

**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 email or phone
* A recorded message gives opening and contact details out of hours
* 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 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 by appointment only.
* There is designated parking beside the entrances to other independent on-site attractions.
* Surfaces are gravel or stone paving. Some areas are uneven antique stone, these are signed
* Path leading to the House front entrance is wide, flat and level; there are seven flat stone steps and a handrail leading to the main door.
* Assistance can be offered on request
* Paths between attractions are gravelled, and sloping in places.
* There is a car or coach drop off point at the House entrance.
* There is coach parking available in the visitor carparks.

# Main Entrance, Reception & Ticketing Area

* Hours of House opening operation 1-5pm (last admission 4pm) Sunday-Tuesday from Easter Sunday – end of September
* Office reception and phone are manned 9-5pm on weekdays with a 24 hour answerphone
* 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 wheelchair access avoiding the steps up to the front entrance. One is an Edwardian caged lift and not suitable for large powered chairs
* Lighting is a combination of natural and diffused electric light.
* There is seating available for visitors in the reception area and other rooms

# Public Areas - Hall, Stairs, Landing, Corridors etc.

* Once 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 this includes vaping. There are ash bins provided outside the house and in the courtyard

# Public Areas - Sitting room, lounges, lobbies etc.

* There are wooden seats or window seats available in all the public rooms
* All doorways are wide enough to allow wheelchair access with the exception on one door in the servants passage which is not suitable for large wheelchairs
* Lift access leads to and from the lower floor. Two lifts allow wheelchair access avoiding the steps up to the front entrance. One is an Edwardian caged lift and not suitable for large powered chairs

# Public WCs

* There are public toilets located in the Arboretum, which are fully accessible to all.
* There is one accessible toilet in the courtyard and one inside the house on ground floor level.
* Each has level entry and 90cm wide entrance doors.
* Each of the two 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 two vertical support rails either side of the toilet and one beside the hand washbasin. 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, Farm shop and garden centre are independent business and provide their own toilet facilities for use of patrons only.
* There is parking by the entrance to the garden centre and the rear of the Pavilion Tea Rooms and accessible entrances.
* The Pavilion Tea Rooms has one step which leads into the lower glass house, an alternative entrance is available on request.

# Conference & Meeting Rooms, Banqueting, Weddings

* 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

# Grounds and Gardens

* Paths and walkways are mainly levelled gravel although small areas may be loose, and there are some slopes across the park.
* 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, we regret that picnics are not permitted in Arboretum or in the vicinity of the house unless otherwise stated.
* We would ask that no ball games are played on the estate unless permission has been granted.

# 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 412 265

Email: enquiry@stanstedpark.co.uk

Website: www.stanstedpark.co.uk

Grid reference: SU 761 103

Emergency number: 02392 412 265 (office hours only)

Local public transport numbers: Nearest train station Havant 6 miles, or Rowlands Castle 2 miles.
There is no local bus service to the Park.

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

Taxis available

Local accessible taxi numbers: 02392 350 350

**Contact Telephone and Email Address**

**We welcome your feedback.**

# If you have any comments please phone 02392 412 265 (opt 5) or email enquiry@stanstedpark.co.uk

# Created: August 2008 updated 2009, 2010, 2019, 2023