

## **Emmetts Garden Access Statement**

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### **Introduction**

1. 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 of Kent 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 or office on 01732 751507

3. Assistance dogs are welcome throughout the property and other dogs are welcome in the grounds and woodlands on a short lead.

### **Arrival & Parking Facilities**

1. The property is located on Sundridge Road, between Ide Hill village and Sundridge. The property is signposted from the A25. Sat nav does not take you to the correct property entrance, please follow instructions on the website or member's handbook.

2. During peak hours, visitors will be greeted at the car park entrance where pre-booked tickets and membership cards will be checked.

3. There are seven designated disabled parking spaces, the furthest of which is 24m away from the visitor centre.

4. 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.

5. The car park surface is made up of varying sizes of loose gravel and one section is surfaced with loose granite chips.

6. Overflow parking is on grass, but as previously mentioned there is space to drop off outside reception.

7. There is currently no mobility buggy service running and we are unable to loan wheelchairs for visitors use.

### **WCs**

1. There are 2 accessible toilets at the property, one at the Visitor Reception and one at the Tearoom.

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 Tearoom 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.

4. The main toilets are located adjacent to the Old Stables Tearoom, where baby changing facilities are also located.
5. All the WCs at the property have some kind of fluorescent lighting and automatic hand driers

## Visitor Welcome Centre

1. During peak hours, visitors will be greeted outside of the visitor centre and advised of the one way route in operation. There is a large map available for visitors to photograph for use during their visit, this map is also available to download in advance of visiting from the Emmetts website.
2. 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.
3. The entrance is level from the car park and the exit is level into the rear of the building
4. The door from outside into the shop will be left open in all but the most inclement weather. The entrance door is 2.12m wide and is power operated by button, though can also be manually opened.
6. There is lots of natural light in the Visitor Welcome building, though it is also lit by fluorescent uplighters and halogen spotlights.
7. There is low bench seating available.

## Retail

1. The retail area is in the same building as the Visitor Welcome Centre. Visitors are asked to enter via the rear of the building, with four adults or two family groups permitted inside the shop space at one point.
2. Visitors will be asked to wear a face covering when entering the shop space.
3. There is a one way route around the shop and visitors will be asked to socially distance from one another.
4. To get into the retail area it is level from outside.
5. The door from outside into the shop will be left open in all but the most inclement weather. It is manually operated and 1.8m wide. If assistance is needed with the door staff are available to help.
6. 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.
7. The shop has some natural lighting with fluorescent uplighters and halogen spotlights
8. There is circulation space of 1.2m between displays and shelving
9. The till point has an induction loop.
10. There is no large print stock pricing but staff are available and happy to assist customers with any visual impairment.

## Food and Beverage

1. Visitors are asked to follow the one way route in the garden to reach the Tearoom. Should visitors wish, they can follow signs for the toilets, approximately one third of the way along the route and take a short cut up the public footpath to reach the Tearoom. Both routes involve slopes and uneven cambers, with a variety of surfaces to the paths including grass, loose gravel and flagstones.
2. There is a one way route to order takeaway food and drinks from the Tearoom. The entrance to the building is via a concrete ramp. The exit door has the same accessibility.
3. Visitors will be asked to wear a face covering when entering the building.
4. Both doors in the Tearoom are 1m wide.
5. The Old Stables is a converted stable block with no soft furnishings and a hard floor, this means loud sounds echo in the building.

6. There is currently no indoor seating in the Tearoom, picnic bench style seating is available immediately outside the building.
7. There is some natural light in the Tearoom but there is also fluorescent artificial lighting
8. The counter height is 0.93 metres, staff will assist those who need it and serve items that cannot be reached when necessary.
9. We do not have braille or large print menus but staff will verbally give any information needed so do ask.
10. Straws are available on request.

## Garden

1. The property map, available at the Visitor Centre and online, colour codes the paths – orange for the main one way path and blue for more inaccessible paths.
2. The orange route traverses slopes but no steps. The surface ranges from natural undulating grass paths to hard paths with a camber.
3. The blue route follows the woodland paths which are compacted earth surfaces. There are large steps and tree roots on the path. The blue route also highlights the rock garden which has an uneven rocky path running through it and is not accessible for buggys or wheelchair users. Visitors can see the majority of the Rock Garden from outside the enclosed area.
4. There are stone steps down into the Rose Garden from the main path, none of the steps in the garden have hand rails.
5. There are many different surfaces throughout the garden, they are; Grass, tar and chip, loose gravel, reformed paving slabs, york paving slabs, pea shingle, woodchip in wild play area and woodland wilderness paths. In the South Garden there is a gazebo with seating and some interpretation boards.
7. There are benches throughout the main gardens and in the outer woodland.
8. There are some water features in the main garden at Emmetts Garden, the pond and small cascade in the rockery, Rose Garden pond (deep) and fountain, north garden pond, spring fed ram pump pond with a stream.

## Wild Play area

1. The walking surface in the wild play area is lawn, bark/wood chip and natural undulating compressed earth.
2. The tepee is closed currently.

## Contact details for more information

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**20<sup>th</sup> August 2020**