

Knole Access Statement



**Knole
Sevenoaks
Kent
TN15 0RP
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Introduction

- Knole is a large property in the midst of a 1,000 acre deer park near the town centre of Sevenoaks.
- The Visitor Centre and access to the house are located on a gradient of 1:32 from the car park.
- Access to the lower levels of the house are available on pathways.
- Lord Sackville-Wests garden opens seasonally from April to September on a Tuesday and is accessible through the Orangery or a lift located in the bookshop. The majority of the paths in the garden are gravelled and on gradients varying from 1:6 to 1:22. A plan detailing an accessible route with relevant gradients is available.
- There is a reasonable mobile reception across most of the site.
- Assistance dogs are welcome throughout the property. All dogs are welcome in the parkland and courtyards but must be kept on leads at all times.

Points to Note

- There are lockers available to drop off large bags within the Porter's Lodge of the main entrance of the house.
- Light levels are kept low in the house for conservation purposes.

Arrival & Parking Facilities

- Brown signs locating Knole are found on Sevenoaks High Street in both directions.
- The main car park is located approximately 145 metres from the entrance on a gradient of 1:32.
- There are 10 designated spaces for blue badge holders, 145 metres away from the Visitor Centre.
- A drop off zone is located outside of the main doors 87 metres from the house. Please ask the member of staff working at the entrance to the park for directions. The drop off zone may be used but cars must be moved to the main car park.
- During our most busy periods car park attendants will be available for advice.
- Overflow parking is available on a grass surface. The overflow car park will be sign posted when in use.
- The pathway to the Visitor Centre is tarmacked and on a 1:32 gradient slope.

Toilets

- There are two large accessible toilets on site, one located in the main entrance to the house and another located in the Conservation Studio.
- Both accessible toilets are left hand transfer.
- Baby changing facilities are available here. There are no adult changing facilities
- All the toilets have hand dryers, tiled floors and lit with artificial light.



Visitor Centre

- The flooring is hardwood throughout and the walls are stone and plaster in all areas.
- The entrance is clearly sign posted with even floors and one small step down on entry.
- The door is 124 cm wide and open 10am- 5pm.
- The reception desk height is 80cm.
- There is a mixture of natural lighting and down lights.
- There is a tactile model of the house available within the Visitor Centre.
- Wheelchairs are available to borrow from the Visitor Centre.
- A mobility scooter is also available to hire and must be booked with a minimum of 24 hours in advance. Please phone 01732 462100 to book. Suggested routes are available.
- There is an induction loop within the Visitor Centre, Bookshop, Studio and Brewhouse.
- A small group of volunteers and staff are trained to deliver sensory tours for the blind and partially sighted. These tours must be booked in advance. To book please give a minimum of 48 hours and phone 01732 462100.



Showrooms

- Tickets are available from the Visitor Centre.
- This entrance is 73 metres of level paving through the two courtyards.
- There is one step, with accessible ramp into the Great Hall entrance.
- The Great Hall is the only area of the showrooms that is accessible to wheelchair users.
- iPads are available within the Great Hall to view the showrooms upstairs.

- A portable induction loop is available if required.
- The interior of the building is wood and stone with low light levels for conservation reasons.
- The Great Staircase provides access to the rest of the showrooms which has handrails on both sides and wide access.
- All rooms are furnished with soft furnishings e.g carpets, rugs, curtains etc.
- Most rooms have at least one seat. There are no seats with arm rests inside the showrooms.
- Volunteer Guides are available to answer questions and help within most rooms.
- Highlight tours are also available at 11am before the showrooms are open, please enquire at the Visitor Centre.
- There are no toilets available in the showrooms.
- Braille and large print interpretation is available as well as sensory prop bags. Please ask a member of staff on entry.

Gatehouse Tower

- Located next door to the Visitor Centre. Tickets to access the Tower are available from the Visitor Centre.
- There are 77 spiral steps to reach the top of the tower. Stairs can be steep and uneven in places.
- There are two tower rooms and the rooftop which is located on the third floor.
- There is a handrail on the left around the spiral staircase for visitors to use.
- Entrance and exit to the tower is made using the same door and staircase.
- There are volunteers within the tower to assist you.
- Lit by natural light, lamps within the tower rooms and some lights on the landings of the spiral stairs.
- Seats are available within the tower rooms; there are two seats on the rooftop terrace.
- A short film of the tower is available to watch in the Visitor Centre.



Estate Office

- Located four metres from the Visitor Centre.
- There are two steps to enter the Estate Office; a ramp is available on request from the Visitor Centre.
- Lit by mostly natural light and desk lamps.
- The desk heights vary but the highest desk is 83cm.

