



**National
Trust**

COTEHELE Access Statement

General

Wonderfully kind help and assistance is offered in all areas of Cotehele.

Staff and volunteers are always willing to assist in any way they can and are trained to offer suitable help.

Mobile phone reception is generally poor around the house and in the grounds

Within the grounds there are several areas of water of deep and flowing water including the Tamar River, the Morden stream, the Danescombe stream and two ornamental ponds

Arrival and Parking Facilities

Good signage within local area ~ brown tourist signs from A388 and A390

The car park surface is a mix of gravel and larger embedded stones.

The car park is 44 metres from the main reception area on a 1 in 10 gradient

Designated disabled parking x 6 spaces in the upper car park ~ signage showing disabled spaces at the entrance to upper car park

There are two car parks available near reception (the lower car park has 8 gravel steps with handrail)

An overflow car park is also available 220 metres to the Main Reception on a hard surface path.

Accessible toilet near car park and Reception area

Shuttle Bus

The shuttle bus operates most days, subject to availability of our volunteer drivers, and takes visitors between the House and Garden, the Quay and the Mill. This vehicle is not accessible for people who cannot transfer from their wheelchair. There is a step up into the shuttle bus 450mm, plus there is also a small portable additional step available. The passenger door width is approx 900mm.

This is a free service but donations are gratefully received.

Reception

There is a drop off area with adequate turning space just outside Reception

Access into Reception is via a wooden slip resistant ramp with hand rail on left side as entering.

It is a ground floor building. Lighting is by spot lights giving good lighting level. Chairs are readily available. There are two steps 150mm with left hand handrail out of Reception on to a fine gravel path. For visitors with mobility difficulties there is a flat paved path from Reception into the Shop and Restaurant or via the main gate which will be opened leading into the gardens.

Additional notes for visitors with mobility difficulties are available giving useful information to

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INVESTOR IN PEOPLE

ensure you enjoy your visit.

An adapted map showing suitable garden route for wheelchair and mobility scooter access is also available from Reception.

Assistance dogs welcome in all areas of house and garden.

2 loan wheelchairs available (pre booking advised)

There is no Induction Loop facility.

Toilet Facilities

There are toilets accessed by a flat path near to the reception area, shop and restaurant including a right handed transfer accessible W.C. with turning space for a wheel chair.

There are no adult changing facilities but baby changing facilities are available in this area.

There are additional toilets near the book shop in the main garden. Here there are two stone steps at the entrance to the Ladies toilet 190mm each. There are three steps into the Gents toilet - 100mm, 125mm and 160mm.

At the quay there are more toilet facilities including an additional accessible toilet.

All toilets have good lighting with fluorescent lights, automatic hand dryers and stone floors

Catering

The Barn Restaurant

The Barn Restaurant is located within the gardens, between Reception and the Shop it is 20 metres from Reception and approx. 65 metres from the main car park.

The path to the restaurant is fine gravel. However the restaurant can also be entered by a 1,200mm non powered door at the rear of the restaurant. There is a flat paved path leading to the rear door.

Catering staff are very happy to assist with help and service to the table.

The counter is 900mm high and the tables are spaciouly laid out, with good manoeuvring and turning space.

The floor is slate, the walls lime washed brick. Seating primarily individual wooden, material covered chairs plus some material covered padded bench seats.

Lighting good.

There is no induction loop at the counter.

Menus are available in large print.

Outside seating area is available with picnic style tables on a gravel surface.

Vegetarian and gluten free options are available.

The Edgcumbe

The Edgcumbe tea-room is approximately 90 metres from the quay car park area. The terrain is a flat compacted surface, uneven to start with then onto tarmac. The restaurant is accessed by a 700mm door. The restaurant downstairs is intimate holding just 4/5 tables, the upper level of the restaurant is larger with 12 tables. The upstairs is accessed via a gravel path that is not accessible for wheelchairs.

There is an outdoor seating area on the quay, which does have wheelchair accessibility with picnic style tables on grass. There are also three tables in the garden area that due to a narrow entrance and steps is not accessible to wheelchairs.

