

Lacock Abbey, Fox Talbot Museum, Grounds, Café and High street shop

Access Statement

The estate of Lacock Abbey, located at the heart of Lacock village within its own woodland grounds, is a quirky country house of various architectural styles, built upon the foundations of a former nunnery. The museum celebrates the achievements of former Lacock resident, William Henry Fox Talbot, famous for his contributions to the invention of photography.

As well as the abbey and museum there are several other buildings accessed by visitors. These include the stables café in the village, the village high street shop, the greenhouse in the botanic garden, Bakehouse, Brewhouse and courtyard tearoom off the abbey courtyard.

Contact details

Lacock Abbey, Lacock, Chippenham, SN152LG

T: 01249 730459

E: lacockabbey@nationaltrust.org.uk

Points to note

- There is reasonable mobile phone reception across most of the site except in and near to the abbey
- Assistance dogs are welcome throughout the property. There is a water bowl at the Visitor Reception.
- Light levels in the abbey are kept low to protect the collection.
- There are 3 manual wheelchairs and 2 mobility scooters, available for loan from the Visitor Reception. It is recommended these are booked in advance to ensure availability.
- The estate has 2 areas of water. 1 is a historic pond behind the abbey; the other is the river at the northern boundary of the woodland grounds leading to the Rockworks.

Arrival & Parking Facilities

- There are brown direction signs from the A350 to the west of Lacock and the A342 to the east. The entrance is signposted, and the car park is immediately off Hither Way.
- Parking is available for cars, motorcycles and coaches.
- There are 12 designated wide spaces for Blue Badge holders in the main Hither Way car park.
- The main car park surface is a mixture of three surfaces: tarmac, gravel and grass. Wheelchair Access Parking is on a gravel / tarmac area.
- The distance to Visitor Reception is approximately 280m. The journey is flat although visitors will need to cross the public highway which has a zebra crossing.
- There are many different height wooden posts throughout the pedestrian walk to prevent vehicle access
- There are two overflow car parks at the bottom of the main Hither Way car park. These are grass agricultural fields and are only used during very busy periods during dry weather.
- There are 5 additional Blue Badge parking spaces available in the Red Lion car park in Lacock High Street, which are 100 yards from Visitor Reception.
- Alternative mobility parking is available at special request. Please contact 01249 730459 for further information.



Toilets in the village

- There are toilets in the Red Lion car park
- The toilets have a wheelchair accessible toilet
- A key for the wheelchair accessible toilet in the Red Lion carpark is available in the Stables café.



Visitor Reception – Fox Talbot Museum

- Visitor Reception is on a lower level of a two-story building also containing the Fox Talbot Museum, a shop and an upstairs gallery space.
- Visitor Reception is accessed via the main two glass doors. The area is manned by volunteers and staff to provide direction and assistance.
- There is a very short, slight incline into the building, with a small 'lip' at the entrance.
- The ground floor is comprised of historic stone slabs. Although a level surface, they are not totally even. The second floor gallery has a wooden surface.
- Seating is available throughout the museum building
- There is a wheelchair accessible lift to the second floor gallery
- Lighting is provided by spot lights and heating is via under floor heating.
- As well as via the wheelchair accessible lift, the second story gallery can be accessed via 14 wooden stairs.
- All visitors are offered a welcome map. If required recommended routes are given to visitors with specific mobility requests.
- If using a mobility scooter, these recommended routes are given out as part of the loaning out process.
- A hearing loop is available.



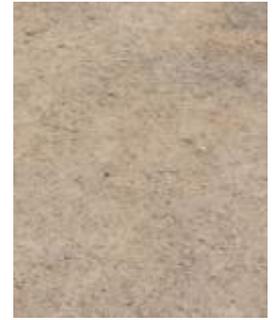
Route to the abbey courtyard

- The tree-lined main drive takes you from visitor reception to the abbey courtyard, it is flat and tarmacked.
- The route down the drive is approximately 350m.
- There are several wooden seats along the drive.



Courtyard

- The 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

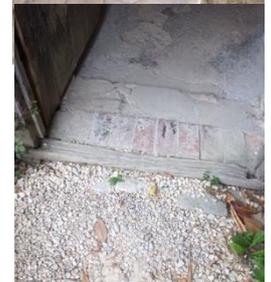


Courtyard toilets

- There is an accessible toilet in the courtyard of the abbey inside the grounds. There are glass doors on entry to the toilets.
- The accessible toilet has an emergency cord.
- The courtyard toilets also have baby changing facilities.

Bake house and Brew house

- Just off the courtyard, these two rooms are accessed by two doorways.
- The floor here can be very bumpy and uneven. There is an echo due to the thick stone walls.
- There is a wooden bench on the ground floor.
- An upstairs gallery is accessed by 14 wooden steps with a handrail.



Second-hand bookshop

- The second-hand book shop is located off the courtyard which can be accessed over a low stone lip.
- The book shop has a concrete flat floor.

