



Access Statement for Stansted Park Foundation, Stansted Park, Rowlands Castle, Hants PO9 6DX

Introduction

We aim to provide an excellent service to all visitors and continually strive to improve our visitor experience. We welcome visitors of all ages and abilities; we are committed to providing accessibility for all our visitors.

Pre-Arrival

- We can be contacted by fax, email or phone
- a recorded message gives opening and contact details out of hours
- We will provide enlarged paper copies of our brochure on request
- Our website conforms to accessibility guidelines: text can be enlarged
- Our accessibility statement can be requested from the website
- All our visitor material contains information about public transport, parking and advice for disabled visitors
- Our staff will provide advice by phone or email for each individual enquiry
- There is a local taxi firm who have accessible taxis (please see contact information below)

Arrival & Car Parking Facilities

- Disabled visitors can park at the house entrance on request,
- There is designated parking beside the entrances to other independent on-site attractions.
- Surfaces are gravel
- Path leading to front entrance is wide, flat and level
- Assistance can be offered on request
- We can provide water bowls for dogs
- Paths between attractions are gravelled, and sloping in places.
- Steps into the Dutch garden are ramped.
- There is a car or coach drop off point at the house entrance

Main Entrance, Reception & Ticketing Area

- Hours of operation 1-4pm Sundays & Bank Holiday Mondays April- September, and Sundays to Wednesdays in June July & August
- Reception and phone is manned 9-5pm daily
- steps are wide and level, with a handrail on one side
- There are some uneven paved stone surfaces in the historic courtyard
- There is a pad & pen available at reception
- Two lifts allow access avoiding the steps up to the front entrance
- Lighting is a combination of natural and diffused electric light.
- There is seating available for visitors in the reception area

Public Areas - Hall, Stairs, Landing, Corridors etc

- Inside the house there is level access to all facilities and services
- Staff are always on hand to offer assistance where required and wear badges with names and logo
- All indoor public areas are no smoking. There are ash bins provided outside the house

Public Areas - Sitting room, lounges, lobbies etc

- There are seats available in all the public rooms
- All doorways are wide enough to allow wheelchair access
- lift access leads to the lower floor
- information sheets are portable and text can be enlarged on request

Public WCs

- There is one accessible toilet outside the pay boundary and one inside the house.
- Each has level entry and 90cm wide entrance doors.
- Each of the 2 accessible toilets have a toilet (80cm transfer space to the left in 1 and right in 2) and small washbasin (70cm high), seat height is 45cm. There are 2 vertical support rails either side of the toilet and one beside the hand wash basin. There is one horizontal rail beside the toilet on the opposite side to transfer. There are lowered hooks, mirror and shelf in each.
- Each have a baby changing facility situated away from the transfer area.
- Access to all WCs is level with no steps.
- All WCs are clearly signed and labelled

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- not applicable
- Tea room near to the house is an independent business
- There is parking by the entry and accessible entrance

Shop

- not applicable
 - Garden centre near to the house is an independent business tel: 02392 41 3090
 - There is parking by the entry and accessible entrance

Conference & Meeting Rooms, Banqueting

- All rooms available for private or corporate hire have access via a stair lift and caged lift.
- Once on the main (ground) floor, all facilities are on the same level

Attractions (Displays, exhibits, rides etc.)

- The house is open on two floors and visitors follow a visitor route at their own pace
- access through the main door is up seven wide stone steps with a side rail
- Access to the ground floor for wheelchairs is via a wheelchair lift from the side door through the downstairs corridor and then a caged lift
- The access to the downstairs rooms is a reverse of that route.
- The lift is available to anyone with mobility impairment
- guides give information to visitors on request
- written information is available and can be enlarged on request.

Grounds and Gardens

- Paths and walkways are mainly levelled gravel although small areas may be loose.
- There are some slopes
- Main pathways to all areas and enclosures are wide enough to drive along. All areas can be reached by pathway.
- Between pathways there are grass areas which can be uneven underfoot.
- There are picnic areas next to the car park which are on levelled grass and have picnic benches

Additional Information

- All front of house staff and staff answering the main telephone are aware of disability issues and also the sites features and equipment.
 - Assistance dogs are welcome and can be provided with water and bowls on request
- We have a portable wheelchair available to borrow but cannot provide staff to push visitors

Contact Information

Address: Stansted Park Foundation
Stansted Park
Rowlands Castle
Hants
PO9 6DX

Telephone: 02392 41 2265

Fax: 02392 413773
Minicom: not applicable

Email: enquiry@stanstedpark.co.uk
Website: www.stanstedpark.co.uk

Grid reference: SU 761 103

Hours of operation: House & Chapel open Easter -September 1-4pm Sundays & Bank Holiday Mondays
June July & August Sunday to Wednesday
Groups welcome by appointment on other days
Weddings and events all year round
Grounds open all year
Phones and reception manned 9-5pm Monday-Friday
24 hour answerphone

Emergency number: 02392 41 2265

Local carers: n/a
Local equipment hire companies: n/a

Local public transport numbers: Nearest train station Havant 6 miles
No buses run to the house.

Some special events (Thought for Food) organise free buses from Emsworth. See our website for links to all events.

Taxis available

Local accessible taxi numbers: 02392 350 350

Future Plans

- We are improving our website to make it more user-friendly and accessible (to complete by 2009)
- We are continuously reviewing exterior paths and surfaces to improve grounds accessibility
- We welcome your feedback to help us continuously improve
 - if you have any comments please phone, write or email to us

Contact Telephone and Email Address

We welcome your feedback.

If you have any comments please phone 0239241 2265 or email enquiry@stanstedpark.co.uk

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