All tables are served at the table.

Large print menu's available

Vegetarian and gluten free options are available.

Retail

The Shop

Entry is either from the front via a fine gravel path 54metres from reception, where there are two steps both 80mm with a hand rail into the shop, wheel chair access is via a paved flat path into the rear of the shop. The rear non powered door is 1,050mm wide.

Accessibility of goods within the shop generally good but assisted help is always readily available. Approx 1000mm distance between display areas.

Lighting ~ spotlights giving good lighting level.

No induction loop available

The Gallery

The Gallery is entered either from the East Terrace of the garden via two steps approx. 100mm and 50mm or via Hall Court with two steps of 170mm and 140mm.

The Gallery is located upstairs. There are 15 stairs 150mm to get into the Gallery, the stairs are carpeted and have a bannister rail on one side. There is no stair lift available therefore this area is not accessible for wheel chair users or for people with severe mobility issues.

The door into the Gallery is 900mm wide, within the Gallery there are an additional two steps 100mm high into a small annexe room. The floor is mainly polished wood with some carpeted areas. The lighting is low with small individual spotlights onto merchandise plus some natural light. There is a bench seat available to sit on. The counter height is 900mm. There is no induction loop or braille available. The walls are hard surfaced and the ceilings high.

There is assisted help readily available.

The Victorian Library

The entrance to The Library is the same as to the gallery so is entered either from the East Terrace of the garden via two steps approx. 100mm and 50mm or via Hall Court with two steps of 170mm and 140mm. The flooring is a mixture of carpet, stone and polished wood. The lighting is low level wall lights. There is assisted help readily available.

The House

Cotehele House ~ A magical place!

The House itself is 160 metres from the car park, and 120 metres from Reception.

The path to the house is fine gravel on a hard surface, there is a small ramp into Hall Court, and the path through Hall Court is 25 metres on cobbles to another ramp taking you into the house. The entrance door is 1400mm metres wide, it is usually open but if closed due to weather is opened by a toggle. Staff or volunteers are able to assist with opening the door.

There are volunteers in most of the rooms that are willing to be of assistance.

The walls are made of local Cornish stone and granite. Therefore rooms without soft furnishings ie carpets, curtains, wall hangings due to the hard surfaces may cause echoes.

The flooring is primarily stone with some tiled and wooden areas.

Lighting is by dim natural daylight, so the lighting levels are low at all times.

Visitors are strongly advised to bring a torch on dull days.

The ground floor level of the house is accessible to wheel chair users or people with severe mobility issues. There are no restrictions for powered wheel chairs / mobility vehicles or assistance dogs inside the house and are welcome. Stairs lead from the main hall to the rest of the house. The stairs due to age have irregular treads and are made of either stone or

wood. There is also a narrow circular staircase leading to a bedroom.

Approximately half of the ground floor level is accessible to wheel chair users. The ground floor consists of the main hall, kitchen and breakfast parlour. As there is a 150 mm step into the kitchen a portable ramp available to gain access into the kitchen and breakfast parlour, where there is sufficient room to manoeuvre / turn a wheelchair.

A ten minute DVD is available so give an overview of the house and garden that is not accessible to wheel chair users or for people with severe mobility issues.

The upper storey of the house access is via stairs that are not accessible to wheel chair users or visitors with severe mobility problems.

Tactile items are available in each room. However, there are additional items available to enhance the experience for people with severe mobility problems or wheel chair users. There is also additional documented information available in the kitchen area.

Seating is available for visitors to use in each room.

There are no toilet facilities inside the house.

Personal guides can be available for wheelchair users or for visitors with severe mobility problems to enhance their visit experience. (please ask at Reception)

Guided tours, tactile model, large print, themed interpretation are all available on request.

Quiet areas are also available within the house, in particular in the breakfast parlour.

Ruck sacks and large bags are required to be left in a storage room with secure lockers.

The Garden

There are approximately 12 acres of garden plus 10 acres of orchards at Cotehele.