Courtyard tea-room

- The courtyard tea-room is accessed across the courtyard from the entrance off the drive.
- The door is manually operated and opens inwards. Staff can assist in opening the secondary door if required.
- The counter is over 850mm high. The tearoom provides table service.
- The floor is an uneven mixture of wood, tiles and cobbles. We recommend that wheelchair visitors use the wood floored area.
- Visitor groups can sit at tables if queuing is difficult and one member of the group can ask staff for assistance.
- Highchairs, drinking cups and straws are available.
- A hearing loop is available.



Woodland grounds including the Botanic Garden

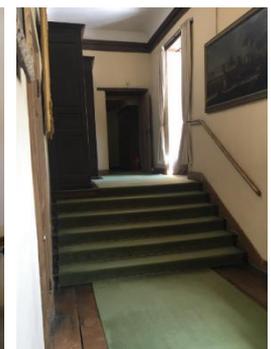
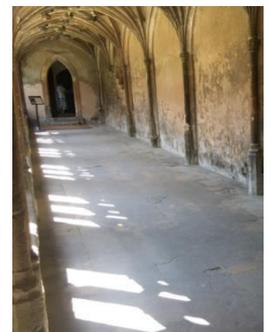
- There are numerous paths within the woodland grounds which lead off the main drive.
- All the paths are on a flat level with no steps, gates or gradients. Path materials include grass, woodchip and gravel.
- There is a circular walk around the abbey on a well maintained gravelled wide path.
- The Rose garden is accessed across a lawn with level access. There is a lip into the alcove seat.
- The Botanic Garden is fully accessible
- The greenhouse is not accessible for wheelchairs however much can be seen from the windows.



- There are several benches and seats throughout the grounds.
- The garden and estate have two areas of water. One is a small historic pond behind the abbey, the other is the river at the northern boundary of the woodland grounds leading to the Rockworks.

Lacock Abbey

- Visitor Reception is approximately 350m from the Abbey.
- Mobility scooters need to be left outside of the Abbey building due to space restrictions and uneven floors.
- The ground floor entrance to the Abbey is via the Infirmary Passage. This area is gently but unevenly ramped with a modern access ramp into the Cloister walks. There are two steps up to the Cloister door and a ramp are available upon request. Rooms off the Cloister walks are unevenly stepped or ramped onto uneven earth or cobbled floors.
- During open hours the entrance door to the building at the Infirmary Passage is permanently alongside the Cloister door into the main building.
- The Cloisters and Abbey rooms all lit by large windows allowing natural light, occasionally supported by LED bulbs.
- Most rooms on the ground floor have one or more steps to be navigated. The first floor is initially accessed by stairs with intermitted handrails. Floor levels vary around the first floor with a series of steps mostly without handrails.
- Visitors with limited mobility can access the Cloister walks and Servants Hall where a virtual tour is available.
- If visitors are physically able to walk up the Great Hall steps then they can access the Great Hall, Dining Hall and South Gallery using their wheelchair. Staff are not able to assist with this.
- All rooms in the Abbey have soft furnishings that soften echoes, except for the Cloisters, Servants Hall, Nuns Kitchen, Short Lobby and Great Hall.
- All corridors and doorways on the visitor route are at least 750mm wide except for the outer door to the Tower Room on the first floor.
- All rooms except for the Tower Room have space to turn a wheelchair.
- There are seats for visitors to use in almost every room. None of those seats have arm rests except for that by the Cloister door.
- Volunteers are regularly spaced around the Abbey at key locations.
- There are no WC's in the Abbey available to visitors. The closest are accessible WC's in the courtyard.
- Alternative access to the abbey is via the Great Hall. The Great Hall is accessible by 16 steps and doors that are kept closed but opened by volunteers to allow access. These are two doors allowing access up to 1.4m wide
- There are no WC's in the Abbey available to visitors. The closest are accessible WC's in the courtyard.
- Lacock does not have regular guided tours. When providing tours in the shoulder months the guides do not have induction loops or other communication skills such as BSL.



Stables café in the village

- The entrance to the Stables café is located next to the toilets in the village. The floor surface is flat flagstone with a nonslip sloped entrance.
- The door is manually operated. The door opens inwards. Staff can assist if required.
- There is outdoor seating which is on shallow gravel.
- The counter is over 850mm high. Staff are available to assist with service and carrying trays.
- Members of visitor groups can sit at tables if queuing is difficult and one member of the group can ask catering staff for assistance.
- Highchairs, drinking cups and straws are available.
- A hearing loop is available.



Retail – High street shop in the village

- The shop is located on the High Street within the village.
- The main front door is manually operated and opens inwards and there is a small 'lip'.
- The floor is a flat, slightly uneven mixture of wooden, tiles and vinyl. There are handrails for support up two small slopes leading to the top end of the shop.
- The shop can be accessed by wheelchair users as there is circulation space between the merchandise stands.
- The single counter is 950mm tall.
- A hearing loop is available.
- Staff are available to assist with accessing hard to reach products.



Map of Lacock

