

Buckland Abbey Access Statement

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Buckland Abbey, Nr Yelverton, Devon, PL20 6EY

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Introduction

- Buckland Abbey is located on the edge of Dartmoor, in the Tavy Valley. The main property is situated 140m down a moderate slope from the car park, and the estate stretches to the bottom of the valley. There are formal gardens around the main house and Cider House complex, most of which have step free access and gravel or tarmac paths. The Great Barn and Ox Yard area which comprises the shop, restaurant and visitor welcome all have level access too. The site sits in a valley so there are several slopes and steps.
- There is very limited mobile signal. In an emergency, Visitor Welcome, the shop and restaurant are manned throughout opening hours. Assistance dogs are welcome throughout the property. Dogs on a lead are allowed on designated estate walks specified by signage. Dogs are not permitted in the buildings or formal gardens. There is an indoor area for visitors with dogs to sit with their pets to have refreshments. There are no dog waste bins on site – visitors are asked to take waste with them or adopt the ‘stick and flick’ policy in the woodland areas. Water bowls are available.
- Visitors to the house will be asked to leave large bags, pushchairs etc at the entrance door due to the limited size of the rooms.
- All visitors are asked to go to Visitor Welcome on arrival where they will be given a property map. The whole site is within the pay barrier and the ticket price covers the house, garden and estate.

Arrival & Parking Facilities

- Buckland Abbey is signposted from the A386 Tavistock to Plymouth road with brown signs. Please follow road signs to the Visitor car park, not Sat Nav. It is approximately 3 miles from the main road and accessibility to the Visitor Car Park is good in all sized vehicles. There are clear signs and maps around the property to direct visitors to the facilities, around the estate walks and between the buildings.
- There are 8 designated accessible parking spaces in the visitor Car Park. This is located approximately 140m from Visitor Welcome at the top of a moderate slope.
- A volunteer operated golf buggy is usually in operation daily from 10am until 5pm. There is capacity to carry a folded wheelchair onboard, but it is not possible to carry a person seated in a wheelchair due to the static nature of the seats.
- The buggy can carry a maximum of 5 passengers with priority given to visitors who have limited mobility of any kind. Passengers don't have to be registered disabled or have a Blue Badge to use this service. Donations are accepted on board and are very much appreciated as they enable us to run and maintain this service.
- The buggy can access the main house, restaurant and a small tarmac drop off point which is about 25m from Visitor Welcome and the shop on level access. It does not run in a continuous loop but will be parked in the car park. A member of the team will happily radio the driver to make a pick up on request.

- If the designated accessible parking spaces are full and there is no buggy, cars can be permitted to a drop off point for level access to Visitor Welcome. All cars must then be parked in the Visitor car park.
- . There are no speed limit signs, but we expect drivers not to exceed 10mph anywhere on the estate due to all roadways being multi-use.

WCs

- There is one accessible toilet located in the cobbled courtyard outside Visitor Welcome. Other toilet facilities include 2 ladies, 1 gentleman's in the Visitor car park block; 4 ladies, 2 gentlemen's in the cobbled area outside Visitor Welcome, 1 unisex in the Ox Yard, 2 unisex in the restaurant and 2 unisex in the Abbey (not level access).
- The accessible toilet cubicle is 1.45m x 2.9m
- The accessible toilet is right hand transfer
- There are no adult changing facilities on site. There is a baby changing facility adjacent to the accessible toilet, and in the Ox Yard toilet.
- The lights in the accessible toilet are fluorescent. There is no natural light in the facility. The switch is on the right-hand side inside the main door and is 1.35m above the ground.
- There is a rope handle on the back of the main door to the accessible toilet to assist with opening. The door opens inwards and the handles are 87cm above the ground.
- The main toilets, accessible toilet and the toilets in the car park have automatic hand driers. The Ox Yard, restaurant and house toilets have hand towels.
- The lights in the car park and main toilet blocks are fluorescent and operate on a movement sensor. There are also frosted glass windows to allow natural light in to all of these. The Ox Yard and restaurant toilets have LED lights and no windows. The toilets in the house have LED overhead lights and windows.
- There is a small step up into the Ox Yard toilet, this is 6cm high.

