

## Tintagel Old Post Office Access Statement

Tintagel Old Post Office, Fore Street, Tintagel, Cornwall, PL34 0DB

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### Introduction

- Tintagel Old Post Office is a very old house, as such there are many low beams, uneven and unexpected steps, low light levels in places and the slate floors can be slippery after rain. The garden features a small terraced area, but aside from one small step in the middle of the cottage garden, much of it can be easily explored.
- Mobile phone reception is unreliable due to the thick slate walls of the building, but as a small property the Duty Manager will be nearby should an issue or emergency occur.
- Assistance dogs only are welcome in the house and rear cottage garden. Owners may wait with their dog(s) in the front garden: a stone bench is available to sit on, with a loop to tie your dog to and staff can provide a bowl of water for your dog.
- Please no large backpacks or child carriers – this is due to the limited space in each room meaning a high likelihood of knocking collections items; for child carriers, the low beams pose a risk to your child's head.

### Arrival & Parking Facilities

- Tintagel Old Post Office is situated in the centre of the village. When you reach Tintagel, look for brown tourist signs directing you.
- There is no National Trust car park for Tintagel Old Post Office but there are numerous pay and display car parks nearby in the village. These car parks have solid surfaces and are only a short distance away from the main entrance to the building.
- Free parking is available by parking at Glebe Cliff National Trust car park  $\frac{3}{4}$  of a mile from Tintagel Old Post Office and walking in. To get here, please drive into the centre of the village, pass the Old Post Office and take the first left after the Cornishman pub, travel up Vicarage Hill before parking near the church. Please note: this is a narrow country lane, so do be careful when walking back to the village and to expect oncoming cars.

### WCs

- Toilet (including accessible toilet) and baby change facilities can be found nearby in Trevena Square, 54m away from Tintagel Old Post Office and near the SPAR shop. Please note, these are not National Trust owned, but owned and managed by Tintagel Parish Council. There is a small charge for using these facilities.



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## Visitor Reception

- Tintagel Old Post Office is on the main high-street of Tintagel, a short distance from several non-NT pay and display car parks.
- Access to the property involves going through a gate to the courtyard. This gateway is accessible to most wheelchairs at 780cm wide. You then follow a path of uneven flagstone floors to the front of the building.
- The building's main entrance acts as the visitor reception for the house and is immediately inside the building. Access is via a small stone porch with slate flagstone floors. Stone benches either side of the porch can be used by visitors who are waiting for admittance and to shelter from poor weather if space allows. There is an additional stone bench in the forecourt of the building.
- The entranceway is narrow, the entrance doorway only fitting on person at a time, with a low beam and a step into the building. A portable ramp is available for wheelchair users and those who find the steps difficult. The door will be kept open for visitors. Light levels can be poor, and it may take a few moments for your eyes to adjust. The floor of the passageway is of uneven flagstone floors but covered with a large mat.
- The welcome point is small, so there is no desk, just a till stand used by the front door staff/volunteer member. A clipboard is available should a visitor need to write. As a narrow passageway there are no chairs or tables for visitors here, but visitors are welcome to sit on the large oak settle nearby in the adjacent room where the welcome staff/volunteer can move to in order to deal with their requests.
- Should a wheelchair user wish to see the post room and hall, the side door of the building can be used. This is by following a short path from the forecourt. A staff member will be at the door to open it for you and provide a wheelchair ramp on request. This is a narrow door but can fit a manual wheelchair. Users are advised to watch their fingers on the door frame when going through this door. Anyone accompanying them should watch their head on the low beam.
- There is an induction loop available at both the main entrance (and in the post room should a visitor wish to access the building via the side door).
- There are no manual wheelchairs or powered mobility vehicles available for loan.

