

Accessibility Guide for Arlington Court

Please note that due to Coronavirus and Government restrictions some areas are unavailable (these will be crossed through).

arlingtoncourt@nationaltrust.org.uk, 01271 850296 ,
<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. There are accessible car parking spaces located at the top of the main visitor car park. 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. Please ring the main telephone number to request this but also remember to pre-book your tickets for entry as well.

At a Glance

Level Access

- There is level access to:
 - Old Kitchen Tea-room and the Garden Room (overspill) (the latter open on busier days)
 - ~~– Vine Café (below the House) (currently closed)~~
 - The House (via rear entrance) (ground floor only, 10.30am-2.30pm)

- ~~Carriage Museum (closed)~~
- ~~Visitor Reception and Shop~~
- ~~Toilet next to House and at the Carriage Museum~~
- Victorian Flower Garden and Walled Kitchen Garden
- Pleasure grounds

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 is currently one toilet 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 to Visitor Reception. The route is level access.
- Parking is free for National Trust members.
- ~~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'. (currently unavailable)~~



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.
- New visitor maps are available to pick up from Visitor Reception about 200m into the property.



Entrance from main car park



Route from main car park

Getting around inside

Visual Impairment - General Information

- Some parts of the venue have low lighting.

Lift (In-Carriage Museum) (Area currently closed)



Lift to first floor next to stairs

Ticket/ information desk

To avoid disappointment please book your visit to Arlington Court in advance, especially at busier times such as weekends and bank holidays. If you do not book we cannot guarantee admission. Please check our opening times to see what is open.

Temporary Visitor Reception

- Height of the reception desk is 1040mm. Staff will come around and talk to anyone who cannot reach up to the desk.
(Plastic screen and hand sanitizer at Reception doorway)



Entrance to Visitor Reception

Things to See and Do

- We have a complimentary ticket policy for personal assistants.

The House (currently closed)

National Trust Carriage Museum (currently closed)

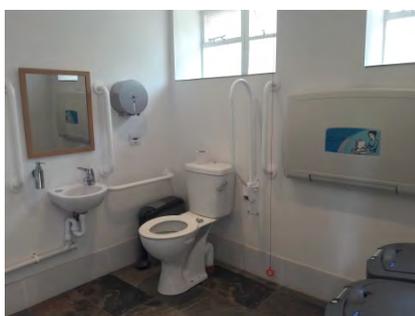
Bat Cam (currently closed)

Second-hand Bookshop (currently closed)

♿ Public toilets (face covering required, unless exempt)

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

~~Toilet at Carriage Museum + baby changing~~

🛒 Temporary Shop (currently closed)

🍴 Place to eat and drink

Old Kitchen Tea-room – takeaway only

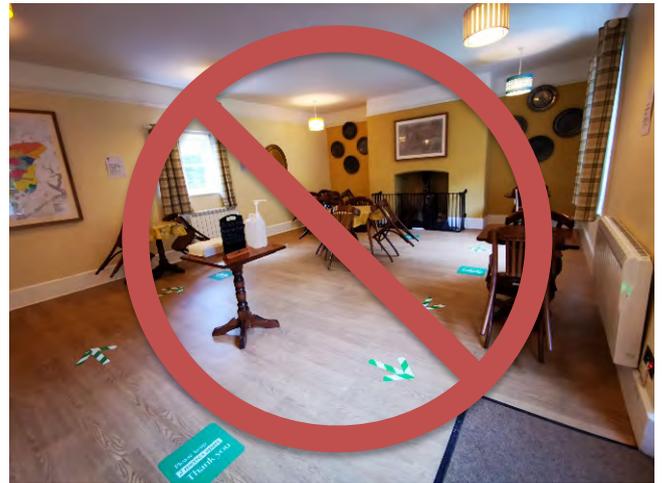
Please wear a face covering, unless exempt; hand sanitizer is available on entry and floors are marked with 2m distancing, please read the guidelines on the board outside before entering.

- 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.~~
- ~~There is limited seating available inside.~~
- 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.
- Limited menu at present, please ask at counter about specific dietary requirements
- Menus are written in chalk on wall mounted blackboards. Drinks are in large print.



Old Kitchen tea-room



Garden room

Garden Room (overspill) (currently closed)

Vine Café (currently closed)

Getting around outside

Victorian flower garden

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



Front entrance



One way system in place



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 Trampler which must be pre-booked (along with entrance tickets). The route is approx 2km.



Part of trampler 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 but please take your litter home with you.

Customer care support

Accessibility equipment

- ~~We provide wheelchairs. Wheelchairs are free.~~ **(currently unavailable)**

- We have a hearing loop in Old Kitchen Tea-room.
- One tramper is available via the Countryside Mobility scheme - must be pre-booked by ringing 01271 850296. (Please also remember to book your entry tickets via the website.) 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.

Guide last updated: Nov 2020