

## Petworth House & Park Access Statement

Petworth has been shaped by a family of collectors over the past 800 years, this 17<sup>th</sup> century mansion is overflowing with the finest collection of paintings and sculpture in the care of the National Trust. In contrast, the atmospheric Servants' Quarters reveal the hustle and bustle of life 'below stairs'. Outside, discover a 30 acre Pleasure Ground and 700 acre 'Capability' Brown landscaped deer park with an historic herd of fallow deer and glorious views of the South Downs National Park.

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### Points to note

1. The mansion is set within a gently undulating 30 acre Pleasure Ground and 700 acre deer park with varying terrain.
2. Mobile telephone reception is adequate, and if visitors need assistance during their visit they can contact Support Services on 01798 342207.
3. Dogs under close control are welcome in Petworth Park. Currently only assistance dogs can access the Pleasure Ground, but this is under review during 2017. There is a dog water bowl at the car park Visitor Reception.
4. Induction loops are fitted in both Visitor Reception areas, the Servants' Quarters and Mansion shops, the Audit Room Café and Servants' Hall Coffee Shop.
5. The Mansion light levels are controlled for the care of the collection.
6. The ground floor of the Mansion is fully accessible, with the exception of the Chapel, which has short steps descending to ground level. Large bags to be securely stored when arriving at Oak Hall.
7. There are 6 manual wheelchairs available for loan, located at both the car park and Servants' Quarters Visitor Receptions.
8. There are no power assisted doors on the property.
9. The Park features two 'lakes' within the undulating landscape; Upper and Lower Ponds. There is no fencing around the edge of the water.

### Arrival & Parking Facilities

1. Brown signs direct visitors to our main visitor car park, located 700m from the mansion.
2. 12 designated spaces for disabled visitors are clearly marked and are adjacent to the car park Visitor Reception.
3. Blue badge holders can use the 4 designated spaces for disabled visitors outside our Church Lodge entrance, with direct access to the Servants' Quarters building.
4. The main visitor car park has a tarmac road surface, with loose stone surface to the car parking spaces.
5. The designated spaces at Church Lodge have a tarmac surface.
6. A wheelchair accessible mobility vehicle is available for disabled visitors to transfer them between the main visitor car park and Church Lodge.



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7. The mobility vehicle transfer runs outside the property perimeter. Receptions can call for the mobility vehicle for visitors at both the car park and Servants' Quarters Visitor Receptions.
8. Should the main car park become full there is overflow car parking available inside Petworth Park, which has a grass surface and is 150m from the car park Visitor Reception.
9. Cycle racks are available in the main car park adjacent to Visitor Reception.
10. There is dedicated parking in the main car park for coaches.

## Seating

1. There are two fixed tables with bench seating outside the car park Visitor Reception.
2. Between the car park Visitor Reception and Mansion there is a 700m path through the Pleasure Ground, along which there are 3 benches.
3. The designated blue badge parking at Church Lodge is 20m from the Servants' Quarters Visitor Reception, which has two comfy leather seats.
4. The Mansion has seating in the Oak Hall (low bench), Somerset Room (8 chairs), Square Dining Room (8 chairs), Carved Room (12 chairs), North Gallery (6 banquette seating), and Chapel Passage (2 banquette seating).
5. There are other wooden bench seats around the Pleasure Grounds, and stone benches at the side of the Upper Pond.

## WCs

1. There are accessible lavatories at both the main visitor car park, adjacent to Visitor Reception, and in the Servants' Quarters. The SQ lavatory has a power assisted door.
2. The accessible lavatories are sized 2460mm x 1600mm (Car Park), 2000mm x 2000mm (Servants' Quarters).
3. The accessible lavatories in both the car park and Servants' Quarters have left hand transfer.
4. There are no adult changing facilities but baby changing facilities are available in the main visitor car park and Servants' Quarters lavatories (changing mat in both men/women), as well as a dedicated baby changing room at Church Lodge Visitor Reception.
5. There are no public lavatories within the Mansion.
6. The car park and Servants' Quarters accessible lavatories have LED lighting.
7. All lavatories on the property have stone floors, plastered wall surfaces, automatic hand driers and LED lights.