## House

- The house is near to several Non-NT pay and display car parks. There is no separate visitor reception to the house – visitors are first greeted at the main entrance to the house.
- From the street pavement, you will enter the forecourt to the house which comprises of uneven slate flagstones which can also be slippery when wet.
- Access to the main entrance way to the house is on one level (note the unevenness described above). Entrance to the house proper involves a narrow entranceway, the entrance doorway only fitting on person at a time, with a low beam and a step into the building. The door will be kept open for visitors. Light levels can be poor, and it may take a few moments for your eyes to adjust. The floor of the passageway is of uneven flagstone floors but covered with a large mat.
- The floors of the rooms compromise of historic uneven flagstone floors which can be slippery when wet.
- Should a wheelchair user wish to see the post room and hall, the side door of the building can be used. This is by following a short path from the forecourt. A staff



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member will be at the door to open it for you and provide a wheelchair ramp on requested. This is a narrow door but can fit a manual wheelchair. Users are advised to watch their fingers on the door frame when going through this door. Anyone accompanying them should watch their head on the low beam.

- There is an induction loop available at both the main entrance (and in the post room should a visitor wish to access the building via the side door).
- Most of the rooms lack soft furnishings, but the rooms do not create much of an echo.
- There is limited lighting throughout, although artificial light does exist near the staircases and the post room is well lit. In the shoulder months of the year and bad weather days the light levels are low.
- There are low beams throughout. The team draw visitors attention to these through 'mind your head' signs.
- Due to the nature of the building, the upper storey can only be accessed via the narrow staircases, which have a handrail or rope to help visitors ascend/descend. Care should be taken. There is an access folder available which shows photographs of the rooms and information about them for those not wishing to take the stairs to the bedrooms. Staff are more than happy to answer any questions about the upper storey.
- As an old building, many of the doorways and passageways are narrow, yet are wide enough for most manual wheelchairs and electric wheelchairs. Entrance to the parlour room is particularly narrow and some wheelchair users may have difficulty or not be able to enter this room. Please do get in touch with your requirements if you have any concerns.
- The ground floor rooms have enough room for a wheelchair to turn, although the parlour as one of the smallest of these rooms may prove difficult for some wheelchair users. Staff can tactfully move some items of furniture in advance to allow more space to manoeuvre.
- There is a designated large oak settle in the hall which visitors are welcome to sit on as well as two wooden benches and stone walls in the cottage garden.
- Staff and volunteers are nearby and within earshot should you have any additional needs or questions.
- There are no WCs on site, but public conveniences can be found in Trevena Square nearby. These include baby changing facilities and an accessible toilet. Please note, there is a small charge for using any of these facilities.
- Visits are self-led and free flow, but welcome staff can use an induction loop when speaking with visitors.
- We have a large print guide available.
- There are no restrictions on access for powered wheelchairs or powered mobility vehicles inside the house, although some of the doors and entranceways are narrow and the rooms are small making use of motorised scooters difficult at times. Please get in touch if you have any concerns.
- If visitors do not wish to do the same amount of the visit as their groups, they are welcome to take a seat on the oak settle in the hall, stone bench in the forecourt or in the garden on one of the wooden benches.

## Retail

- Our small retail space is incorporated into the main house, in the post room.
- This room can be accessed via a side door or by a ramp from the hall. Should a wheelchair user wish to see the post room shop, the side door of the building can be used, or they can approach it via a ramp from the hall. The former is achieved by following a short path from the forecourt. A staff member will be at the door to open it for you and provide a wheelchair ramp on request. This is a narrow door but can fit a manual wheelchair. Users are advised to watch their fingers on the door frame when going through this door. Anyone accompanying them should watch their head on the low beam.
- As the display stands line the outside walls of the post room, there is plenty of circulation space. At times this room can get busy, so the staff member will ensure that it does not get overcrowded.
- The till point has an induction loop.
- Staff and volunteers are happy to help customers with reaching any of the items they wish to look at and can assist with letting them know the price.

## Garden

- The garden comprises of a firm lawn with slate flagstone paths. Care should be taken as both the grass and flagstones can be slippery when wet.
- There majority of the garden one level, although there is a small step between two lawns. A portable wheelchair ramp can be used for this if needed. A terraced section of the garden has a few larger steps, with no handrail, but it can be approached from a more easily accessible route on foot, but this path is narrow for wheelchair users.
- There are two wooden benches to sit on as well as stone walls. The lawn may also be used for rest.

## Contact details for more information

If you have any further questions, queries or additional needs, please do not hesitate to get in touch.

Please contact Operations Manager Joanne McGillivray or Collections and House Officer Rhodri Davies on:

T: 01840 770024

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**Date 25/11/20.**