Visitor Welcome

- The courtyard outside the shop and Visitor Welcome is cobbled. There is a paved pathway around the School room building, across to the toilets and to the shop and Visitor Welcome doorways. There is a concrete path running outside the toilet block.
- Visitors coming from the Visitor car park will descend steps to reach this area. These are uneven and range in heights. There is a handrail on the right-hand side which is 1m high.
- There is level access into Visitor Welcome, with a very small lip from the path through the door. Visitors with wheelchairs or pushchairs will be directed back out of the same door and to access the Ox Yard following the path around the School Room building, turning right and right again past The Linhay building, turning right again to arrive at the Ox Yard.
- The Visitor Welcome entrance door is 1.18m wide. The door is manual opening and opens inwards. Staff will assist with opening the door. The handle is 76cm above the ground.
- The Visitor Welcome desk is 80cm high. Staff will come around the desk to serve visitors wherever possible and the card payment device can be lifted off the stand.
- There is some natural light in the building from the glass door and two windows behind the desk. There are also LED lights on runners overhead.
- There are wooden chairs available for visitors to sit on. These do not have armrests but are situated around small wooden pedestal tables.
- There is not an induction loop in Visitor Welcome.
- There are manual wheelchairs available for use at no extra charge. Booking ahead is advisable. There is also a Trumper which can be used to access the gardens and yellow

estate walk. Pre-booking is advisable and there is a small fee for this facility. The Trumper cannot be taken in to the buildings due to its size, and users must be aged 14 or above and be accompanied by another person.

House

- The house is approximately 100m from Visitor Welcome and can be accessed on the level via tarmac paths. To completely avoid any steps, the path is a little longer and skirts around the edge of the front lawn. All pathways are on a slight slope (mainly downwards accessing the house from Visitor Welcome, with one slight upward slope on the path parallel to the Great Barn). The more direct path through the herb garden which is 54cm wide, leads through an archway 1.17m wide to 6 stone steps which vary from 15 – 20cm high with a handrail 1m high on the right, and 3 very shallow steps on the path to the entrance door with no handrail.
- There are ramps at the entrance and exit doors of the Abbey. The entrance door ramp is metal and the exit door ramp wooden with anti-slip surfaces. There are no handrails.
- The entrance door will always be opened by a volunteer guide. The main entrance has double doors, and both can be opened to a width of 1.23m to allow a wheelchair or pushchair to enter.
- The exit door (88cm wide) opens inwards with a handle 1.03m above the ground.
- The Nave Gallery (temporary exhibition space not always open) is accessed via a ramp at the Entrance Door. The Great Hall and Tudor Kitchen can be accessed on the level via the exit door– the volunteer guide will direct visitors here. The chapel, located on the ground floor, has one step down into it with no handrail. The chapel is not accessible by wheelchair users.
- The middle floor can be accessed via the staircase
- The Lifetimes Gallery is on the top floor of the Abbey and can be accessed via the staircase. There is one step between the gallery and the landing at the top of the staircase where visitors descend to the ground floor.
- All lighting within the house is supplied with LED bulbs. All rooms have windows to allow natural light to enter, although for conservation reasons, some have semi-opaque blinds which make the room darker.
- There is good circulation space in each room with space to turn a wheelchair, though sometimes this will be around a table or display cases.
- Each room has at least one seat in it for visitor use. In some cases, this will be a window seat or settle. The seats do not have arm rests.
- There will always be staff and volunteer guides on hand to assist within the Abbey if required.
- There is one toilet off the Georgian staircase. It does not have accessible facilities.
- Guided tours run weekly during Abbey opening times. Please check the website for details. There is no induction loop at present.
- There is a large print guide available on request.
- A guide book is available to purchase at the shop, Visitor Welcome and the entrance door of the house. Printed foreign language guides are available to borrow from the entrance door and interpretation cards are in each room.
- Powered wheelchairs and mobility vehicles are not permitted in the Abbey for conservation and space reasons.

Great Barn

- The main doors into the barn are each 1.4m wide and can be opened to 2.8m if both doors are opened.
- There is a wooden ramp with a rubberised surface leading into the barn from the path outside. There is no handrail.
- The floor in the Barn is concrete.
- There are three steps leading up to the stage area at the top end of the barn.
- The barn is lit with small LED coloured spotlights and white LED floodlights, but light levels are lower than the outdoors.

Ox Yard Restaurant

- The restaurant is located below the shop and Visitor Welcome
- It can be accessed either via a staircase from Visitor Welcome, or via the step-free route previously described. There is a rough concrete path outside the restaurant.
- The entrance doors open inwards. They are manual opening. If both doors are held open, they are 1.4m wide. There are no door stays due to the glass. Please ask a member of the team for assistance.
- There are windows running along one side of the building and light is allowed in through the glass entrance door and glass panelled fire escape door in the annexe. All artificial light is from ceiling mounted LEDs. There are fluorescent lights in the chillers.
- There is one step into the annexe where the toilets are located, and three steps down to the lower seating area near the wood burner.
- The counter is 90cm high. The card machine can be lifted from its stand.
- Staff are happy to help with queries or help.
- The space between tables can be tight at busy times. The best locations for wheelchair or pushchair access are the first few tables inside the entrance door, where there is more room.
- There is no induction loop or large print menu available.
- Large handled cutlery is available on request.
- There is an outside seating area which has large picnic tables each seating 8 people, some with a space for a wheelchair or pushchair and with parasols. The seating area is gravelled and can be accessed on the level or via wooden steps with a handrail on either side.
- There is a room in the Ox Sheds opposite the restaurant where dogs can be taken inside whilst visitors enjoy refreshments. The door is 74cm wide. This room has a stone floor, and windows along one side, with fluorescent lighting.

