

Emmetts Garden Access Statement

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Introduction

1. Charming Emmetts Garden is an Edwardian estate that was owned by Frederic Lubbock, becoming both a plantsman's passion and a much-loved family home. The garden was laid out in the late 19th century, and was influenced by William Robinson. It contains many exotic and rare trees and shrubs from across the world. Standing on one of the highest spots in Kent, Emmetts Garden offers panoramic views over the unspoilt Weald as well as some great walking opportunities
2. Mobile phone reception can be weak in areas but phone calls can generally be made throughout the grounds. In an emergency ring the Duty Mobile on 07770280369
3. Assistance dogs are welcome throughout the property and other dogs are welcome in the grounds on a short lead.

Arrival & Parking Facilities

1. The property is signposted from the A25 though brown signage is not clear. Sat nav does not take you to the property entrance, please follow instructions on the web site or members hand book.
2. There are seven designated disabled parking spaces, the furthest of which is 24m away
3. If all the designated car parking spaces are full the coach park (when not in use) can be used, there is also space to drop visitors off outside the Visitor Welcome Centre building.
4. The car park surface is made up of varying sizes of loose gravel and one section is surfaced with loose gravel chips.
5. Overflow parking is on grass, but as previously mentioned there is space to drop off outside reception.
6. Within the property there is a buggy which can take visitors up to the log cabin, removing the need to walk up a steep loose gravel path. The buggy can also take visitors to the Old Stables which removes most of the uphill walk within the gardens.

WCs

1. There are 2 accessible toilets at the property, one at the Visitor Reception and one at the tea rooms.
2. The Visitor Welcome Centre accessible toilet is 2.67m x 1.62m and the toilet is a right hand transfer with a wall fixed bar, there is a second pull down bar to the left hand side of the toilet. The toilet has a small amount of natural light but otherwise is lit with a fluorescent uplighter. There is a pull cord alarm. There is also a baby change facility in this location.
3. The Tea room accessible toilet is 2.5m x 1.95m and the toilet is left hand transfer with a wall fixed bar and a second pull down bar to the right. The toilet has no natural light and is lit with fluorescent lighting. There is a pull cord alarm



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4. There isn't a Changing Places facility at the property.
5. The main toilets are located adjacent to the Old Stables Tearoom, where baby changing facilities are also located.
6. All the WCs at the property have some kind of fluorescent lighting and automatic hand driers

Visitor Welcome Centre

1. The building is mainly made of hard materials with a tiled floor, though there is carpet matting on entrance and exit to the building. The space does echo with loud sounds.
2. The entrance is level from the car park and the exit is level into the rear of the building
3. The entrance door is 2.12m wide and is power operated by button, though can also be manually opened. Staff can aid with opening the doors if assistance is required.
4. The reception desk is 0.91m high, but staff will come in front of the desk for those who may not find the height suitable.
5. There is lots of natural light in the Visitor Welcome building, though it is also lit by fluorescent uplighters and halogen spotlights.
6. 3 Chairs are available in the Visitor Welcome area, one of which has arms. There is also low bench seating available.
7. An induction loop is available at the reception desk, but not the recruitment point. Recruitment can take place at the reception desk for those who need use of the loop.
8. We have 4 manual wheelchairs, 2 at the Visitor Welcome Centre and 2 stored at the Discovery Cabin (where the mobility buggy drops off). These are not available for pre-booking but are used on a first come, first served basis, personal wheelchairs are allowed in the gardens, though we advise against electric mobility scooters due to the uneven cambers and steep slopes.

Retail

1. The retail area is in the same building as the Visitor Welcome Centre
2. To get into the retail area it is level from the Visitor Welcome area and from outside.
3. The door from outside into the shop is manually operated and 1.8m wide. If assistance is needed with the door staff are available to help.
4. There are no soft furnishings within the shop and it has a hard floor, but due to stock and shelving etc there is limited echo
5. The shop has some natural lighting with fluorescent uplighters and halogen spotlights
6. There is circulation space of 1.2m between displays and shelving
7. The till point has an induction loop
8. Staff will happily reach down stock for those who may not be able to reach
9. There is no large print stock pricing but staff are available and happy to assist customers with any visual impairment.

Catering

1. There are 2 routes that can be taken to the Old Stables from the Visitor Welcome Centre; the first route takes you through the gardens and is 391 metres long. This route takes in some steep slopes and uneven cambers, with a variety of surfaces to the paths including loose gravel on a steep incline and flagstones. The more direct



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route to the Old Stables is 360 metres across a slighter incline on grass followed by a slightly steeper incline on a bonded gravel driveway

2. The access to the building is via a concrete ramp
3. There is a second door with the same accessibility
4. Both doors in the Old Stables are 1m wide
5. The Old Stables is a converted stable block with no soft furnishings and a hard floor, this means loud sounds can echo in the building.
6. There is some natural light in the Old Stables but there is also fluorescent artificial lighting
7. The counter height is 0.93 metres, staff will assist those who need it and serve items that cannot be reached when necessary
8. All of the tables and chairs can be moved so that there is circulation space of 1.2m and the staff can assist with this when needed
9. The till point has an induction loop
10. We do not have braille or large print menus but staff will verbally give any information needed so do ask
11. Straws are available on request

Garden

1. The property map does colour code the paths- white paths are more accessible than those denoted in yellow. The path leading into the North Garden, though relatively flat and composed solidly, does have an uneven camber to the left hand side, and the paths into the South Garden are quite steep.
2. There are stairs down into the Rose Garden from the main path, the path through the rockery is also uneven and stepped in places. Most routes into the woodland are inaccessible due to steep slopes or stairs. None of the steps in the garden have hand rails.
3. There are many different surfaces throughout the garden, they are; Grass, bonded gravel, loose gravel and the woodland wilderness paths.
4. In the South Garden there is a gazebo in which a voice recording speaking about the gardens can be heard.
5. There are benches throughout the main gardens, but not in the outer woodland.
6. There are some water features in the main garden at Emmetts Garden, the pond and small cascade in the rockery, a fountain in the Rose Garden and the Bog Garden in the North Garden. In the outer woodland there is also the Ram Pump with a small cascade.

Contact details for more information

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