

## Accessibility Guide for Arlington Court

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<https://www.nationaltrust.org.uk/arlington-court-and-the-national-trust-carriage-museum>



**Contact for accessibility enquiries: Business Support Coordinator/Visitor Experience Team**



### Welcome

In the beautiful North Devon countryside, Arlington is a peaceful and rural property. The accessible car park near visitor reception is close to the the house, tea-room and toilet facilities. There is generally level access to most facilities and attractions on site. A wheelchair friendly 'buggy' is available on most days and also the opportunity to borrow a wheelchair for use around the site.

There are miles of beautiful estate and parkland. The popular two-mile lake walk through wooded pathways is 'Tramper' friendly; you can hire the tramper from Arlington via prior request.

It may be possible to arrange exclusive tours by special arrangement – please contact us for more details.

### At a Glance

#### Level Access

- There is level access to:
  - Old Kitchen Tea-room and the Garden Room (overspill)
  - Vine Café (below the House)

- The House (via rear entrance)
- Carriage Museum
- Visitor Reception and Shop
- Toilet next to House and at the Carriage Museum
- Victorian Flower and Walled Kitchen Gardens
- Arlington Grounds



### Access with steps

- There are steps to enter:
  - Second-hand bookshop (in Walled Kitchen Garden)
  - Bat Cam



### Hearing

- We have a hearing loop in the Old Kitchen Tea-room.
- Some staff have disability awareness training.



### Visual

- Some parts of the venue have low lighting.
- We have some display information in audio and large print.



### General

- We have a complimentary ticket policy for personal assistants.
- There are two toilets for disabled visitors and with baby changing facility.
- Some staff have disability awareness training.

## Getting here

Arlington Court  
 Arlington  
 Near Barnstaple  
 Devon  
 EX31 4LP



### Travel by public transport

- Arlington Court Turn bus stop is 0.3 miles / 0.5 km from Arlington Court and can be reached by Filers bus route 309 - Barnstaple to Lynmouth. The bus route is very infrequent.
- The nearest train station is Barnstaple. The train station is 9 miles / 14.5 km from Arlington Court.
- You can get a taxi with Beeline Taxis in by calling 01271322117. The taxi company has a wheelchair accessible vehicle.

## Parking

- We have a main car park with several bays marked for disabled visitors, close to the uppermost pay & display machine.
- The main car park is short walk (200m) from the Visitor Reception. The route is level access.
- Parking is free for National Trust members. For non- members the cost is £1 for 1hour, £3 for 3 hours or £4 for all day. Pay machine in the main car park accepts coins only.
- There is a 'golf buggy' available most days to take visitors who require assistance to different parts of the site – Visit Reception and Shop, Tea Room, House, Carriage Museum. A wheelchair with the individual seated can be carried on the 'buggy'.



Main car park



Disabled parking bays



Main car park pay machine



Golf buggy can carry a wheelchair user

## Arrival

### Main entrance

- The main entrance has level access.



Entrance from main car park



Information board near entrance



Route from main car park to Visitor Reception

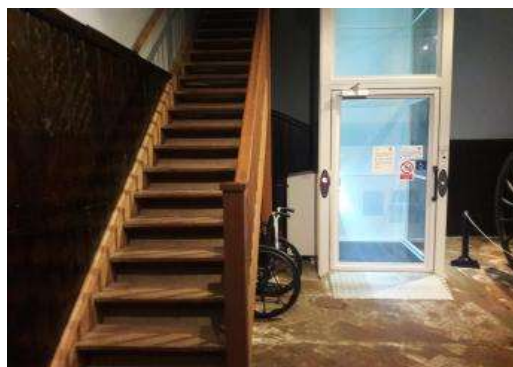
## Getting around inside

### Visual Impairment - General Information

- Some parts of the venue have low lighting.

### Lift (In Carriage Museum)

- We have a lift at the carriage Museum
- The lift door is 960mm wide.
- The lift is 960mm wide. The lift is 1400mm deep.
- The lift says the floor number at each floor.
- The lift shows the floor number, at each floor.
- Up and down controls have raised arrows. The limit is two people in the lift.



Lift to first floor next to stairs

## Ticket/ information desk

### Temporary Visitor Reception

- From the main entrance to the desk, there is small step (45mm) into the reception area. The entrance door is 1260mm wide, or more.
- Height of the reception desk is 1040mm. Staff will come around and talk to anyone who can not reach up to the desk.
- The area is well lit with spotlights.
- You can join as a National Trust member at Reception.
- A wheelchair is available at Reception.



Entrance to Visitor Reception



External seating by Visitor Reception

### Things to See and Do

- We have a complimentary ticket policy for personal assistants.

### The House

- The House is a 5-minute walk from Visitor Reception, with level access.
- There are two entrances to the House. The front entrance is accessed via 5 stone steps.
- The accessible entrance is via a ramp to the rear of the House. Visitors ring the doorbell for access. The rear door is 1020mm wide. A wheelchair is available at the rear entrance.
- Small mobility scooters and powerchairs are usually permitted in the House along with assistance dogs

- There are marked chairs for seating.
- Some areas have low lighting to help preserve items on display.
- The first floor can only be accessed by 28 stairs, each 170mm. There is a handrail (910mm).
- A touch screen virtual tour, with audio, of the first floor is available to use in the staircase hall. It does not have sub titles.
- There is large print information available in each room.
- Internal doors are at least 820mm wide.
- Guided tours must be booked in advance and if feasible would take place before the House opens to the public.
- Volunteers in the House will provide assistance whenever possible.