## Visitor Reception

There are two visitor receptions at Petworth, one at the main visitor car park (MVCP VR) and one at our Church Lodge entrance (CL VR) from Petworth town.

### MVCP VR

1. There is a tarmac surface, slightly sloping upwards, on approach (5%). Inside there is a wooden floor with matting covers in places, and coir mats at the entrance/exit doors, sunk flush to the wooden floor.
2. The ceiling rises to an open apex. Acoustic 'clouds' have been installed to help with noise levels.
3. The entrance has two doors (patio door style), which can open to a width of 1560mm, and the same for the exit doors, neither of which are automatic/power assisted.
4. Both the entrance and exit doors open outwards.
5. Staff are located near to both sets of doors and can assist with opening as needed.
6. There is a small covered veranda outside both set of doors, which has small ridges to give a 'non slip' surface'.
7. The reception desks (2) both have a height of 910mm. There is not a lower section for wheelchair visitors but staff offer a personal approach instead, coming round the desk to offer customer service.
8. The reception has LED lighting and very good natural daylight (3 large windows and 2 fully glazed sets of double doors).
9. There are 6 chairs available, all of which have arm rests.
10. Wooden bench seating is located outside of the entrance/exit doors.
11. An induction loop is available at the reception desk.
12. There are 3 manual wheelchairs available for visitors to borrow. They cannot be pre-booked.

### CL VR

1. There is a stone step 160mm high at the entrance to the Servants' Quarters building. A wheelchair ramp can be put out by staff on request.
2. The corridor leading to Church Lodge Visitor Reception has a stone floor, has low lighting, and 2 inward opening doors 1300mm wide.
3. The Visitor Reception area has a polished wooden floor.
4. Acoustics are good and there is LED lighting as well as very good natural light from a large west facing window.
5. The reception desk has a height of 910mm. There is not a lower section for wheelchair visitors but staff offer a personal approach instead, coming round the desk to offer customer service.
6. There are 2 large upright leather chairs available, both of which have arm rests.
7. An induction loop is available at the reception desk.
8. There are 3 manual wheelchairs available for visitors to borrow. They cannot be pre-booked.

## Route from the Car Park/Church Lodge to Mansion

1. There is a 700m path between car park Visitor Reception and the Mansion.
2. The path from Visitor Reception has 2 sloping paths to reach the tarmac surface of the Salvin Drive. The surface of this sloping path is compacted stone. One path has a 10% at maximum gradient, and the other 7%.
3. The Salvin Drive (shortest route) is 700m and the surface is a mixture of tarmac and compacted sand/stone path.
4. The Salvin Drive (longer route) is 730m and the surface is wholly tarmac and has an incline of 5.6% in parts.
5. It will take 8 minutes to walk the shortest route and 10 minutes to walk the longer route.
6. The mobility vehicles does not use either of these paths during opening hours.

## Mansion

1. The Mansion is 700m from the car park Visitor Reception and 100m from Church Lodge Reception.
2. The Courtyard area between the Mansion and Servant's Quarters has a tarmac surface and is only used by pedestrians. Any vehicles using this area will either be Trust operated, being used for conservation work or part of a programmed event.
3. There is a gently sloping covered ramp entrance to the Mansion 1000mm long (gradient 7.5%).
4. The Mansion door opens inwards, is not automated, and is 900mm wide. Staff and volunteers try to ensure they open the door to welcome visitors. There is a mat/carpet covered floor in Oak Hall to minimise echo.
5. If Luggage Passage door is open as an alternative entrance to the Mansion, the door opens inwards, is 1460mm wide and has a carpeted floor.
6. The Marble Hall has a marble floor and no furnishings, and the Square Dining Room as a wooden floor with little furnishings, therefore both spaces can be noisy during busy times.
7. There are low light levels in most of the State Rooms to protect the collection. A mixture of filament/LED bulbs in the historic interiors (chandeliers).
8. The bedrooms on the first floor are not accessible to wheelchair users, but a room folder with details/images is available at Oak Hall on request.
9. There are 46 stairs to the first floor (when open by guided tour). The first flight has 16 steps, the second 13 and the third 17.
10. The stairs have a carpet covering.
11. The state rooms are large and therefore there is plenty of space to turn a wheelchair easily in each room (requirement of 1500mm diameter circle).
12. There is seating in the Mansion as detailed above. None of these seats have armrests.
13. There are volunteers located in each State Room.
14. There are no public lavatories inside the Mansion.
15. Guided tours of the mansion using a VOX guide system.
16. Large print interpretation is available on request from Oak Hall.
17. Powered wheelchairs are permissible within the Mansion.
18. If you require use of a quiet space, please indicate this to one of our room guides who will be able to find a suitable area for you.