Shop

- The shop is located next to Visitor Welcome.
- There is a path of paving slabs through the cobbled courtyard outside the shop leading to the door. The shop can also be accessed via the staircase from the Ox Yard.
- There is a slight lip at the door between the cobbled courtyard and the shop. There are steps down to the shop from Visitor Welcome with a handrail 95cm high on the left and steps up from the Ox Yard.
- The door to the shop is manual opening and opens inwards. It is 1.12m wide and there is a slight lip between the path outside and the shop floor.

- The counter is 90cm high with a lower desk 72cm high available for use. The card machine can be lifted off its stand.
- Staff are happy to assist with the door or reaching items.
- There are small windows in the two long walls and natural light also comes in through the glass doorway. The overhead lighting is from LEDs on runners along the beams.
- There is good circulation space between the display stands which is enough for a wheelchair or pushchair to pass through.
- There is no induction loop at present.
- The plant sales area is located on the cobbled courtyard. There is good circulation space between the stands, which vary from 34 – 84cm high. There is a small step down from the plant sales area to the path into the shop.

Ox Yard

- There is level access to the second-hand bookshop and craft workshops via a concrete path running around the perimeter of the Ox Yard. There are metal strips in each doorway to bridge the shallow gutter running around the yard.
- The rooms are as follows:
 - Second hand Bookshop – door is 83cm wide with a glass door that opens inwards.
 - Workshop 1 – door is 93cm wide.
 - Art gallery – door is 1.05m wide. The serving hatch is 42cm above the ground.
 - Workshop 2 – door is 89cm wide. The retail space is all on the level.
 - Video room/Dog walker restaurant seating – door is 74cm wide.
- There are windows along one wall of all the rooms. There is LED lighting in all the rooms.

Small Barn (School Room)

- The small barn is used for visitor craft activities, meetings, education group visits and events.
- The entrance door to one end is 94cm wide and there is a slight lip between the path and the door. There is another fire exit door, also 94cm wide. Both doors open outwards and have twist ring handles 1m above the ground.
- The connecting door to the other end is 87cm wide. This door can be pushed open either way.
- There are 3 exit doors from this room. 2 are 94cm wide and one is a double door which opens to 2.3m wide. All doors open outwards. There is a slight step between the main access door and the tarmac path outside. The other smaller door and the double doors both have 2 steps down to the path outside measuring between 16 and 25cm high.
- There are some small windows in each room, but the light mainly comes from fluorescent lighting overhead.

Garden

- There is a map available from Visitor Welcome which shows step free access around the gardens and buildings.
- Most of the paths around the gardens are gravelled. The path around the main lawn and buildings is tarmac. Most of the paths are on slight slopes. There is a half-filled cattle grid at the top of the path which leads down to the Kitchen Garden, Cider house and Wild Garden.

- There are steps with a handrail 1m high on the right, and steps on the path to the entrance door with no handrail. In the Elizabethan Garden there are steps between 2 levels with no handrail.
- There is a latched door into the kitchen garden which is 1.06m wide. The latch is 1.25m from the ground. This door opens inwards. There are latched gates into the Cider House and wild gardens.
- At the end of the kitchen garden is a slope which leads up to a viewing area into the walled garden adjacent. There is a step up to this and a handrail 1m high. Alternatively, there are steps with no handrail up to this area.
- There are several benches throughout the gardens for visitor use. Most of these have arm rests at each end.
- There is a fountain in the Elizabethan garden surrounded by a wall There is a pond and small waterfall leading to a culvert between the gardens and estate walk routes. This is fenced off.

