

Property Access Statement

A la Ronde, Summer Lane, Exmouth EX8 5BD

T: 01395 265514

E: alaronde@nationaltrust.org.uk

Introduction



1. A la Ronde is built into a hillside with panoramic views of the Exe Estuary, it has 3 floors – the lower ground floor, upper ground floor and first floor. It has entrances on the upper ground floor – the main entrance to the house and the lower ground floor – the entrance to the café. The garden area is small, with a meadow walk which is grass/uneven underfoot. There is a tarmac path on a slope which leads to the cafe. Outside cafe seating, on grass, is available in the summer months.
2. There is good mobile reception. Visitors needing to make an urgent call to the property whilst on site in case of need can use the property landline 01395 265514 or duty mobile 07738 340 487
3. All assistance dogs are welcome in all areas of the property and house. We welcome all non-assistance dogs on leads to all outside areas and shop and the first part of the cafe only.
4. Light levels are fairly low, to protect the collection. Rooms are small, there is a narrow spiral staircase to the first floor, and a second steep staircase down. Bags (including rucksacks and large handbags) need to be left in the entrance lobby, lockers are available.

Arrival & Parking Facilities

1. The property is easy to find when approaching from the A376 (Exeter to Exmouth Road), with brown signs to direct visitors into Summer Lane. Approaching from other directions eg B3179/B3178 there are no brown signs until you reach the top of Summer Lane, on Hulham Road. It is easy to ‘overshoot’ the entrance as the lane is narrow and edged with hedges.
2. There are two hard surface (tarmac) disabled parking spaces adjacent to Visitor Reception.



3. The car park is gravelled apart from the two hard surface disabled parking spaces; there is also a grass overflow carpark.
4. The path from the car park to Visitor Reception is hard surface (tarmac).
5. If needed, arrangements can be made for vehicles to drive to the house entrance along the private drive, passenger to alight, and the car be driven to the main car park. Contact the property in advance or Visitor Reception on arrival.

Visitor Reception

1. The building is made of wood, with wooden floor over cement. One wall has glass doors.
2. The entrance is level.
3. The entrance door comprises of 4 bi-folding doors.
4. The entrance door opens manually, but is always open. There are 4 bi-folding doors which can be opened with 1, 2, 3, or 4 doors open inwardly.
5. The reception desk is just for the till, and staff will come around the side to talk to all visitors. There is a table and clipboards are used if writing is required.
6. The area is lit by natural light from the open front and side window and two ceiling strip-lights.
7. Three wooden chairs are available, they don't have armrests.

- 8. An induction loop is available
- 9. Wheelchairs are not available to loan.



Retail

- 1. The path from Visitor Reception to the Shop gently slopes with a gradient of 1 in 27, increasing to 1 in 12 from where the path splits to the Shop entrance.



2. There is a small cobbled area in front of the Shop.



From the exit of the Shop, there are two steps from the building, with a handrail, on to level hard surface.

3. There is an alternative route rather than using these steps - a side gate can be unlocked to give level access around the end of the shop (through where the rope is in the picture below). This is an extra distance of 30m.



4. The building is made of cob and brick, with wooden and cement floors.
5. The main door is 840mm width, incorporating a manual opening inwards glass door. Staff are available to assist if needed.



Two parts of the shop



6. There is an inner doorway, with an always open door, 770mm width.
7. The height of the shop desk is 91mm. Staff will come round to talk to someone who cannot see over or reach up to the desk. There a clipboard for someone to use to write on if they cannot reach the desk.
8. Staff are available to reach down items to view
9. The area is lit with natural daylight from the doors and large window, and fluorescent and spot lights.
10. There are no chairs guaranteed to be available, except when part of the retail display. Staff would assist with supplying a chair if needed.
11. There is an induction loop available in the shop
12. There is circulation space of 1200mm between the display stands
13. There is not a large print version of the price list. Staff can assist with telling visitors the price of items.
14. There are 2 steps down from the shop to the house entrance. If level access is required please let a member of staff know and they will open the side gate to provide level access.

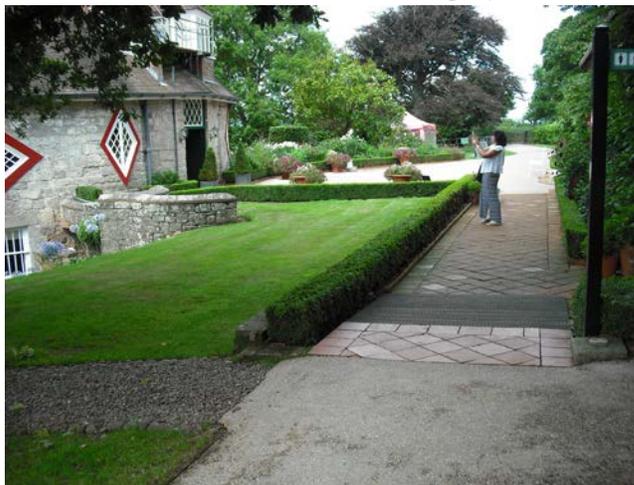


Looking back at the exit from the shop.

