwards. Catering team members can assist if required.
- You are currently required to wear a face covering to enter the Café and there is hand sanitiser available just inside the entrance door. There are distancing markers on the floor, a perspex screen at the till and payment is by card only. All packaging is currently single-use disposable and there are bins on the café terrace. The trays, tea pots and all crockery and utensils are put through a commercial dishwasher between every use, to ensure they are sterile.
- There is a limited amount of indoor café seating and outdoor seating on the café terrace, laid out with appropriate distancing between each table, for use by café customers. These tables can accommodate wheelchair users. There are large umbrellas over some of the outdoor seating, to provide protection from sun and rain.
- There is currently a one-way system in operation to access the café: you enter via the double doors and follow the floor arrows, past the menu boards and refrigerated self-service drinks fridge, to the till counter. Here you order any hot drinks cor food, pay and then move across to the square marked on the floor at the end of the counter, to await your food & drink. You then exit following the floor arrows, via the side door, back onto the café terrace.
- The counter is 900mm high. Catering team members are available to assist with service and carrying trays.



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- There is an induction loop at the till point.
- The floor is a dark wood effect surface, the walls are wood effect, dark turquoise and beige, with flashes of rusty red. There are recessed ceiling spot lights and wall-mounted feature lights.
- Allergen information is available on request.

## Play Areas

- Part of the way down the path to the Manor & Garden, there is a natural play area for children. The route runs underneath trees, to a den building area, with carved wooden logs and a small wooden puppet theatre stage, which has a wheelchair accessible ramp to access the stage area, with a non-slip flooring. This area is regularly checked by staff, but it is a slightly wild, natural play area, so there may be uneven areas of ground, caused by vegetation or stones. We also do our best to keep the area clear of stinging nettles and brambles, but there may still be some present, so please supervise your children.
- There are some wooden farm animals and a wooden tractor for children to climb on by the café terrace.
- There is social distancing signage up in both areas, but please supervise your children and clean their hands after playing on the equipment. There are currently no puppets to use in the puppet theatre, due to Covid-19.

## Route to the Manor & Garden from Visitor Reception

- There is an approximately 1:8 gradient slope from Visitor Reception down to join the main path to the Garden. There is a flight of steps as an alternative, with 25 steps broken into three sets of 10, 7 and 8 steps each. There is a metal handrail on both sides of the steps.
- The path from Visitor Reception to the Gardens is approximately 500 yards long and takes around 10 minutes to walk at a moderate pace. The route is undulating with a tarmac surface. There are areas of grass on either side which can be used to social distance, if you encounter other visitors. There are also 8 – 10 benches regularly positioned along the route. The route is lined with trees which can create a 'dappled' effect on the path if the sun is out, and there is a level wooden bridge to cross over a stream about halfway along the route. The stream is not fenced off and so please watch children in this area.

## Garden

- The garden is set on a hillside and is designed as a series of 'outdoor rooms', each enclosed by hedging or low walls. Each section has at least one bench and is separated by steps, most of which are stone, some of which have handrails and most have uneven surfaces. Path surfaces vary between gravel, paving stones and grass.
- The vast majority of the garden can only be accessed via steps and wheelchair accessibility is therefore very limited. There are lawns above the main orchard, giving lovely views over the orchard and valley beyond, which are wheelchair accessible.

- There is a 'haha' at the far end of the garden from the entry point, and there are two areas of unfenced water towards the centre of the garden. There is a building, Sancta Maria Byre, with a cobbled floor and horse-drawn carriages close to the areas of water.
- The garden also contains a dovecote and so there are often a large number of pigeons and doves around the lawns.
- Please see the current map of the garden for more information.



The ha-ha at the end of the garden



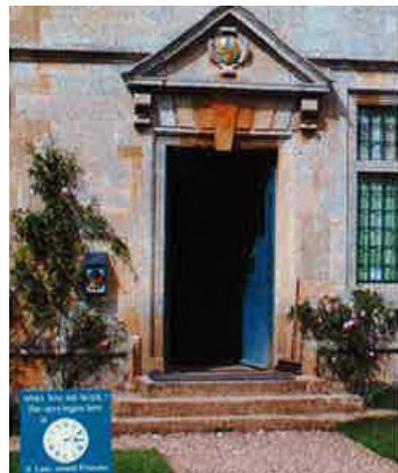
One of the areas of water with miniature houses around it

## Manor

- The immediate pathway in front of the Manor is only used by pedestrians and is gravelled, but there is grass either side which can be walked on if the gravel is difficult.
- The entrance to the Manor is up 3 steps, each approximately 150mm high. There is no ramp available and no alternative level entrance. Please see the map for further information about access inside the Manor. The floor surfaces are mostly wooden but the rooms all contain a lot of artefacts which assists with minimising echo.
- The lighting is LED and kept to a low level to maintain the atmosphere and to protect the collection. There are no labels on the furniture and objects in the Manor, in line with the request of the historic owner of the house and collection.



Gravel pathway to the Manor



Entrance to the Manor

- Seating is available if required, please ask the room guides for assistance. There is usually someone in each room.
- 4-wheeled powered mobility vehicles and powered wheelchairs cannot be accommodated in the Manor due to the entrance steps and narrow corridors and turning circles.
- If you require use of a quiet space, please indicate this to one of our room guides who will be able to find a suitable area for you.
- During the Covid-19 pandemic, the number of visitors entering the Manor will be limited and available on a first come, first served basis – you will queue at the Manor for a ticket, your pre-booked online ticket does not guarantee you entry into the Manor. The visitor route around the Manor will be limited to the ground and possibly the first floor. All visitors will be required to provide Track & Trace details and wear a mask. There will be sanitiser in several locations. There will be no handling items or room information sheets available, but there will be good guides to provide information & advice. You are not permitted to take back-packs, back child-carriers or large bags into the Manor, these must be returned to your car.

**The Priest's House, Cellars, Second-hand Bookshop, Garden Toilets and shuttle buggy are all currently closed during the Covid-19 pandemic, but this is subject to change, so please check our website.**

**Date**

20/09/2020