



National
Trust

Information for Disabled Visitors

Welcome to Cragside

This leaflet is to help you get the most out of your visit. If you have any queries or concerns about any aspect of your visit, please do not hesitate to speak to our staff. **We welcome any feedback or suggestions for improvement that you have.**

The best way to get your bearings is to visit the Information Room at the Visitor Centre or the Information Hut in the main car park. Our tea-rooms, shop and toilets are all accessible.

GETTING AROUND

To help all visitors get around, we provide a free, accessible courtesy vehicle, the Cragside shuttle bus, a red 16 seat minibus. It runs a regular circuit between the visitor centre, formal garden, information hut, house and coach park (service stops at 5pm).

The driver takes a half hour break between 12.30 – 1.30.

Drivers please be aware that we have 7 speedbumps on the road between the Joiners Workshop (at the far end of the Visitor's Centre, opposite Tumbleton Lake) to Cragside House. The dimensions of these are as follows:

304 cm wide x 10cm high

304 cm wide x 10cm high

275 cm wide x 8cm high

290 cm wide x 8cm high

228 cm wide x 8cm high

198 cm wide x 8cm high

190 cm wide x 8cm high

Cragside is a very large property with considerable distances between various parts of the property. The terrain is uneven, with steep footpaths. Many of our paths are unsuitable for wheelchair users and slopes can be tiring for a person assisting a wheelchair user. If you are visiting by car, you may find it easier to drive between the various parts of the property.

Some self-drive three-wheeled vehicles, other pavement vehicles and powered wheelchairs have difficulty on Cragside's steep terrain. Please think carefully before use and do not hesitate to ask a member of staff if you need further information or guidance.

Assistance dogs are welcome in all areas.

VISITOR CENTRE (Shuttle stop)

Information room, tea-rooms, shop, toilets.

2 wheelchairs for use on the estate, subject to availability.

Please ask at the shop.

Parking: Are you a disabled driver?

There are 3 designated spaces for disabled drivers, 10m from the entrance to visitor centre. Otherwise there are designated spaces on the upper level of the car park at the visitor centre end.

Are you a disabled passenger?

Disabled passengers may be dropped off and picked up on the roadside 10m from the visitor centre entrance. Alternatively, there are designated spaces on the upper level of the car park nearest the visitor centre. The path from these spaces is over an uneven surface, with a downhill gradient to the entrance of the Visitor Centre.

Toilets: 3 accessible toilets, 2 with level entrance and 1 with ramped entrance.

Tea Rooms (last serving 5.00, closes 5.30): Level entrance.
Teas, light snacks, ice creams and hot meals.
Induction loop, large print menus and large-handled cutlery.

Cragside Shop (closes 5.30): Level entrance.
Food, wine, books, gifts and postcards.

Information Room (closes 5.30): Ramped entrance.
Model of estate, Armstrong exhibition, leaflets.

Picnic Facilities: there are accessible picnic tables overlooking Tumbleton Lake.

LADY'S WALK

This is a 1 mile (1.6km) circular route around Tumbleton lake. The section from the dam to Debdon bridge is wheelchair accessible via a boardwalk and level path. You can access the boardwalk from the dam.

HOUSE (Shuttle stop)

Open 11.00 - 5.00, last admission 4.00.

Parking: Are you a disabled driver?

There are 3 designated spaces for disabled drivers adjacent to the information hut. If you park there, you can take the shuttle bus to the front of the house.

Are you a disabled passenger?

Disabled passengers may be dropped off and picked up on the level gravel forecourt. Please ask your driver to park in the main car park.

- Ramped entrance to house.
- 2 wheelchairs available for use in house, please ask on entry.
- Access to 8 rooms on the ground floor.

- A touch screen computer is available which gives a virtual tour of the house, with BSL and audio. Please ask a member of the House team if you would like access to this.
- Lift to first floor giving access to 5 rooms.
- Maximum two wheelchair users / people who need assistance on stairs allowed upstairs at any one time. This is to permit safe evacuation in the event of an emergency.
- Seating provided throughout the house (chairs without ropes).

Walking Distance:

From visitor centre: 1/3 mile, approx. 10 minutes, through main car park. There are uphill sections and the surface is uneven and stony in places.

Toilets: Ramped entrance, 1 accessible toilet.

FORMAL GARDEN (Shuttle stop in the car park)

Closes 6.00.

- The middle terrace is accessible, from where there are fine views of the Simonside hills.
- Access to the orchard house is possible, although some may find it difficult.
- The wildlife hide in the formal garden car park has a ramped entrance and space for one wheelchair. 10.00am – 5.30pm.

Parking: Formal garden car park for disabled visitors.

- Designated spaces for disabled drivers
- A tarmac surface and moderate gradient (roughly 1:20 overall).

Walking Distance:

From the house: 1/2 mile, approx. 20 minutes, steps and uneven, steep terrain.

From the visitor centre: 1/2 mile, 20 minutes, steps and uneven, steep terrain.

The nearest toilet and refreshment facilities are at the visitor centre.

ESTATE DRIVE

- There is a 6-mile drive around the estate for cars and vehicles no bigger than a 16-seater mini bus (max dimensions 8 foot 8 inches high and 6 foot 6 inches wide). Touring the drive in your vehicle is a good way of viewing the estate.
- Closes at 5.30 or sunset, if earlier.

Parking

There are 7 car parks around the estate drive. All car parks have picnic tables.

Toilets

- Level entrance.
- 1 spacious cubicle in Crozier car park. Please note that due to the remoteness of the building, there is no electricity and therefore no lighting.

NELLY'S MOSS NORTH LAKE

Parking:

- Designated lay-by 100m from the lake.
- Downhill path to the lakeside. There is a flat, accessible path around the lake, can be muddy in places.
- Accessible picnic tables by the lakeside.

POWER HOUSE

Closes 5pm or dusk, if earlier. Level entrance.

Parking:

3 designated spaces, 10m from entrance to building. Parking is off the B6344 via the entry marked private. Please ask for directions and a parking permit either at the main entrance or from the shuttle bus driver.

We welcome all suggestions on how to keep this information fresh and useful for our visitors. If you have spotted an error or would like to suggest other information to be included please let us know.

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