The toilets are at the end of this building (past the lady taking a photo).

WCs

1. There is a partially accessible toilet on the property, at the end of the thatched out-building where the shop is.
2. Access is via a level tiled path with a slight slope of wood covered with wire. (photo below shows access and toilets to front right)



3. The accessible toilet is not officially classed as a disabled toilet, but has transfer rails and an alarm cord.
4. There is no Changing Places facility or adult changing table and hoist
5. The accessible toilet, and the other toilets, have sensor lighting, with no natural light when the door is closed
6. All toilets have automatic hand driers
7. Baby changing facilities are available within the accessible toilet area.



Accessible toilet

House

Please refer to guidebook for photos of the house

1. The house is 10 metres from the Shop.



Looking at the house from the shop door

2. The surface is hard (tarmac) surface.
3. Access to the building is level, over a rubber mat and coir doormat. This is the only entrance to the House. The doormats can be removed if required.
4. The entrance door is manual inwards opening, 840mm wide. The door is generally open. Staff will assist with opening the door if required.

5. There are rugs of various sizes in all the rooms, with areas of exposed wooden floorboards. The Butlers Pantry (upper ground floor) and Bathroom (first floor) are floorboards only.
6. The Study, which is the second room in the house, has a very thin carpet over the whole surface, the carpet being a photographic copy of the floorboards underneath. It also has very few furnishings so has echoes.
7. The areas are lit with natural light, ceiling or floor/table lamps or gas lights. Light levels are low to protect the collection.
8. Access to the first floor is by staircase only. There are two staircases - one is spiral and the other has steep, narrow treads. Both have handrails.
9. **Main showrooms:** there is access to all main showrooms on the upper ground floor from the Central Octagon. Access routes directly from room to room are limited, with doorway widths from 710mm down to 510mm.
First floor: narrow door from spiral stairs to Bedroom is 580mm. Alternative door is 820mm. Visitors may use the main staircase rather than the spiral stairs if preferred.
10. There is space to turn a wheelchair in all main rooms apart from the Dining Room and Butlers Pantry. All rooms are not spacious and have historic items of furniture which can be delicate.
11. There are seats with armrests around the house for visitors to use (generally one in each room).
12. There is a volunteer in each room
13. There are no WCs in the house, except for emergency use of the staff toilet next to the café on the lower ground floor.
14. The guides do not use induction loops, or other communication such as BSL.
15. There is no audio guide. There is a 360 degree virtual tour of the Shell Gallery on touch screen. One screen has lap controls, in full working order. There is a Braille guide, and a book of photographs of the first floor rooms.
16. Access for powered wheelchairs or powered mobility vehicles inside the House is dependent on how busy the house is. Constraints are as for manual wheelchair users. Large 'Tramper' (all terrain) style powered mobility vehicles are not suitable for use in the house as the rooms are too small and delicate for these.
17. Quiet visits can be arranged for those who prefer it at times when there are fewer other visitors or when the property is closed. Please phone the property to discuss requirements.

Catering

1. The café is approx. 60 metres from the Shop, and 110 metres from the car park and Visitor Reception.
2. Paths from the car park are hard surface (small area of cobbles outside Shop). Two steps lead from the Shop. Level surface access via side gate – ask in Shop or Visitor Reception. The path from the Courtyard to the cafe is sloped, with initially a 1 in 27 gradient for the first 18m before dropping more steeply for 4m with the gradient increasing

to 1 in 7. The path then continues level, on tarmac, across the Ha-Ha lawn to the café entrance.

3. Access to the building is level, with a slight step and a door mat at the entrance.
4. The entrance door to the building is manual inwards opening. It is generally propped open into the lobby.



5. Staff will assist with opening the door if required. The inner door to the cafe is 670mm wide, and a further key-hole shaped door is 710mm wide.



Inner room (access through this to the main café)



