

Lanhydrock access statement

Welcome to Lanhydrock, Cornwall's most complete Victorian country home. Our aim is to make it as easy as possible for all our visitors to enjoy exploring the property.

Contact details

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Points to note

- The property was not built on level ground therefore there are a number of steps, ramps and slopes to contend with.
- Dogs are not allowed in the house, garden, shop, restaurants or cafes, although assistance and service dogs are welcome throughout the property and dogs are allowed on the ground floor of the Stables tea-room.
- Light levels in the house are kept low to maintain and protect the collection.
- There are manual wheelchairs, personal motorised vehicles and a countryside mobility tramper available for loan.
- We offer free entry to an accompanying carer visiting with a paying disabled visitor. Please ask for a carer ticket from visitor reception. We accept Links Passes.
- There are no power assisted doors on the estate.
- We have induction loops in our Café and tea-rooms. .

Arrival & parking facilities

- From the A30 & A38 follow the Lanhydrock brown tourist signs.
- For Sat Nav purposes, please use postcode **PL30 4AB** (1 Double Lodges).
- The whole of this area is a shared space – vehicles, cyclists and pedestrians will be using it.
- The main visitor car park is signposted.
- Parking is free to National Trust members. Non-members pay £3 for a day or £1 for an hour.
- Blue badge holders may park for free in designated parking bays in the main car park. There are 31 designated disabled spaces on the only tarmac surface in the car parks.
- These spaces are a maximum of 135 metres from the café and toilets and 270 metres from the visitor reception. The paths are hard wearing.



- The main car park surface is a mixture of crushed stone and gravel with raised space markers. It is uneven in places.
- An accessible shuttle buggy picks up and drops off from the main car park. It can drop passengers off at the gatehouse (for house and garden) It can also pick up from accessible spaces in the main car park, just ask our welcome team.
- There are six wheelchairs available to borrow for use in the house and garden. If you would like to borrow one of these please speak to one of our team on arrival.
- We have two personal mobility vehicles available for use in the gardens free of charge.
- A countryside tramper is available to hire for use on the estate. Countryside mobility membership fees apply. For details see: <http://www.countrysidemobility.org/membership>
- We recommend booking all vehicles in advance on 01208 265950.



Seating

- There are accessible picnic benches available at main car park.
- There are seats and benches throughout the gardens.
- There are seats and benches throughout the estate but not on the main route between reception and the house.
- Seating is available throughout the house.

WCs

- There are WCs next to the cycle hire adjacent to the main visitor car park, including one unisex WC for left-hand transfer wheelchair access and one ambulatory disabled access (grab rails in cubicle) in the ladies' WC. There are no adult changing facilities but baby changing facilities are available here.
- There are also WCs in the courtyard adjacent to the mansion including one unisex WC for left-hand transfer wheelchair access and one female right-hand transfer wheelchair access. Baby changing facilities are in a separate building opposite the courtyard WCs.
- All have automatic hand driers, non-slip flooring and automatic lighting.
- There are no public toilets within the house.

Visitor reception

There are two visitor receptions at Lanhydrock. The main reception, located at the start of the avenue, and the gatehouse reception, located in front of the house.



Reception



Gatehouse

Reception

- The main visitor reception is a wooden hexagonal building, 270 metres away from the main car park and 350 metres from the house.
- Level hardened paths lead from the car parks to reception. There is one wooden gate, 190cm wide.
- There are level flagstones outside the perimeter of the reception building.
- The entrance door is 96cms wide and opens inward.
- The exits are 70cms and 92cms wide and inward opening.
- All doors have manual openings. Staff and volunteers are able to assist with opening doors if required.
- The reception desks are 82cms high.

- There is lighting from windows, skylights and LED lighting.
- Bench seats are available for seating up to 13 people.
- Staff do not have any skills in sign language.
- The pedestrian hard wearing path slopes down to the house.

Gatehouse

- The gatehouse is located in front of the house.
- It has a large arched entrance with fixed open gates.
- There is a level gravel pathway.
- There is no induction loop at the desk. Staff do not have any skills in sign language.
- The reception desk is 102cm high. Staff/volunteers can come round to talk to visitors.
- This area lit by spotlight and natural light.
- There is a covered bench seat available to seat up to 6 people.

