Lacock access statement 2020

Background
Lacock Abbey is located at the heart of Lacock village within its own woodland grounds. It is a quirky country home of various architectural styles, built upon the foundations of a former nunnery. Lacock is also home to the Fox Talbot Museum, which celebrates the achievements of former abbey resident, William Henry Fox Talbot, famous for his contributions to the invention of photography.

Contact details
Address: Lacock Abbey, Lacock, Chippenham, Wiltshire, SN15 2LG
Telephone: 01249 730459
Email: lacock@nationaltrust.org.uk
Website: www.nationaltrust.org.uk/lacock

Reopening with social distancing measures in place
The car park and abbey grounds at Lacock have reopened in line with current government guidance, with social distancing measures in place. Visitors will be asked to comply with these measures to ensure their own safety, and the safety of Lacock’s staff:

• The abbey grounds are open for pre-booked visits only. If you arrive without a pre-booked ticket, you will be turned away.
• There is a sign-posted, one-way visitor route around the abbey grounds. Please follow the signs.
• Facilities and contact points are cleaned regularly throughout the day. This may mean that, for example, toilets may need to close temporarily while the cleaning is completed.
• The Stables café is open as a takeaway only with a limited menu and no indoor seating.
• The abbey building, cloister, Fox Talbot Museum, greenhouse, Courtyard tea-room and High Street shop remain closed.
Points to note

• There is reasonable mobile phone reception around most of the site, except very near to the abbey.

• Assistance dogs are welcome across the site. A water bowl is available at visitor reception.

• Accessible toilets are available in the abbey courtyard and by the Stables café (in the village). The toilet by the Stables café requires a RADAR key.

• There are two areas of water within the abbey grounds: one is a small historic pond behind the abbey, the other is a river at the northern boundary of the woodland grounds (not currently part of the visitor route).

• The one-way visitor route around the abbey grounds is mostly accessible to buggies and wheelchairs. The Rose Garden, orchard and pond paths are unsurfaced, so alternative routes are clearly signposted to help you avoid these areas if you need to.

• In case of an emergency, please call 999 and alert a member of staff who will assist you. However, we are unable to offer First Aid at this time.

Mobility scooter and wheelchair hire

• There are 2 mobility scooters and 3 manual wheelchairs available to hire, for free, for your visit. You are also welcome to bring your own.

• In order to guarantee that one is available for your visit, we strongly recommend booking your scooter or wheelchair in advance.

• To book, phone Lacock’s visitor reception team on 01249 730459.

• You are able to choose from a morning booking slot (10.30am – 1pm) or an afternoon slot (2-5.30pm).

• On arrival at visitor reception, you will be trained on the use of your scooter or wheelchair and will be asked to sign a training form to show that you have understood the training. Training will be conducted in a socially distanced manner and your booking form will be securely destroyed once you have returned your scooter or wheelchair.
• Hand sanitiser is available at visitor reception.
• All mobility scooters and wheelchairs are cleaned every morning and every evening and between each use.
• Hired mobility scooters and wheelchairs are for use in the abbey grounds only and must not be taken into the village.
• The one-way visitor route around the abbey grounds is mostly accessible but the Rose Garden, orchard and pond paths are unsurfaced, so alternative routes are clearly signposted to help you avoid these areas. You will also receive a route map with your mobility scooter or wheelchair hire.

**Arrival and parking facilities**

• There are brown direction signs from the A350 to the west of Lacock and the A342 to the east. The entrance is sign-posted and the car park is immediately off Hither Way. There are further signs in the car park to Blue Badge spaces.
• Parking is available for cars, motorcycles and coaches.
• The main car park surface is a mixture of tarmac, gravel and grass. The Blue Badge spaces are on a gravel / tarmac area.
• There are 12 Blue Badge spaces in the Hither Way car park. These spaces are the shortest distance from visitor reception.
• The distance from the nearest Blue Badge space in the car park to visitor reception is approximately 220 yards (200 metres). The journey is flat although visitors need to cross a public highway (Hither Way), via a pedestrian crossing. The rest of the walk is on a mixture of gravel and concrete surfaces.
• There are many wooden posts of different heights throughout the pedestrian walk to prevent vehicle access.
• Visitors with limited mobility may also park in the Blue Badge spaces in the Red Lion car park on Lacock High Street. There are 5 Blue Badge spaces in the Red Lion car park, 100 yards (90 metres) from visitor reception. The journey is flat although visitors need to cross a public highway (High Street), there is no pedestrian crossing. The walk is on concrete and tarmac surfaces.

• There are two overflow car parks at the bottom of the Hither Way car park. These are agricultural grass fields and are only used during very busy periods and only during dry weather.

• Alternative parking for visitors with limited mobility is available at special request. Please contact 01249 730459 for more information.

Toilets in the village

• There are toilets in the village, by the Stables café in the Red Lion car park. To enable social distancing, a one-in, one-out system is in place.

• The toilets include a wheelchair accessible toilet with emergency pull cord. This toilet requires a RADAR key.

• Baby changing facilities are available.

Stables café

• The Stables café is currently open as a takeaway only with a limited menu and no indoor seating.

• There are two metre floor markers both outside and inside the café to enable social distancing whilst queuing.

• Hand sanitiser is available inside the café.
• The entrance to the Stables café is across a gravelled area and up a shallow flagstone ramp. The door is propped open.
• The floor surface inside is flat flagstone.
• The counter is over 850mm high and clear plastic screens are in place to separate customers from the café staff.
• A hearing loop is available.
• The café exit is down a shallow non-slip slope. The door is propped open.

Visitor reception

• The visitor reception building is currently closed to visitors. Pre-booked tickets and National Trust membership cards should be shown to the member of staff at the table in the doorway.
• There are painted white lines on the floor outside visitor reception to enable social distancing whilst queuing.
• No hearing loop is currently available.
• A map showing the one-way route around the abbey grounds is available to be photographed at visitor reception, or can be downloaded from Lacock’s website: www.nationaltrust.org.uk/lacock

One-way route around the abbey grounds

• To enable social distancing, visitors are asked to keep left on the paths in the abbey grounds.
• The main drive takes you from visitor reception to the Botanic Garden, it is flat and tarmacked.
• There are a number of wooden benches along the drive and throughout the abbey grounds. Some have been moved back from the drive or path to enable social distancing and are reached across approximately 2 metres of grass.

• The Botanic Garden is fully accessible with level gravelled paths. A one-way route is in place around the Botanic Garden to enable social distancing, please follow the arrows.

• The greenhouse remains closed.

• Paths through the grounds are level, with no steps or gates. Surfaces differ, but they are mainly gravel or compacted earth.

• The one-way visitor route around the abbey grounds is mostly accessible to buggies and wheelchairs. The Rose Garden, orchard and pond paths are unsurfaced (grass and muddy tracks), so alternative routes are clearly signposted to help you avoid these areas if you need to.

• There are two areas of water within the abbey grounds: one is a small historic pond behind the abbey, the other is a river at the northern boundary of the woodland grounds (not currently part of the visitor route).

• The trees across the estate are checked throughout the year in line with tree management plans and health and safety guidance.

**Courtyard**

• The abbey courtyard is accessed via a shallow concrete ramp.

• The courtyard surface is gravelled and uneven.

• There are a couple of wooden benches in the courtyard.
Toilets in the courtyard

- The doors to the toilets in the abbey courtyard are propped open. To enable social distancing, there are separate queues for the men’s and women’s toilets and a one-in, one-out system is in place.
- A wheelchair accessible toilet is included, directly opposite the entrance door, with an emergency pull cord.
- Baby changing facilities are available.

Map of Lacock