



Polesden Lacey Access Statement

A country estate including Mrs Ronnie Greville's Edwardian mansion containing her collections of art and ceramics ranging from world-famous Dutch old masters to sparkling Fabergé objects.

Contact details

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Points to note

- There is poor mobile phone reception across most of the site.
- Assistance dogs are welcome throughout the property. Non-assistance dogs are also welcome on leads in restricted areas of the gardens – a map is available from Visitor Reception detailing the specific areas. There are water bowls available in the dairy courtyard and Granary Café courtyard, which are refilled regularly or can be filled on request.
- Light levels in the mansion are kept low to protect the collection.
- There are two manual indoor wheelchairs available for loan in the mansion and 6 manual outdoor wheelchairs available for loan from Visitor Reception, which have slightly larger pneumatic wheels and may be used in the gardens – we advise booking these in advance of your visit. There are also two personal mobility scooters available for loan from Visitor Reception – these must be booked in advance.
- The garden and grounds have several areas with steep gradients and rough terrain.
- Of the 19 rooms open in the house, 5 are on the first floor and can only be accessed via a staircase. Information regarding the first floor rooms is available on an I-pad from staff on the ground floor.

Arrival & Parking Facilities

- There are brown road signs from Dorking, Leatherhead and Bookham village. The entrance is sign posted and the main car park is at the top of a long tarmacked driveway.
- The main car park surface is a mixture of tarmac, earth and gravelled areas – the overflow car parks are grass fields.
- There are six permanent speed humps on the main visitor drive up to the car park, with a maximum height of 200mm. There is a maximum speed limit of 5mph which is clearly signposted through the route.
- There are twelve blue badge holder designated car parking spaces in the main car park on a firm surface. In addition, there are approximately twenty four standard size spaces reserved for disabled people on a stone/gravel surface. Both of these designated style disabled spaces are the shortest distance from the Visitor Reception.
- Cycle racks are available alongside the coffee shop.



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- A tarmac motorcycle area of approximately 5m x 5m is also available on the left hand side of the first row of the main car park – just after the disabled bays.
- Areas of the main car park are occasionally cordoned off for coach parking.
- It is possible to arrange to drop visitors off in a small 'drop off' area by the coffee shop prior to moving your vehicle to the main visitor car park.
- There are two overflow car parks; one at the bottom of the main car park and one to the left of the entrance drive. These are reasonably flat areas and have a grass surface. Both overflow car parks are a long walk to the Visitor Reception and involve a mixture of gravel/grass paths. These routes are through the main car parks and are shared with vehicles.
- The approximate distances from the car parks to reception are as follows: Main car park between 150m – 250m, first overflow car park 250m – 500 m, golf course field overflow car park 600m – 1200m.
- There is a courtesy shuttle (subject to trained driver availability – please call in advance to ensure running), which can take up to eight people regularly between the Visitor Reception and the front of the mansion house. This is also accessible for people who cannot transfer from their wheelchair. The courtesy shuttle is unable to serve the overflow car parks. The shuttle is unable to transfer visitors from the car park to reception building, shops, café due to lack of suitable access points.

Toilets

- The main toilet block is next to the main car park, opposite the entrance to the Cowshed Café. There are nine female toilets, two male toilets, with four urinals (one being low level), as well as a unisex right-hand transfer accessible WC with space to turn a wheelchair through 1500mm diameter circle. Three additional toilets can be found next to the Granary Café, including a left hand unisex transfer accessible WC – this WC also incorporates adult changing facilities but does not include a hoist. Baby changing facilities are available in a separate changing room in the main toilet block, opposite the Cowshed Café, as well as in the ladies toilet by the Granary Café. All the toilet facility areas have automatic hand driers, tiled floors and brick/plaster walled surfaces with fluorescent lights.
- During the high season there are both male and female portable WCs located on Theatre Lawn - there are no wheelchair accessible WCs in this area and both toilet blocks are accessed via 4/5 metal steps with no handrail.

Visitor Reception

- This building is located in the far left-hand corner of the main courtyard next to the Water Tower. The entrance is through double glass doors, one of which has a single power-operated door, approximately 1050mm wide, opening outwards to about 90 degrees. Staff and volunteers can assist with opening the door if required.
- The surfacing in this area is similar to metal stripped door-matting. There are small opaque windows on the back wall and full length glass doors for the entrance. Lighting is from suspended single bulbs and spot lights.
- The reception desk is over 900mm high but there is a lower area, approx 750mm high, which the reception team can also use for admission and membership enquiries. There is space for a 1500mm diameter turning circle in front of the reception desk. There are seats available if needed. There is an induction hearing loop in operation and tills with hearing loops are indicated with a blue sign. There is also a mobile loop available if required. This

area is often very busy with children and dogs – carpet and ceiling tiles have been used to reduce the noise levels in this location. Laptops, staff telephones and three till points are also present in this area. During the winter ceiling fan heaters may also be in operation but can be turned off at request. The exit from reception into the gardens is through a single non-power assisted glass door which is approximately 1050 mm wide – staff are able to assist with this door if necessary. This door is also used as one of the exit points from the grounds so may become congested on very busy days.

