

## Get More from Your Visit - Advice for visitors with disabilities

### Car Parking

- Dedicated, priority spaces in main car park for visitors with disabilities with level access to Visitor Reception.
- Visitors may drop off disabled passengers at the House. Please enquire at Visitor Reception
- Limited parking is available for disabled **drivers** only nearer the House. Please enquire at Visitor Reception.

### Assistance Dogs

- We welcome assistance dogs in all areas of the property, as long as they are wearing their tabards/harness and working. Please ask your dog to toilet before entering the property.

### Carers/Helpers

- An essential carer/helper is allowed free entry to the property, to help you during your visit.

### Buggy Shuttle Service

- A volunteer-driven buggy can transport you between Visitor Reception, the House and Restaurant. At the moment it is not able to carry wheelchairs.
- Please be aware that the buggy services are reliant on volunteers and therefore we cannot guarantee the service will be available everyday.

### Lavatories & Shop

- Adapted WCs are available at the Pavilion Restaurant and in the courtyard by the shop. There is level access to the shop and plant centre.

### Wheelchairs for loan

- Inside the House: Three attendant wheelchairs are available for loan in the House. Please ask a member of staff at the house entrance. Please return the wheelchair at the end of your House tour; these wheelchairs are not for use outside.
- Outside Areas: Two self-propelled wheelchairs are available for loan; please enquire at the office or shop. Please return the wheelchair to reception or the house at the end of your visit.

### House Entrance

- The ground floor of the House is fully accessible. Access to the first and lower ground floors is by staircase, with one sided handrails. The stairs are relatively wide and shallow, with large landings half way up.
- To avoid the steps to the House entrance, an alternative ramped access route is available, please follow the signs. To enter the House, use the door at the end of the corridor, marked with a disability symbol. Once beyond this door, the Room Guide will be happy to advise you of the best route to the Main Hall where you can begin your visit.

## Large Print Picture Lists

- Picture Lists are available in large print formats in each room, please ask the Room Guide

## Visitor Seating in the House

- Owing to the presentation of the collection, and a general desire to minimise signs and barriers, the distinction between public seating in the House and collection furniture is not always clear. If you require a seat whilst touring the House, please ask a Room Guide who will be happy to direct you to the nearest seat.
- Visitors may sit on all the chairs in the Sitting Room, and most of those in the Picture Room.

## Squash Court Gallery

- The main part of the exhibition space is accessible, part of the route is a relatively steep slope for which you may require assistance. There is a slightly raised threshold.
- Access is by tarmac and then crushed stone paths through the orchard (opposite the restaurant.) or from the garden entrance.

## Garden Access

- The garden is partially accessible to visitors with mobility impairments. There is a ramped entry at the main garden entrance. There is also access via sloping paths through the orchard opposite the restaurant.
- Whilst the House terrace is accessible via a level pathway, the south front lawn is approached via a sloping bank which levels-out from an initially steep gradient. To access the lawn, the shallowest and least cambered gradient of this bank is found by proceeding along the top of the bank, following the edge of the rockery on your left.
- Beyond the south lawn, the gardens descend steeply in a series of terraces, the routes are via stone staircases or steep grass and crushed stone pathways.
- There are unguarded ponds, slopes and drops throughout the garden.

## Garden Seating

- Benches are available in many areas of the garden for seating, and visitors are free to use garden walls and steps.

## Fragrant Plants

- For Visually Impaired visitors, the gardens contain fragrant plants at most times of the year.

