

## Berrington Hall Access Statement

Berrington Hall  
Near Leominster  
Herefordshire  
HR6 0DW  
T: 01568 615721  
E: [berrington@nationaltrust.org.uk](mailto:berrington@nationaltrust.org.uk)

### Introduction

1. Berrington Hall is a Grade I listed eighteenth-century mansion and is only accessible via 12 steep stone steps at the entrance. The ground floor and first floor of the mansion are available for visitors to view, as well as the servants' spaces; there are 32 steps to the first floor and 54 stone steps down the servants' staircase.
2. Mobile phone reception is poor and intermittent. The number to call in an emergency is: **07775908238**
3. Assistance dogs are welcome in all parts of the site. Dogs on leads are welcome everywhere except for the mansion and the food production area of the walled garden, which is signposted.
4. There is no wheelchair access to the mansion, as it is only accessible via 12 steep stone steps at the entrance or 10 at the back door. The tea-room is located down a flight of stone steps, but there is a lift in operation at the back of the dairy. Visitors who would like to use the lift will need to ask a member of staff in the tea-room or shop for assistance. A unisex disabled toilet is located in the car park; there is only a women's accessible toilet in the main courtyard.

### Arrival & Parking Facilities

1. Berrington Hall is located off the A49 which is the main road connecting Shrewsbury with Hereford. There is an entrance off the A49 and one off Eye Lane. The entrance off the A49 is more concealed, but it does have a brown sign on the entrance and prior to it as a warning and for information. The entrance off Eye Lane is more easily visible, with brown signs opposite and prior to it.
2. There are four designated parking spaces for disabled visitors in the main car park. This parking area is approximately 50 yards from Visitor Reception.
3. The main car park surface is concrete and the over-flow car park surface is grass. The designated parking area for disabled visitors is also concrete.
4. There is an electric buggy/transfer vehicle which can pick visitors up from the car park and drop them off at various points around the property. However, it is not accessible for people who cannot transfer from their wheelchair.
5. The buggy/transfer vehicle can make lifts from the car park and visitor reception, along the accessible paths to the front of the mansion, to the dairy and round to the accessible path into the walled garden. The buggy/transfer vehicle cannot drive into the walled garden, parkland or into the courtyard.
6. The overflow car park surface is grass and depending on how busy the site is, could be approximately 200 yards away from visitor reception.



# National Trust

## WCs

1. There is a women's accessible toilet in the main courtyard and a unisex accessible toilet in the car park.
2. The accessible toilet in the courtyard is approximately 170mm by 145mm. The accessible toilet in the car park is approximately 210mm by 200mm.
3. Both accessible toilets are right-hand transfer.
4. There is no Changing Places facility on site.
5. The accessible toilet in the courtyard is well lit with lots of natural light. The artificial lights are not glaring or fluorescent. There are no fluorescent lights in the accessible toilet in the car park, but all light is artificial.
6. There is one automatic hand-dryer in the accessible toilet in the courtyard. There is no fluorescent lighting.

## Visitor Reception

1. Visitor Reception is located in the Triumphal Arch, which has high ceilings and a carpeted floor which absorbs some sound echoes.
2. Visitor Reception can either be accessed down a gently sloping fixed gravel path, with a wooden hand rail, or through the Triumphal Arch gate, which is on a very gently sloping concrete path. It is then level from the slope into visitor reception and there is a ramp at the exit.
3. The entrance door is approximately 114cm wide.
4. The entrance and exit doors are manually opened. The entrance door opens inwards and the exit door opens inwards. Staff and volunteers can assist with opening the doors if required.
5. The reception desk is approximately 84cm high. There are lower desks available and staff will come round to talk to someone who cannot reach up to the desk.
6. Visitor Reception is well-lit, with lots of natural light. There are no fluorescent bulbs.
7. There are chairs available in Visitor Reception, four without armrests and one with armrests.
8. There is no induction loop available at the reception desk or the membership recruitment desk.
9. There is one manual wheelchair available for loan and one single-seater powered mobility vehicle. Booking is essential for both; visitors will need to call 01568 616279 to book.

## House

1. The mansion is approximately 250 yards away from the car park and Visitor Reception. The surface on the paths and area outside the house is concrete with loose gravel.
2. The house is accessible via 12 steep stone steps at the entrance. Alternatively, if accessibility is a problem, visitors can be taken round the back of the house and enter through the back door, which has 10 stone steps and is slightly easier to climb.
3. The entrance door is manually operated and staff/volunteers can assist with opening the door if required. The door opens inwards and is approximately 110cm wide.
4. The back door is accessed from the courtyard, which has a flat concrete surface with loose gravel, then up 10 stone steps. The back door is manually operated and staff/volunteers will assist with opening the door, as it is not normally open to the public. The door opens inwards, onto a second door, which opens inwards and they are both approximately 110cm wide.