Conservation Studio

- Located within the Brewhouse Courtyard 112 metres from the car park. The Brewhouse Courtyard is located on a 1:14 decline.
- Toilets, accessible toilets and baby change are located on the ground floor.
- The building has three floors, the Conservation Store, the Conservation Studio and the Conservation Lobby with toilets.
- Reception desk is located on the ground floor and is 88cm high.
- A lift is available for access to all floors, but is not an evacuation lift.
- Open Wednesday to Saturday allowing visitors to watch conservators at work.
- Within the studio there are interactive displays to encourage smell, sight and touch.
- Lit by natural and down lighting throughout the building.
- Wheelchair accessible. Mobility scooter on lobby area only.
- An induction loop is available at reception and in the studio.



Catering

- Within the Brewhouse Courtyard approximately 112 metres from the car park. The Brewhouse café and shop is located on a 1.14 decline.
- The surface outside within the Brewhouse Courtyard is gravel.
- Toilets, accessible toilets and baby change are located within this courtyard. There are no additional entrances or exits to the Brewhouse Café.
- There is an automatic doorway into the Brewhouse Café and Shop as well as a manually operated door to the right hand side of the doorway.
- The surface is level throughout. There is one step up to enter the Grab and Go.
- The Café has both tiled and hardwood flooring in place.



- The seating area is furnished with wooden tables and chairs.
- Lit with a mix of natural light and artificial light.
- The counter is 90cm high with no lowered section.
- The circulation space between the tables is approximately 90cm.
- An induction loop is available at the till points.
- Menus are displayed on large chalk boards above the counter. An allergen menu is also available, please ask a member of staff.
- Please ask catering staff to assist with trays if required.

Retail

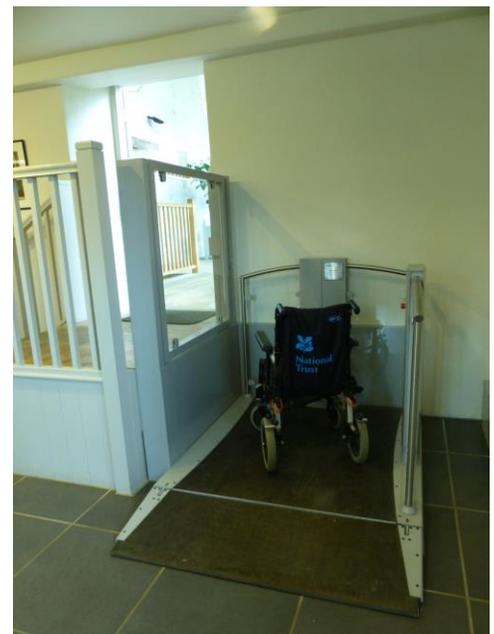
- There are two retail areas for visitors.
- The gift shop located within the Brewhouse Cafe and the bookshop located 30 metres from the Visitor Centre in Green Court.



- The shop located within the Brewhouse Café, has a path made of gravel leading to the entrance.
- The bookshop can be entered via paving stones and has a level surface within.
- In the bookshop there is a mobility lift which allows access to the Orangery. Staff will assist with the lift.
- There are no large print versions of the price list but staff are available to assist visitors.
- An induction loop is available at till points.

Garden

- Lord Sackville's private garden has restricted hours and opens seasonally from April to September on Tuesdays only.
- Tickets available from the Visitor Centre; admission to the garden is included in the showrooms admission.
- Entrance to the garden is located within the Orangery. There are four steps from the courtyard or access via lift through the Bookshop.
- Mobility scooters may also be given access through the side gates which can be arranged via the Visitor Centre.
- There is a ramp upon entering the garden.
- The garden access routes are a mixture of grass and gravel. The gradients vary from 1:6 to 1:32. A detailed plan is available upon request detailing the gradients.
- Accessible routes and maps are available at the garden entrance, please ask on entry.
- The garden is extensive with varying changes in level and steps in some areas.
- Paths may become slippery during bad weather.
- Visitors also need to be aware of tree roots and foliage that may impede some of the narrow pathways that are a feature of the garden.
- Assistance dogs are permitted in the garden.
- Seats are available and detailed on the garden map provided.
- There are no toilets within the garden.



Parkland

- Knole's parkland, a Site of Special Scientific Interest (SSSI) is a 1,000 acre historic deer park. The parkland consists of rough undulating grass and ant hills.
- A mobility scooter is available to hire and must be booked with a minimum of 24 hours in advance. Please phone 01732 462100 to book. Suggested routes are available.
- An enclosed picnic area is located in the park next to the car park. It has decking flooring and a ramp suitable for wheelchair users.

Contact details for more information

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