Estate

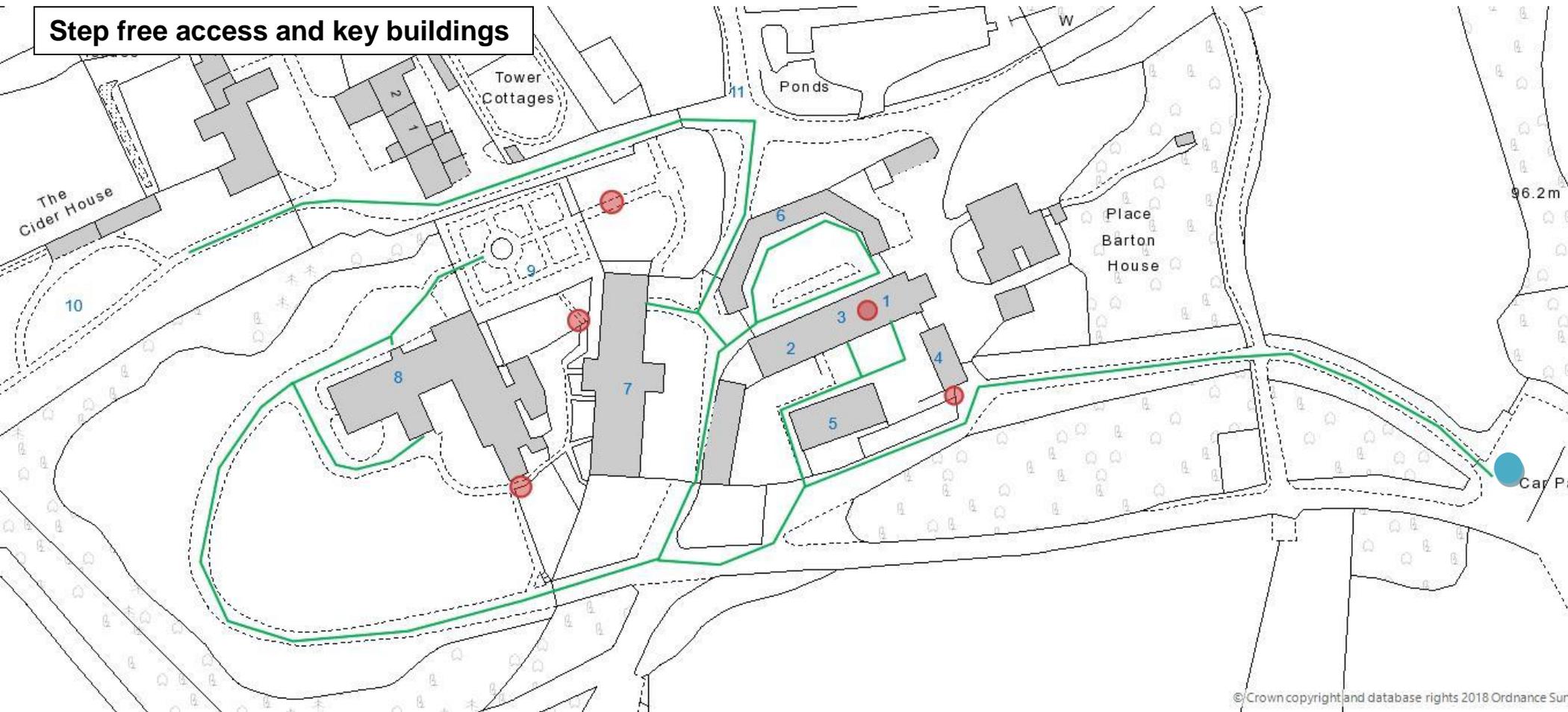
- There are three waymarked trails on the wider estate which vary in length from 1-3 miles. The walks are made up of a variety of surfaces; conditions vary depending on the weather and time of year.
- The 'yellow route' is accessible to robust mobility scooters, and there is one self-drive tramper available to hire from Visitor Welcome during public opening times.
- The attached map indicated the location of any stiles, gates and steps.
- Livestock graze throughout the estate.
- Picnic tables with benches are located along the Yellow Walk and Higher Paddock Play Area.
- Cycling is not permitted on any of the routes. Bike racks are available in the Visitor Car Park close to the Buggy stop.
- The yellow walk is the shortest and is mainly gravelled but features some steep slopes and cambers. The Tramper can be hired from Visitor Welcome to access this route.
- The other two walks are longer, and the paths are not gravelled so can become muddy and uneven in places. We do not recommend that pushchairs or wheelchairs are taken on these routes and sturdy footwear is needed.
- There is no public access to the river, but there are small streams and ponds through the woodland which are not all fenced.
- Livestock is present on the farmland which the walks pass through and dogs must always be kept on leads.

Maps

Please see overleaf for:

- a map of the site showing step free access and key buildings.
- a map indicating the location of stiles, gates and steps along the estate walks.

Step free access and key buildings



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Key

- 1 – Visitor Welcome
- 2 – Shop
- 3 – Restaurant
- 4 – Accessible toilet
- 5 – Small Barn (School Room)
- 6 – Ox Yard
- 7 – Great Barn
- 8 – Abbey
- 9 – Elizabethan Garden

- 10 – Cider House Garden
- 11 – Kitchen Garden
- 12 – Access to estate walks

-  Step free access
-  Steps
-  Accessible parking

Stiles, gates and steps along the estate walks



-  Pedestrian Gate
-  Field Gate
-  Steps
-  Access controlled field gate