## Pavilion Restaurant

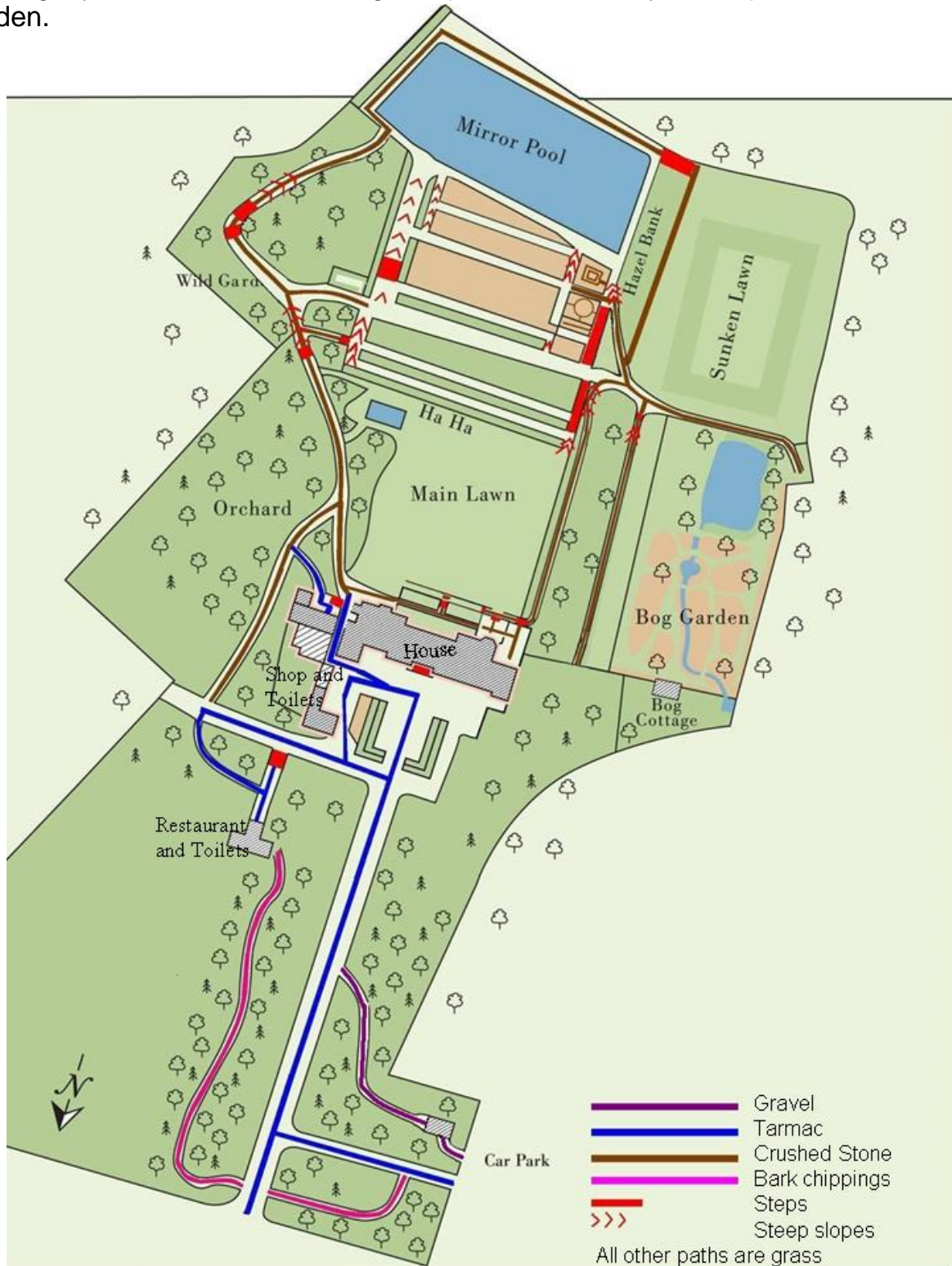
- The restaurant is fully accessible via a dedicated, level pathway Follow the main signage to restaurant, but continue past the stone steps, following signed directions to access pathway beyond on the left. The early section of the Restaurant access is a relatively steep tarmac slope for which you may require assistance
- Large-handled cutlery is available. Please ask a member of staff.
- Menus are displayed on blackboards and the counter.
- Please ask a member of staff if you require any assistance with your tray.

Please contact us if you require any further information.

(main office 01295 670266 (option 6) or email [uptonhouse@nationaltrust.org.uk](mailto:uptonhouse@nationaltrust.org.uk))

## Surfaces, steps and slopes

The map shows the main surfacing materials used at Upton, and the location of steps and the steepest slopes. The map should be used as a guide only. Some very shallow steps are not marked, as they are no higher than an average dropped kerb. Also there are some areas of stone paving. We advise you to check the ground conditions/slope for yourself before proceeding into an area. The crushed stone is compacted, and provides a firm, but slightly uneven surface. The grass paths are usually firm, apart from those in the bog garden.



Is there anything you think should be added to this guide?

If so please email [jane.zammett@nationaltrust.org.uk](mailto:jane.zammett@nationaltrust.org.uk) and if possible I will add it during the next update

January 2017



### Alternative formats and contact information

If you require this leaflet in an alternative format please contact us at National Trust, Heelis, Kemble Drive, Swindon SN2 2NA, telephone 01793 818531, or email [accessforall@nationaltrust.org.uk](mailto:accessforall@nationaltrust.org.uk)

For membership and general enquiries, please telephone 0344 800 1895 or e-mail [enquiries@nationaltrust.org.uk](mailto:enquiries@nationaltrust.org.uk)

### To request Access for All Cards or Links Pass

If you would like an Access for All Admit One Card, or Links Pass, then please contact our Supporter Services Centre Team.

You can contact them by calling 01793 817634, or in writing to National Trust, PO Box 574, Manvers, Rotherham S63 3FH or by e-mailing [enquiries@nationaltrust.org.uk](mailto:enquiries@nationaltrust.org.uk)

Photographs: NTP1/David Levenson, John Millar, Amhel de Sena

Designed by Flaxton Design (s.s.) Printed on 100% recycled paper. Please recycle this leaflet after use. © National Trust 2013. National Trust is an independent registered charity, number 203846. [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk) 98601/13

## Welcoming disabled visitors

# Access for all



This leaflet gives information about our Access for All Admit One Cards and Links Pass schemes.



### Access Statements

During 2014, our places will be producing Access Statements which will contain details of the access provisions at each site. The Statements can be downloaded from each property page on our website, [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk). You can also request a printed copy of a statement from the property, or from our Supporter Service Centre Team.

### Access for All Links Pass (for group visits)

Access for All Links Passes are for group visits by disabled or older people that are arranged by organisations affiliated to Local Authority or NHS registered care homes, or day centres, or disability charities.



The Pass gives those within the group half price entry at participating National Trust places during published opening times (but not on weekends or Bank Holidays). Essential companions, or carers, within the group are welcomed free of charge.

If you would like one of these Passes please ask for an Access for All Links Pass Application Form when contacting our Supporter Service Centre.

### Access for All Admit One Cards (for individuals)

We admit the essential companion, or carer, of a disabled visitor free of charge, on request. The usual membership fee or admission charge still applies to the disabled visitor.



To save having to request a companion's free entry, we can issue an Access for All Admit One Card in the name of the disabled person.

Although you do not necessarily need an Access for All Admit One Card for a companion it does make entry at our places easier and quicker if you have one. If you would like one of these cards please contact our Supporter Service Centre Team and ask for an Access for All Admit One Card

