

National Trust

Dyrham Park Access Statement

Contact Details

Dyrham Park, Nr Chippenham, Wiltshire, SN14 8ER

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Points to note:

- Mobile phone reception is limited across most of the property
- Assistance dogs only are welcome throughout the property. There is a water bowl outside the reception building.
- Light levels are low in some of the rooms of the house due to the fragile nature of the collection.
- There are 4 wheelchairs available for loan.
- The park and garden have areas of deep water, the parkland has steep and uneven terrain and cattle & deer roam across the parkland.

Arrival and parking facilities:

- There are brown signs on the A46 towards Bath to signpost the main entrance. The car park is very close to the main entrance.
- The main car park is stone chip and grass parking.
- There are 11 designated spaces for disabled visitors, 3 hard standing, and 8 on grass. The 3 hard standing spaces are the nearest to visitor reception.
- There is a wheelchair-accessible shuttle bus from the car park to the house, garden, tea-room and shop, which operates daily. The bus stops at 1pm for a short 30 minute break. The reception team can coordinate access arrangements during this 30 minute break for disabled visitors.
- Many wheelchair users may find the parkland too steep a gradient to access and may wish to use the shuttle bus to enter the rest of the property (i.e. the garden, house, shop and tea-room).

Toilets:

- There are toilets next to the visitor reception building, there is one disabled toilet including a right hand transfer accessible space to turn a wheelchair. There are no adult changing facilities, but baby changing facilities are available here.
- All the toilets have automatic hand driers, tile floors and lights.
- By the house are further toilet facilities, including one combined disabled toilet and baby changing unit. Both disabled toilets have emergency cords to sound an alarm to attract attention for help.

- The entrance doors to the toilet are fixed open, there are non-powered doors, one opens inwards and one opens outwards to the disabled toilet cubicles.

Visitor Reception

- This wooden building is right next to the car park. The entrance up to the building is flat, with paving slabs. The single entrance door is non-power operated and opens outwards. This door is normally fixed open, but staff and volunteers can assist with opening the door if required.
- The reception desk is over 1 metre high but staff and volunteers also operate outside of the desk for admission and membership enquiries. There are seats provided in reception.
- The single door exiting reception is non-power operated and opens outwards. This door is normally fixed open, but staff and volunteers can assist with opening the door if required. There is an in-built ramp in the paving slabs as you exit reception.

Route to the house

- The main tarmac drive from the visitor reception through the parkland is on a steep gradient. It is approximately 3/4 mile and a 10-15 minute walk. This tarmac drive is also used by the shuttle bus and estate vehicles. There are areas of grass on either side which need to be used if the vehicle approaches you. Many wheelchair users may find the tarmac drive through the parkland too steep a gradient to use.
- Venturing off the main drive is not recommended for wheelchair users as the parkland surfaces are grassland and it is steep and uneven.
- The area around the house, tea-room, toilets, garden entrance and shop is cobbled.

House

- There is a small step down in to a courtyard to enter the house. There are two alternative entrances, which avoid steps, please ask on arrival for these to be pointed out. This will give you access to the basement of the house and the ground floor show rooms.
- Manual wheelchairs can access the house, electric wheelchairs and scooters are discouraged due to the fragile floors. Manual wheelchairs are available to borrow.
- The floor surfaces inside are mainly wooden flooring or carpet and stone tiles in the basement.
- Seating is provided inside some of the rooms, please ask the volunteer guides for assistance. There is usually a volunteer guide in each room.
- Rucksacks, push chairs and large bags are required to be left in the locker room situated in the basement before visitors go upstairs to start their house visit.

Garden

- There are gravel paths throughout the garden, some with slight slopes.
- The Orchard area may be awkward for wheelchair users as there are some mown grass paths which are sloped and uneven.

- There are two pathways to the Church, one path has steps and a handrail, the other path at the far end of the garden has a sloped gravel path, this is fairly steep and has no steps. There is a ramp inside the Church to avoid the one step.
- The garden has areas of deep water.

Park

- The park has no hard surface paths and is steep and uneven in many places and is therefore unsuitable for wheelchairs or mobility scooters.
- In the summer months, we have an all-terrain vehicle that can take visitors who aren't able to walk or make their way out in to the park for a guided tour. These don't run daily so please phone and check beforehand.

Catering

- The courtyard area where the shop and tea-room are located and the entrance to the garden are all cobbled.
- The tea-room has a non-powered door. Catering team members can assist if required.
- There is outdoor seating, which can accommodate wheelchair users.
- The floor and wall services are stone and brick.
- The width between tables can be narrow but there is one side clear for wheelchair users.
- The counter is over 1 metre high.
- The courtyard kiosk, when open, is small and may be unsuitable for larger wheelchairs or mobility scooters. Level access is available from one entrance. The other entrance has a slight step.
- The tea garden kiosk, Old Lodge kiosk and car park kiosk counter is over 1 metre high.

Retail

- The shop has two non-powered doors. Retail team members can assist if required.
- The shop is narrow and there is not much room to manoeuvre wheelchairs/scooters.
- The counter is over 1 metre high.