

Seaton Delaval Hall Access Statement

Seaton Delaval Hall
The Avenue
Seaton Sluice
Whitley Bay
Tyne and Wear
NE26 4QR

T: 0191 237 9100

E: seatondelavalhall@nationaltrust.org.uk

Introduction

1. Seaton Delaval Hall is an 18th century stone hall with wings; the ground consists of bastions, high walls, gardens and gravelled areas.
2. Mobile phone reception is generally serviceable, but can vary around the site according to network provider. Reception within the historic buildings is not guaranteed. In an emergency situation, visitors should alert the nearest other person.
3. Assistance dogs welcome in buildings where necessary. All other dogs permitted in grounds on a close lead.
4. Low light levels inside historic buildings; very uneven floor surface in Central Hall basement; slopes and banks, high walls and steps throughout the site. All visitors are asked to avail themselves of guidance from the Visitor Reception point before embarking on their visit around the site. Some challenging access into historic outbuildings such as the Ice House.

Arrival & Parking Facilities

1. Follow directional brown signs from Seaton Delaval village, the A190, and A193
2. Designated parking – 4 spaces - for disabled drivers adjacent to the ticket hut in main car park.
3. Accessible spaces connect on to a smooth path and ramp, followed by a brick path which reaches to the main toilets, and café area. Areas within the gardens are loose gravel and guidance should be sought upon arrival. 17 steps up to the central hall, but the west wing, which houses the collection, has level access. West wing is arranged over two floors – ground and first – wheelchair users are able to view a digital picture frame with key features around the site.
4. Drop off for disabled visitors is encouraged at various points around the site. Please seek guidance from site team, either upon arrival, or in advance of visit.
5. Overflow parking is deployed on key holiday dates, and on some event days. This may result in a different access to that described. Please contact the site team in advance of arrival on those days, and seek specific guidance.

WCs

1. Main toilet block is situated adjacent to smooth path, around 200 metres from ticket hut
2. Large 'family' facility provided, accessed by gentle ramp, but is not alarmed.
3. The accessible lavatory is right hand transfer.
4. All WCs have artificial lights and automatic hand driers.

Visitor Reception

1. Main visitor reception is the temporary ticket hut in the car park.
2. Accessed via a small slope, and from gravel. However, access is also available from parking hard standing.
3. Wide door opens into clear space, reception desk at hip height. Staff and volunteers on hand to assist on all open days.
4. Reception area is artificially lighted, as well as natural daylight.
5. Two manual wheelchairs available to loan. Please book in advance if critical to the enjoyment of your visit.

Central Hall

1. 800 metres from the arrival point and Visitor reception. Currently not accessible to wheel chair users due to 17 steps.
2. Smooth level path as far as the east side of the hall. Smooth surface via the front lawn drive. Ideal drop off is central forecourt. Four rooms accessible to wheelchairs and pushchairs once up the steps.
3. Entrance doors are very tall, volunteer room guides will assist with opening.
4. The interiors in the central hall are sparse and mostly hard. The hall is shown as derelict, following the fire in 1822. Area is mostly naturally lit.
5. Hall interior consists of corridors, rooms, balcony, various steps and two spiral staircases, all of which are in declining states of 'wear and tear'. This building is stewarded when open and visitors unsure of their mobility, or stability on their feet, or any other access concerns, should avail themselves of guidance upon arrival. Stewards can access other site staff and support via a radio. Please note that there are no chairs available within the Central Hall itself. Seats are available in the adjacent rooms, please ask the guide.
6. There are no toilet facilities in or close by to the Central Hall.
7. The basement area of the hall is dimly lit and accessed via worn and spiral steps. The flooring in the basement is currently compacted dirt, very uneven, and highly unsuitable for anyone unsteady on their feet, or with restricted vision. Not to be undertaken lightly.

West Wing

1. Easiest pedestrian access is via the front drive, which is not the shortest or quickest. Drop off on the main forecourt also recommended.
2. Seek guidance from Visitor Reception point upon arrival. Entry point into the west wing is via level floors and wide doorways.
3. The collection is shown over two floors; first floor is accessed by 23 stairs.
4. NT staff present within the West Wing at all times, and room guides are present. Please seek further guidance and support as necessary, before undertaking a visit.

Catering

1. Approximately 700 metres from the visitor reception point, via a smooth brick path.
2. Room is accessible to wheelchairs and staff will assist visitors as required, including anyone unable to queue.
3. Limited manoeuvring space within the café room, but other undercover areas are available adjacent.
4. This is a 'Grab & Go' outlet, therefore only disposable cups and cutlery available.

Retail

1. Retail is within the Visitor Reception point.

Garden

1. Formal garden area – D lawn, rose garden, privy garden and lawns all accessible, but paths are gravelly. Parterre is accessed via 10 steps. North West woodland is accessible from west ha ha. Ask at Visitor Reception for more details and directions
2. Benches and stop off points available throughout the Formal garden
3. Disabled drop off for gardens is available in West wing courtyard, and from front drive.
4. Access to the wider landscape is variable, and mostly over grass.

Contact details for more information

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General comments;

Seaton Delaval Hall is a recent acquisition for the National Trust and, as such, is still undergoing major consolidation and conservation works. As and when resources permit, every effort will be made to improve access to as many features of the site as is practicable within a heritage setting.

Map

Add any maps with access features marked to the back of the Statement