- Visitors using personal mobility vehicles/powering wheelchairs are requested not to enter the reception area as the space is very limited and the exit door may prove too small for access. Staff can provide access via the green wooden gates to the left hand side of reception.

Route to the Mansion

- The main path from the Visitor Reception building towards the house is initially flat and of a concrete surface – after approximately 250 metres the path turns right on to the driveway down to the house which is approximately another 250 metres, this section has a 1:6 gradient leading to a gravel courtyard to the front of the main door to the house. This route is also used by the courtesy shuttle bus, delivery vehicles and staff/volunteer vehicles.
- The house is also accessible via Lime Walk (first right-hand path from Visitor Reception), which is initially a stone/gravel path flanked by trees and shrubbery and a low level metal chain fence – the total length of this route is approximately 750 metres. At the end of this path the surface changes to stone slabs which lead to a flight of stone steps. There are 18 steps made up of 2 sets of 9 steps each. A metal handrail runs down the centre of the steps. These steps lead to the Exit of the mansion house and require the visitor to follow a route round the 2 sides of the house to reach the front door. This route is over grass, gravel and a stone slab pathway and passes a steep downwards grass slope and set of steps down to the South Lawn. There are five benches located along the side of the mansion which may be used by visitors to rest.
- The main route to the mansion house is wide enough to allow the shuttle bus to pass visitors. There is no seating along this route. The route is lined with trees and a low level chain to discourage visitors from crossing the grass areas. In places there are steep grass banks above the path.

The Mansion

- The courtyard in front of the mansion is gravel/pea shingle and is used by both pedestrians and the courtesy shuttle – during special events other vehicles may also use this area.
- The entrance to the mansion is up a shallow ramp. Please see the Welcome Leaflet map (available from visitor reception and at the front of the house) for further information about access inside the mansion. The floor surfaces are either carpet or wooden and the rooms all contain a number of artefacts minimising echo. A Touch List is available from the Blue Cloakroom to highlight items that may be touched to get a sense of each room.
- There is no lift to the first floor rooms. Upstairs a welcome DVD runs on a loop in the Chippendale Bedroom with seating and additional standing areas. The DVD runs for approximately eight minutes. There are no subtitles however a transcript is available in



large print and is kept in the drawer below the DVD – please ask staff if this is required. For visitors who are unable to access the upper floors this DVD is available in the downstairs Blue Cloakroom.

- The lighting in the mansion is kept at around 100 lux to protect the collection.
- An introductory talk takes place outside the house at specific times each day.
- There are guided tours at certain times, details of which are available either from our website, leaflet or at Visitor Reception.
- Seating is available in most rooms if required – please ask a room guide which chairs are suitable to use.
- Rucksacks, large bags, food and drink are required to be left in a cupboard in the Blue Cloakroom near the entrance area, which is monitored at all times. Clear plastic bags are available to transfer valuables into.
- Pushchairs are unable to be taken around the mansion due to the limited space. However hippy chick hip seats are available to loan for baby carrying.
- Powered mobility vehicles and large powered wheelchairs cannot be accommodated in the mansion due to the narrow corridors and turning circles.
- Two indoor wheelchairs are available for visitors to use in the house. Please call in advance to reserve
- Braille guides and sensory experiences are available in the mansion house such as the gramophones on the balcony and in the Billiard Room and piano playing.
- A large print copy of the introductory video transcript is available in the Blue Cloakroom and one is also available in Mrs Greville's apartment.
- Foreign language guides have been produced in French, German, Dutch and Japanese and obtainable from the Blue Cloakroom to accompany the visit to the mansion.
- The exit from the mansion is via a metal ramp at the rear of the property – it is then an approximately 250m walk round the mansion back to the front door. Should you require to exit at the same point as entry, please advise a member of staff who will be happy to assist (please note that exit following a guided tour is only available via the front door).

The Bookshop

- The Bookshop is located at the rear of the mansion. The entry has a shallow sloped entrance of approximately 750mm width, tiled floor, and free standing book shelves. The entrance door is non-power assisted and opens inwards with a small metal lip on entry. The bookshop is open on most days, although it is only staffed when a volunteer is available. Volunteers and staff will assist in reaching purchases when available – please ask for assistance. The space between the bookshelves is narrow and insufficient to allow a powered mobility vehicle or wheelchair access. There are two seats available to be used by visitors if required.