Main café



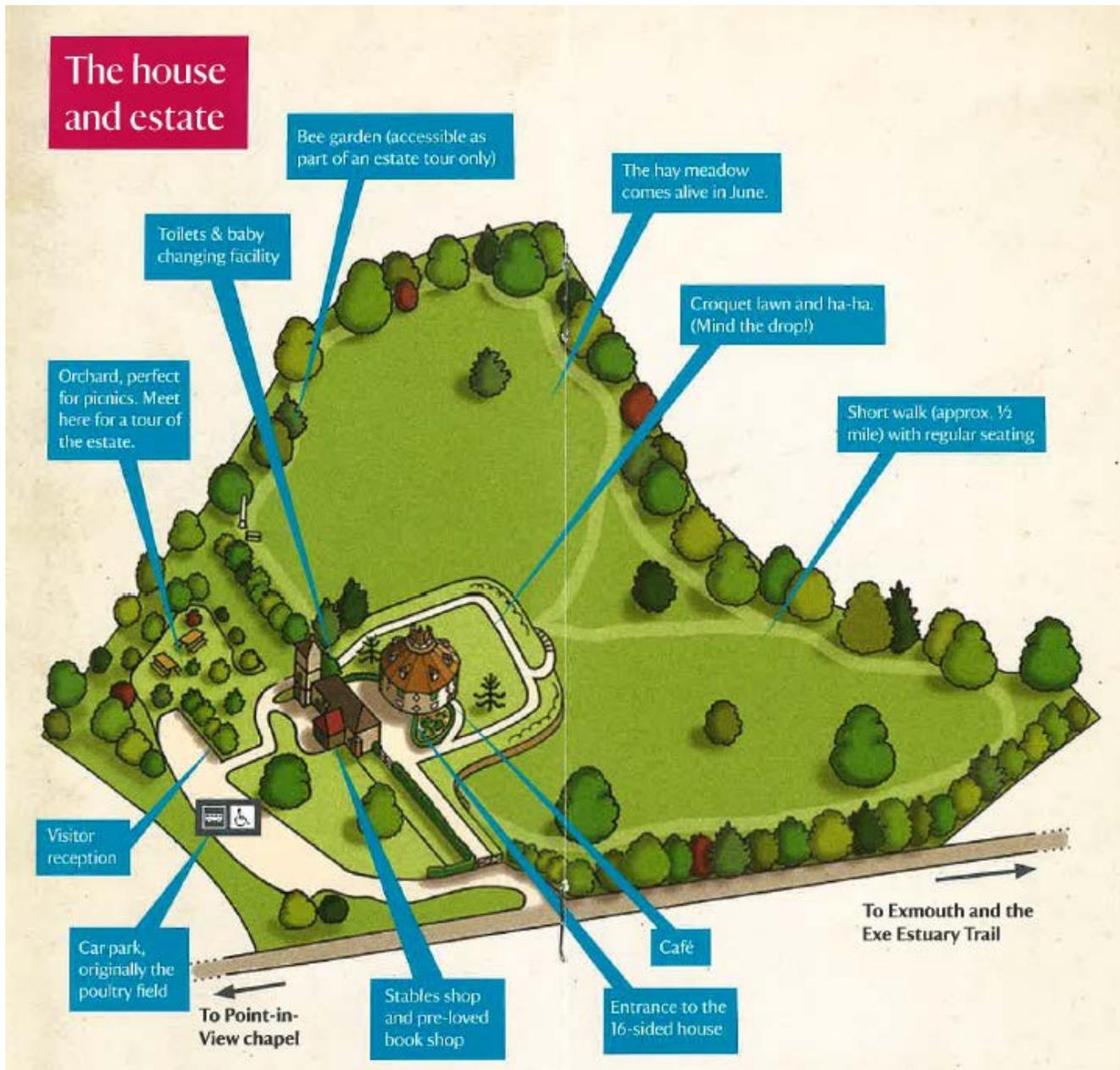
6. The floors in the lobby are of clay tiles and within the café are vinyl covered and wooden floorboards.
7. The first room of the café is lit with electric ceiling lamps, and the main cafe has natural daylight and low level electric lighting.
8. The counter height is 97mm. There is no lower counter
9. Staff will assist visitors as required, and can be seated if they experience difficulty queuing and staff will then assist them.
10. There is limited circulation space between the tables, but there is access to 3 or 4 tables for a wheelchair (see photo above).
11. The till point has induction loops
12. Menus are available in large print but not Braille
13. There is no large handled cutlery or double handled mugs. Straws are available
14. There is an outside seating area.



15. Picnic tables with seats are available in the Orchard (near the visitor reception building), each with provision for one wheelchair, on grass with a small slope to access.

Garden

1. In addition to the hard surfaces around the house, there is a grassed lawn. Access to this is via a) a sloped tarmac path with initially a 1 in 27 gradient for the first 18m before dropping steeply for 4m with the gradient increasing to 1 in 7 or b) a sloped gravel path with a maximum gradient of 1 in 8, unsuitable for pushchairs or wheelchairs.
2. The Centenary Walk is grassed.
3. The route around the meadow (the Perimeter Walk) is uneven underfoot, a mixture of grass/field and bark chippings. It can be slippery underfoot in wet weather.
4. There are steps from the Ha-ha lawn to the meadow, with a handrail. There is a gate at the bottom of seven steps.
5. There is a gate to the meadow and perimeter walk, usually kept open.
6. There are seats along the Centenary Walk, the courtyard in front of the house, and the Ha-Ha lawn.
7. Additional benches available along the Perimeter Walk.



Contact details for more information

T: Property Office 01395265514
E: alaronde@nationaltrust.org.uk
Date 14th November 2019