## Bookshop

1. The second-hand bookshop is located off the Servants' Quarters corridor. Access is via 11 stone steps.
2. Please ask staff in the Servants' Quarters shop if you need assistance.

## Catering

1. The Audit Room Café is located in the Servants' Quarters and is accessed from Church Lodge reception.
2. There are 3 steps up to the Café entrance, made of wood.
3. The door to the Café is 840mm wide and opens to 90 degrees.
4. There is a platform lift that can be used to access the Café, and one of the reception team can operate this on request.
5. The counter is over 850mm high. Catering team members are available to assist with service and carrying trays.
6. The width between the tables varies.
7. There is an induction loop at the counter.
8. Menus are available in standard print and there are straws available.
9. The floor is wooden and the lighting is LED.
10. There is a high ceiling and with the wooden floor and stone walls, it can be noisy during busy periods.
11. The Servants' Hall Coffee Shop served hot and cold drinks and light snacks.
12. This room does have a carpet flooring, but with a high ceiling it can be noisy during busy times.
13. An induction loop is fitted at the till.
14. The door to the Coffee Shop is 980mm wide and can be open to 90 degrees.
15. The counter is 750mm high. The catering team are available to assist with service and carrying trays.

## Retail

1. The entrance to the shop is level. The entrance to the shop lobby is 1070mm wide with a 90 degree turn into the shop doorway, which is 0.98m wide. The door opens to 90 degrees.
2. The floor of the shop is wooden and the lighting is LED.
3. There is one counter 750mm high.
4. Staff and volunteers are able to assist with service and with lifting/carrying goods if needed.
5. There is an induction loop fitted at the till.
6. There is reasonable circulation space around the shop with some of the goods reachable by wheelchair users and children.
7. There is space here to use a powered mobility vehicle or powered wheelchair.

## **Pleasure Grounds**

1. There is a mixture of hard surfaces around the Pleasure Grounds, including to/from the car park reception and mansion/Servants' Quarters.
2. The paths are suitable for wheelchairs, powered wheelchairs and powered mobility vehicles.
3. The incline on the lower path between the car park reception and mansion is 4% in places.
4. The incline on the upper path between the car park reception and mansion is 5.6% in places.
5. There is a mobility vehicle to transfer visitors between the car park reception and Church Lodge reception, accessible for wheelchairs. Please ask a member of the reception staff to contact the driver to collect you.
6. The woodland walk does have a semi-hard surface, which is rutted in places.
7. There is a sloping path from the car park reception to the Pleasure Ground, with a maximum gradient of 10%.
8. There are 3 benches along the lower path between the car park reception and mansion, with other benches along the woodland walk and on the Orange and North Lawns.
9. There are no water features in the Pleasure Grounds.
10. There is a 'ha-ha' around the Pleasure Grounds separating it from Petworth Park (there is a wall between the Pleasure Grounds and ha-ha).

## **Petworth Park**

1. Access to the park is via the Tijou Gate 20m from the Mansion.
2. The Tijou Gate is 1070mm wide.
3. Alternative access from the North Car Park, 1 mile north of the Main Visitor Car Park.
4. The distance between the Tijou Gate and Upper Pond (lake) is 700m and has a short grass surface.
5. The 'paths' in the park are either grass or compacted gravel.
6. The park has an undulating terrain with some hills having a 10% gradient.
7. The Lower Pond (lake) is 1 mile from the mansion.
8. The Upper Pond is approx. 3-6' deep and the Lower Pond is approx. 3-6' deep. Both have a deep layer of silt/mud underneath.
9. There are three stone benches around the Upper Pond. Other formal seating is limited.
10. The West Front of the mansion has stone seating and provides a fine view of the parkland. Access to this seating is via 3 stone steps.

## **Contact details for more information**

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**19<sup>th</sup> May 2017**