Catering – Granary Café

- The Granary Café is situated in the main courtyard opposite the Visitor Reception – the courtyard is concrete and the café has level access with a small raised lip across the doorway.
- The main doorway to the Granary Café is 900mm with an additional section of 300mm which can be opened on request. This is usually open to at least 90 degrees and is non-power assisted. The door opens outwards. Catering team staff can assist if required.



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- There is a second doorway which is sometimes used for exit – this opens outwards and measures 630mm. This is non power assisted.
- Outdoor seating with tables under a white canopy can accommodate wheelchair users – on very sunny days there may be some glare from the white canvass cover of the canopy.
- The counter in the Granary Café is 950mm high. Catering team staff are available to assist with service and carrying trays.
- The width between the tables is varied but measures approximately 1000mm.
- There is a fixed wired induction hearing loop at the counter .
- If queuing is difficult please ask catering staff for assistance.
- Tables are approximately 800mm high and have a mixture of fixed and removable chairs which can accommodate wheelchairs.
- Menus are only available on blackboards however staff can assist with explaining menu if required (paper menus will be available during the 2014 season).
- Large handled cutlery is available – please ask staff.
- The floor is wooden and wall surfaces are plaster and brick. Lighting is spot lights with single bulbs.

Catering – The Cowshed Coffee Shop

- The Cowshed Coffee Shop is situated near the main car park and opposite the main toilet block. This is accessed across a concrete yard.
- The main doorway is over 1000mm and has a power assisted opening device – this door opens outwards. There is an additional side door which is 1000mm wide but is non-power assisted and opens outwards – this exits onto a stone path and then gravel courtyard.
- The counter is 900mm high and incorporates a hot food section which is open. Staff are able to assist with service and carrying trays.
- The width between the tables is approximately 500 mm however the space is very limited and access is difficult on busy days. There are 8 tables with a mixture of fixed seating and removable chairs.
- Menus are only available on blackboards behind the counter, however staff can assist with explaining menu if required (paper menus will be available during the 2014 season).
- Lighting is by single bulb spotlights.
- There is some outdoor seating which is situated on a gravel/pea shingle surface. The tables are able to accommodate a wheelchair.

Retail – Main Shop

- The entrance via the courtyard is level. The floor is wooden and the lighting is single bulbs and spot lights.
- The main doorway is over 1800mm in width with the doors opening inwards to at least 90 degrees and are non-power operated. There is a side door entrance from the main courtyard, which is over 1000 mm in width. The door opens inwards to at least 90 degrees with a power assisted opener.
- The counter is over 900mm high although there is a small shelf at approximately 760mm - staff and volunteers are able to assist with service here and with lifting and carrying goods if required.
- There is an induction hearing loop which is indicated by blue signs on the tills.

- There is circulation space between the display fixtures of approximately 1200mm and some of the goods on the central tables are reachable by wheelchair users and children. There is insufficient space here to use a powered mobility vehicle or powered wheelchair.

Retail – Plant Shop

- There are two entrance doors –one opposite the main shop with two steps down of approximately 160 mm and the other via the main courtyard which is a very shallow slope – this is via a non-power assisted glass door which opens inwards to at least 90 degrees and is 950mm wide.
- There is an induction hearing loop available
- The flooring in the plant shop is uneven stone tiles and slopes down to a metal drainage soakaway running in both directions across the floor – this was originally used as a stable and the area is set out in the same way with the stalls still in place. Due to the stock being positioned between the original stalls the widths are approximately 1000mm and there is insufficient space for a powered mobility vehicle or powered wheelchair. Staff are available to bring items out to the courtyard if required.

Garden

- The garden is set around the house and offers a wide variety of terrain and several steep slopes – some areas of the garden are only accessible via steps. Path surfaces vary between gravel, paving stones and grass. – a number of the paths are uneven. There are a number of benches situated around the garden.
- The rose garden is only accessible via a ramp and heavy metal gates - there is no power assisted opener although the garden team can be on hand to aid access if requested.
- There is a 'haha' at the bottom of the garden and the main South Terrace and lawn have a steep slope and steps from the house.
- There are two bridges across to the community kitchen garden area – they are both wooden with the 'thatched bridge' having 6 steps and a handrail for access and the 'Jubilee' bridge having the option of either steps or a slope, both with a handrail.
- Not all of the steps in the garden have a handrail due to their historic nature.
- Portaloos are available in the gardens from April to September, these are accessed via 4 steps and there is no disabled toilet available.

Date

August 2014

Map