Route to rear entrance Access ramp to rear door Rear access entrance



Front entrance



Stairs to first floor



Virtual tour with audio



Marked chairs for seating



An internal view

### National Carriage Museum

- The Carriage Museum is a 10-minute walk from Visitor Reception with level access.
- There are French drains across some of the pathways.
- Entrance doors are at least door 1050mm wide.
- There are seats in the courtyard
- Some areas in the courtyard have cobble stones.
- Some areas have low lighting.
- There is an internal lift to the first floor.
- Guided tours must be booked in advance and if feasible would take place before museum is opened to the public.



Uphill route to museum



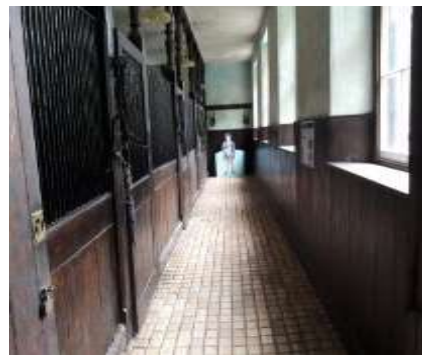
Entrance courtyard



Main entrance



Internal view



Entrance to Speaker's Stage Coach    Old stables area



Seating available

### Second-hand Bookshop (in the Walled Garden)

- From the main entrance to this area, there is 1 step of 100mm.
- The bookshop is a 5-minute walk from Visitor Reception.
- There is fluorescent strip lighting.



Entrance with step



Internal view

### Bat Cam (below the House)

- There is one internal threshold step of 100mm.
- The internal passageway is low lit and has an uneven surface.
- There is little natural light – there are LED reflector light bulbs.



Entrance



Passageway with uneven floor





Internal entrance with step



Internal view

## Public toilets

### Toilet Next to the Tea Rooms + baby changing

- From the main entrance there is level access. The toilet door is 960mm wide.
- The direction of transfer is to the right.
- There is 1050mm at the side of the toilet. There is 1580mm in front of the toilet. The toilet seat is 470mm high. The toilet has handrails.
- There is one basin - one with a single lever tap.
- There is a hand dryer and an alarm cord.



Toilet with baby change

## Public toilet

### Toilet at Carriage Museum + baby changing

- From the main entrance there is level access. The toilet door is 860mm wide.
- The direction of transfer is to the left.
- There is 830mm at the side of the toilet. There is 1200mm in front of the toilet. The toilet seat is 460mm high. The toilet has handrails.
- There is an alarm cord and a basin with single lever tap.



Toilet with baby change

## Temporary Shop

### Shop adjacent to the toilet block

- From the main entrance there is level access. The door is 1140mm wide, opening to 2270 wide.
- There is a small entry threshold of 40mm
- The route around the shop is 750mm wide, or more.
- The Till point does not have induction loop.
- Staff can assist with reaching items and with prices.
- There is external seating by the exit



Internal view



Seating outside shop

## Place to eat and drink

### Old Kitchen Tea Room and Garden Room (overspill)

- From the main entrance there is level access. The single door is 560mm wide. It is possible to open both doors to give 1100mm.
- Small entry threshold of 25mm.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more with lino floor.
- The serving counter height is 870mm.
- There is an induction hearing loop at the till.
- There is no background music.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free and vegan specific diets.
- Menus are written in chalk on wall mounted blackboards. Drinks are in large print.
- Staff can assist with seating and table service subject to how busy.
- High chairs are available.



Internal view



Overspill seating

## Place to eat and drink

### Vine Cafe

- From the main entrance there is level access. The door is 8800mm wide.
- There is a small entry threshold of 40mm.
- The dining area is self-service. There is background music.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free and vegan specific diets.
- Serving counter height - 910mm.
- A high chair is available.



Access route



Internal view



Outside seating



Alternate access via steps

## Getting around outside

### Victorian Garden

- From the main entrance to there is level access.
- The route is 1050mm wide, or more.
- Some paths have slopes around the garden.
- There are compressed gravel pathways.



Front entrance



Steps through central route



Level access routes



Step in to Green House

### Designated Walking Trail

#### Woodland and Estate Walks

- Some of the trails/walks have a loose surface. There are gates and styles on some trails.
- The Old Lake Walk is accessible by using the Countryside Mobility Trumper which must be pre-booked. The route is approx 2km.



Part of trumper route



Seating in the grounds



Information board with marked colored walks

## Picnic Area

### Arlington Grounds

- From the car park to areas to picnic, there is level access. You can bring your own food for a picnic.

### Customer care support

#### Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in Old Kitchen Tea Room.
- One tramper is available via the Countryside Mobility scheme - must be pre-booked with Visitor Reception. For more details visit: <http://www.countrysidemobility.org/>
- Assistance dogs are welcome and should be kept on a lead. Dog waste bins are near the disabled car park and the entrance to the Carriage Museum. Dog water bowls are provided outside the Tea Room and Vine Cafe.



Dog waste bins



The tramper

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- There are evacuation procedures for the House, Carriage Museum and Tea Room. Staff and volunteers use radios to communicate to ensure rapid assistance when required.

### Customer care support

- Some staff have disability awareness training.
- We have some information in audio and large print.

- The National Trust offers a Links Pass for groups affiliated with disability charities, day centres or registered care homes. It offers a 50% discount and must be pre-booked.
- The National Trust Essential Companion Card makes it simple to bring one or two carers or companions free of charge.

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Guide last updated: Sept 2019