House

Lanhydrock was the family home of Thomas Charles, 2nd Lord Robartes, his wife Mary and their ten children. Soak up the atmosphere as you take in the sights, smells and sounds of this Victorian home. Step back in time, from the downstairs world of the kitchen staff, through to the grand family rooms.

- The house is 350 metres from reception. There is a pedestrian path with grass either side, which can be walked on if the hard surface is difficult.
- As there are over 50 rooms over three floors to see, we recommend you leave at least one hour to see the house.
- The area immediately in front of the house is only used by pedestrians and is gravelled. Any vehicle in this area will be Trust operated, being used for conservation work or part of a programmed event.
- The front entrance has a manual door in a fixed open position and one small granite step. The entrance door is 160cm wide.
- Two granite steps lead on to a front manual opening door (the welcome team are on hand to assist with opening). This door is 128cm wide and opens inwards.



- Alternative accessible entrance is via the courtyard, where there is one ramp (wheelchair friendly). This entrance door is fixed open, is 103cm wide and opens inwards. The second door is fixed open and is 141cm wide. There is an intercom on the wall with a disabled access button. Please press the button and a member of the team will meet you. The intercom is 146cm from the floor.
- The accessible entrance has a manual opening door (welcome team to assist with opening) which is 100cm wide and opens inwards.
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- The visitor experience team will guide visitors from the accessible entrance to the inner hall of the house.



Accessible entrance to the house and intercom



Inner hall

- Rucksacks and large bags are required to be left in the cloakroom. There are 30 lockers available and 12 open shelves. Room guides supervise storage.
- Stiletto heels are not allowed in the house.
- Front-carrying baby slings & hip carrying infant seats are available for loan.
- Once in the house, ground floor rooms are level except for six wooden carpeted steps down to billiard room.
- There are stone and wooden stairs to other floors. A passenger lift is available for use by visitors with limited mobility between the ground floor and first floor only. It does not go to the attic servants' rooms. Visitors who are able to self-evacuate may wish to use this lift and should speak to a room guide.
- The lift to take visitors with limited mobility to the first floor measures 80cm wide and 110cm depth.
- The staircase leading to the first floor is of wooden construction and is covered in a thick carpet. It has a flight of seven steps, turns left, a flight of four steps, turns left and another flight of seven steps
- The first floor has mostly level access except two further flights of steps, which lead into the gallery and the other outside Tommy's rooms (the eldest son).
- There is a variety of flooring throughout the property: carpet, wood and stone.
- Photo albums are available and tactile route guides, large print, braille and sensory guides are available from the front door.
- Alternatively, please ask room guides to identify suitable objects and surfaces to touch.
- Light levels in the house are kept low to maintain the atmosphere and protect the collection.
- The attic rooms are accessed via stone steps only.
- There are over 100 seats in the house for visitors to rest on.
- There are several quiet areas where people can sit if they don't want to do the same amount of the visit as other members of their group. These are located on the ground and first floor.
- Room guides are located throughout the house and are happy to assist.

- There are no public WCs in the house.
- There are no guided tours, audio or virtual tours of the house.
- Cameras without flash and tripods can be used.
- Some types of powered wheelchairs or powered mobility vehicles are allowed inside the house. The location of the lift also makes it awkward for large wheelchairs to access. Please speak to a member of the team beforehand for advice.
- Prams and buggies are not allowed in the house. Please store them in the buggy store located outside the front door of the house. Staff can direct visitors to this.
- A maximum of six wheelchair users are allowed in the house at any one time, with only two allowed on the first floor. This is due to fire regulations.

Garden

The garden, planned by George Truefitt in 1854, surrounds the house and provides colour all year round.

- Garden tours are available throughout the season and there is additional information in the thatched cottage.