There is a wheelchair route available that takes you through the main garden area, a map is available at reception. The route is on a variety of hard surfaces made up primarily of fine loose shallow gravel on a compacted surface. However there are two areas of cobbled path, one in Hall Court leading to the house 25 metres, the other through Retainer Court 30 metres leading to the Upper Garden. Assistance with wheelchairs is available on request (ask at reception).

There are no steps or gates on the wheelchair route. The route into the orchards is via a mowed grassy path which depending on the weather is also accessible for wheelchairs.

General access to the Valley Garden is via a variety of pathways - some with steps and some with very steep slopes. The route to Prospect Tower is across farmland via a large gate.

There are two ornamental ponds, one in the valley garden and the other in the Upper Garden.

There are numerous seats / benches around the gardens, some with adjacent hard standings for wheelchairs.

So, from the formal neatly manicured gardens to open parkland ~ Cotehele has a bit of everything for everyone!

The garden has a magical peace and has many quiet and tranquil areas to sit a while

The Estate

The estate is 1,325 acres (541 hectares) of mixed woodland, farmland, reed beds, lowland heath, rivers and streams. There are numerous paths around the estate, including several public rights of way. There are approx. 14 kilometres (9 miles) of paths giving a variety of wonderful walks. The paths are made up of many different surfaces from hard packed to seriously muddy – depending on the weather conditions, time of year etc. some tracks are accessible to robust mobility scooters and wheel chairs.

There is no camping or motor home stands available within the estate.

The Quay

The quay area is a level area, the surface is either hard packed stone or mowed grass. There is a tarmac road leading to and from the car park area. The car park is flat packed stone. There are toilet facilities including an accessible W.C.

The Discovery Centre

Is a visitor centre situated on the Quay, it is a living museum showing how the Quay operated n years gone by. There is wheel chair access via the main door which is 1200mm wide. The flooring is slate, the walls brick. The lighting is via natural light and centre lights.

The Shamrock

The Shamrock is a Tamar Sailing Barge that was built in 1899. She was built in Stonehouse Yard in Plymouth. She now has the distinction of being the last working Tamar sailing barge. During the season the Shamrock is usually open for visitors. It is an old barge so enviably access is somewhat restricted. Visitors can get on board and get above and below deck but there are height restrictions below deck (ie 1.5metres at the lowest point). Due care is required whilst on board as there are numerous unavoidable slip and trip hazards.

The Shamrock can easily be viewed at close quarters from the quay.

See <http://shamrock-cotehele.blogspot.co.uk> for more information.

Lime Kilns

There are three sets of Lime Kilns around the Quay; the access to these is limited due to their location and design. However there are detailed information boards about the kilns in the Discovery Centre.

The Mill Area

Tucked away in dense woodland, the water mill, restored to working order, is a fine example of the mills that worked in this valley since medieval times. The watermill here back dates to the nineteenth century.

The Mill is approximately 865 metres from the Quay Car Park or 1,320 metres (nearly 1 mile) from the main Reception down a very steep hill. From the Quay it is accessed by foot along the narrow road onto a compacted gravel and stony footpath (generally a hard surface but depending on weather can be muddy at times.) Accessible for motorised wheel chairs and robust hand propelled chairs! The shuttle bus is available to take visitors between the house, quay and the Mill.

Parking by The Mill can be allocated to vehicles with a Blue Badge (please ask at Reception)

The Mill Reception and Gift Shop has a level wide entrance with a concrete floor. Within this complex there is a Blacksmiths and Wood Workers workshops, a Potter and Saddlers plus an old cart shed. These are all located in original old farm buildings; therefore access into them may be prohibitive to some wheel chair users. There are seats available either in the Gift Shop or benches in the Meadow - perfect for quiet reflection on a sunny day!

The Mill

The Bakery is on the ground floor and has a level, wide entrance. There are then two steps – with a portable ramp available onto the Meal Floor, where you can view the waterwheel, the bakery demonstrations and end of milling process. The middle floor has two additional steps and a slope. The top floor is only accessible via steep historic stone steps.

The lighting is low artificial light with plenty of natural light.

Large print information is available upon request and there are plenty of opportunities for additional tactile experiences.