# National Trust

5. There are rooms in the house with stone and wooden floors, which will cause sound echoes.
6. The rooms have a mixture of natural and artificial light. The artificial lights are not glaring and there are no fluorescent bulbs on the ground floor or first floor. The lighting in the servants' spaces is more limited and there are a few fluorescent bulbs in these rooms.
7. The first floor is only accessible via a flight of carpeted stairs; there are 32 steps, with a banister. Visitors then descend the back stairs to exit, which includes 54 stone steps with a banister. If you use a wheelchair and are able to transfer from it, we ask that you use our wheelchair in the mansion, due to conservation concerns. We also regret that wheelchairs cannot be used on the first floor due to conservation and fire safety concerns.
8. There are no narrow corridors or doorways on the ground floor. There is a narrow doorway on the first floor as you enter the dressing up room. The servants' spaces also have narrower corridors and doorways.
9. There is space to turn a wheelchair easily in each room.
10. There are seats for visitors to use at various points around the house, some with armrests.
11. There are not volunteers in each room, but we do have volunteers positioned around the house for your safety.
12. There are no WCs in the house.
13. There are guided tours available of the servants' rooms; the route also involves stone steps. These tours will run depending on the availability of volunteers and visitors will need to enquire and book tickets at visitor reception. The guides do not use induction loops or British Sign Language.
14. We do not have a virtual tour or braille guide available in the house. There is dressing up and other interactive activities available on the first floor, as well as a sensory contemporary art installation, with audio. The Butler's Bedroom in the servants' area contains audio and there are tactile activities, such as cleaning shoes and other household chores in the Butler's Pantry and the Laundry.
15. We cannot allow powered wheelchairs or powered mobility vehicles inside the House due to weight restrictions and conservation concerns.
16. There are seats for visitors, but there aren't any areas off the main route where visitors can sit.

## Catering

1. The tea-room is approximately 200 yards from visitor reception.
2. The surface of the courtyard outside the tea-room is concrete with loose gravel on top. The surface of the path to the lift is concrete, through to the dairy which is stone.
3. The tea-room is accessed via seven stone steps, or there is a lift available on request which can be found through the dairy. Visitors will need to ask a member of staff in the tea-room or shop for assistance with the lift.
4. The main entrance door and the door from the lift are both manually operated and open inwards. Both doors are approximately 100cm wide and staff can assist with opening the doors if required.
5. The tea-room has a stone floor, a high ceiling and no wall hangings, so there will be sound echoes.
6. The tea-room contains lots of natural light and the artificial lights are not glaring. There are no fluorescent bulbs.
7. The counter height is higher than 850mm and there isn't a lower counter level to assist wheelchair users. Staff are happy to come round to serve visitors who cannot reach up



# National Trust

to the counter. They are also happy to assist reaching down items which the visitor may not be able to reach.

8. Staff will assist visitors as required. Visitors can be seated if they experience difficulty queuing and staff will then assist them.
9. Some of the tables are quite close together (smaller circulation space than 1200mm), but there are other tables with more space available. There is some seating in the courtyard which has circulation space between the tables of around 1200mm.
10. Till points do not have induction loops.
11. We do not have large print or Braille menus at present, but staff can assist with telling visitors what is on the menu.
12. We do have straws available, but we do not have large handled cutlery or double handled mugs at present.

## Retail

1. The shop is approximately 250 yards from visitor reception.
2. The surface of the courtyard outside the shop is concrete with loose gravel on top.
3. There is a small ramp into the shop.
4. The door is manually operated and opens inwards. The door is approximately 80cm wide and staff/volunteers can assist with opening the door if required.
5. The shop has a wooden floor which causes some sound echoes.
6. The shop contains a mixture of natural light and artificial light. The artificial lights are not glaring. There are no fluorescent bulbs.
7. There is a circulation space of 1200mm between the display stands.
8. The till point does not have an induction loop.
9. Staff will assist reaching down items to view if they cannot be reached by customers.
10. There isn't a large print version of the price list, but staff can assist with telling visitors the price of items.

## Garden

1. There is an accessible route into the walled garden, which is level. The walled garden itself is all level, with a ramp into the potting shed.
2. The walled garden contains loose gravel paths.
3. The walled garden contains level paths. Other paths around the garden are concrete or loose gravel and level.
4. There are stone steps into one entrance of the walled garden, but there is an accessible entrance/exit.
5. The steps do not have handrails.
6. There is a gate into the walled garden, but this remains open. There is also a gate into the kitchen garden, which is manually opened. The surface in the kitchen garden is grass.
7. There are interpretation sheets in the walled garden and potting shed. There are also original garden tools in the potting shed for visitors to look at.
8. There are seats in the gardens and in the walled garden.
9. There is a water feature near the entrance to the walled garden.

## Contact details for more information

T: 01568 615721 ext. 120

E: [ana.vaughan@nationaltrust.org.uk](mailto:ana.vaughan@nationaltrust.org.uk)