- Entrance to the garden is via the gatehouse and into the parterre.
- The parterre is level with hardened gravel paths.
- The lawns are surrounded with metal edging about 7cm tall but there are various ramps around, which enable visitors in wheelchairs to access the garden.
- Path surfaces are uneven and are partly accessible throughout the garden. Although the paths are hardened gravel, at times throughout the year there may be loose gravel on the surfaces.
- Slopes to the higher garden and top part of the higher garden are not suitable for wheelchairs as the gradient is steep.
- There are twelve steps to the herbaceous border and then a further two steps. Wheelchair access is via a side path.
- All steps have handrails.
- Gates are located at the formal garden and the entrance to the higher garden.
- Benches and chairs are situated throughout the garden for visitors to use.
- There are two single-seater powered mobility vehicles. Booking is essential.



Garden map.pdf

- Download a map of the garden paths here:

St Hydroc's Church

The church of Saint Hydroc, in the gardens of Lanhydrock House, is the parish church for the community and is part of the Bodmin Team Ministry. Its origins go back to the days when the lands at Lanhydrock belonged to Bodmin Priory and the monks came to work in what is now the parkland surrounding Lanhydrock.

- The church holds regular Sunday services, details can be found [here](#).
- Access to the church is via the garden paths (see garden map).
- Path surfaces are uneven with loose gravel and are partly accessible.
- The church porch gate measures 107cm wide, with manual inward opening.
- The church door measures 107cm wide, with manual inward opening.
- There is one stone step down from the porch, then a level stone floor, followed by a ramp into the church aisle.
- There is an overhead light at rear of porch entrance and small spotlights in the church ceiling but no light over the front door entrance.



Church porch



Church entrance



Church

Estate

The estate covers over 900 acres and is well worth a visit. There are miles of footpaths to choose from to explore the beautiful woodlands, parkland and the River Fowey, where kingfishers and otters live, as well as the unexpected delights of a Victorian swimming pool and wildlife pond.

- Respryn car park is free to National Trust members. Non-members pay £3 for a day or £1 for an hour.
- There are 61 (including two disabled) car park spaces.



Respryn Bridge



The avenue

- A walking route can be downloaded from the website.
- Some paths are suitable for buggies and wheelchairs, see the map attached:



A3

Portrait_Lanhydrock

- There are level and uneven paths throughout the estate, with some moderate climbs.
- Paths can be muddy in winter.
- Livestock frequently graze throughout the estate.
- Seating and benches are situated throughout the estate.

Dogs

- Dogs are not allowed in the house, garden, shop, restaurants or cafes, but assistance and service dogs are welcome throughout. They are allowed on the ground floor of the Stables tea-room.
- There are plenty of dog-friendly walks on the estate.
- There are water bowls by the Park Café, visitor reception and in the courtyard next to the house.
- There are several dog-waste bins. You can see their locations on this downloadable map.



Estate map.pdf

Food and beverage

There are numerous places to stop for tea or enjoy a delicious meal at Lanhydrock. You can have a relaxed meal with friendly waitress service in our licensed restaurant, a light-lunch in the Park Café or stop for a cup of tea and a snack in our Stables tea-room.

Our ingredients are sourced from local suppliers, so they're fresh and seasonal. This is also better for the environment as it cuts down on food miles. Gluten-free food is available from all our catering outlets.



Stables and restaurant



Park Café

The Park Café

- This is by the visitor car park, cycle hire facilities and adventure play area.
- It serves speciality homemade burgers and has tasty options for those with dietary requirements.
- The Park Café opens daily (except Christmas Day) from 9.30am to times that vary with the season (see website for details).
- There is a level stone avenue leading to a wooden ramp with handrail, or alternatively one flight of steps.
- There is a level entrance with tiled flooring.
- The manual opening double door is 194cm, with a very shallow step suitable for wheelchairs.
- Staff and volunteers can assist with the opening of doors.
- There is an induction loop.
- The café is lit throughout with spotlights and there is lots of natural light from the windows.
- The lower counter height is 70cm.
- The service counter is 90cm. Staff can come round to the front of the counter to assist if required.
- There is a circulation space of 1200mm between the tables.
- Menus are available in standard print.
- Food and beverage team members are available to assist with service and carrying trays.
- Outside seating is available and you can sit with your pet.

Stables tea-room

- For a quick bite, our Stables tea-room is just the place, with sandwiches, pasties, cakes and drinks available daily from 10.30am to times that vary with the season (see website for details).
- Outside seating is available and you can sit with your pet.
- The entrance has a concrete incline with cobbles either side. The door is 115cm wide, manual and has a fixed opening.
- Staff can assist with opening the door if required.
- There is cobbled and flagstone flooring inside.
- The counter height is 110cm. Staff can come round to the front of the counter to assist as required.
- There is an induction loop.

- The circulation space between the tables is of 1200cm
- Five wooden steps lead up to the top floor and an inner door with a width of 86cm.
- Alternative access is via a concrete and cobbled slope with one deep granite step at the entrance door. The door width is 100cm, with a manual outward fixed opening.
- Spotlights provide light throughout the building.
- Food and beverage team members are available to assist with service and carrying trays.

Victorian restaurant

- The restaurant is located in the house.
- You can enjoy a selection of hot and cold drinks and homemade cakes here throughout the day when the house is open. Hot homemade dishes are available for lunch from 12noon-2.30pm.
- There is a children's menu. Colouring sets and quizzes are available to keep children entertained.
- Access is via a ramp to the servants' hall door, which has a width of 104cm. The housemaid's door is 89cm wide and the housekeeper's door is 97cm wide.
- Counter heights are 89cm.
- The width between the tables varies but the rooms can accommodate wheelchair users.
- Menus are available in standard print
- Food and beverage team members are available to assist with service and carrying trays.

Retail

When you visit Lanhydrock, call into our welcoming gift shop, based in the old music room. We're the biggest National Trust shop in the South West so have a huge variety of items for you to choose from.



Plant centre



Second-hand bookshop



Shop

Shop

- As well as the traditional National Trust products we have plenty of local goods to offer, including jewellery and accessories. You'll also find delicious produce from local suppliers for that special Cornish gift or souvenir.
- There are gravelled, uneven paths leading to the shop.
- Four uneven steps lead up to a door, which is fixed open.
- There is an inward opening door, which is 152cm wide.
- An accessible entrance is available through the house.
- The shop is set on different levels, accessible by an internal carpeted ramp leading to flagstone flooring.
- The door opening to the house is 103cm wide.
- The retail team can assist with service and lifting and carrying goods if required.
- There are spotlights and lots of natural light throughout the shop.
- There is no space here to use a powered mobility vehicle or powered wheelchair.

Plant centre

- The plant centre is next to the cycle hire building and opposite the Park Café.
- A level gravel path surrounds the plant centre.
- The doors are fixed open.
- The counter height is 90cm.
- There is fluorescent lighting throughout the shop.
- Staff can assist with telling visitors the price of items, if required.

Bookshop

- The second-hand bookshop is in the old coach house.
- Access is via a ramp.
- The fixed door opens outwards and measures 125cm wide.
- A glass inner door is fixed open and is 96cm wide.
- Staff & volunteers able to assist with opening the doors, if required.
- There is flagstone flooring outside.
- There is flagstone & cobble flooring inside.
- There are three book bays - bay one is 118cm wide, bay two is 112cm wide, and bay three is 165cm wide.
- The width between bay three and the counter is 104cm.
- The counter top is 90cm high.
- There are spotlights throughout the area.
- Staff will help reach books, if required.

Cycle hire

Try a new adventure with our 10km of purpose-built off-road cycle trails. There's something for all abilities, with a skills area to practice techniques, a balance bike track for younger riders and three different grades of trails. The trails are free to use and open all year round.



- If you want to try the trails but don't have a bike, our cycle hire team can help find the right bike for you.
- Electric bicycles are available from the cycle hire for use on the green trail.
- A level hard wearing path leads from the main visitor car park. From the overflow car park there are a set of ten steps or pedestrians can walk on the road to the cycle hub.
- The entrance door is fixed open and is 170cm wide.
- The counter height is 115cm.
- There is lighting throughout the building.
- Staff can assist with service.
- Download the cycle trail map:



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For more access information:

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Lanhydrock welcome
leaflet.pdf

Map