

# Haddon Hall – Accessibility

## Introduction

As Haddon dates from the 12<sup>th</sup> to 17<sup>th</sup> Centuries, there are many uneven floors and steps within the site. Haddon is also built on a limestone bluff which means that the hall has steps inside and out. We endeavour to aid visitors to see as much of the hall as possible, but access for visitors with disabilities and especially those using wheelchairs is very restricted. Due to the nature of the building we are limited to what we can add to the site. Assistance dogs are welcome.

## Pre-Visit

We suggest that visitors with special requirements contact the Estate Office prior to their visit to discuss their needs. The Estate Office can be contacted on 01629 810912.

## Arrival

The Car park is situated on the opposite side of the A6 road to the house and grounds. The distance from the car park to the Hall is approximately 250 metres and includes some gravel surface and 30 steps. Access to the Hall from this point is up a flight of 11 stone steps with a stone balustrade.

We therefore advise visitors with limited mobility to ask for assistance on arrival in the Car Park when they will be directed to spaces in our private car park which is immediately adjacent to the Hall and has level access to a terrace of the gardens. A map giving clear directions will be supplied at the Ticket Office and visitors will be met by a Steward. Spaces in this area are few, and we therefore ask that this facility is used only if you or your passenger are a wheelchair user or have severely limited mobility.



## Large bags, rucksacks and pushchairs

For safety and security we would ask visitors to leave rucksacks and large bags in the safe care of the guides in the Guide Room. Visitors are welcome to take photographs, but we can only allow tripods with rubber feet in quieter periods. Visitors may be asked to leave bulky photography equipment in the Guide Room at busy times. We ask visitors to leave pushchairs in the guide room for their safety and convenience. There is a baby/toddler carrier available for use in the Hall.

## Haddon Hall

Haddon Hall is a Grade 1\* listed building. It is built on a hillside above the valley of the River Wye. Because of the nature of the site, there are many different levels within the house itself. The ground floor is mainly flag stones, which have a worn uneven surface. Care and attention must be paid especially in doorways. The upper floor has wooden floors with floor coverings. Because of changing levels, there are small steps between rooms.



## Gardens

The garden is accessed via the house, and there is no separate garden admission. Access is gained from the top floor down 11 stone steps or from the ground floor down two worn steps. There are two terraces open regularly, and these are joined by a wide stone staircase consisting of 26 steps, with stone balustrades on either side.



The two terraces are level with compacted gravel pathways. See above for access for visitors with limited mobility and wheelchair users. There are benches available throughout the garden. There is a summer house on the upper terrace which provided cover during inclement or very hot weather.

## The Restaurant

Our Restaurant is located at the foot of the steps on the approach to the Hall, and is accessed by 11 external steps with a handrail to the left. There are tables and chairs situated outside on the gravelled area and Restaurant staff are happy to assist and a large print menu is available. All special dietary needs can be catered for but gluten free cakes and soup are available on a daily basis. Where possible all food is local sourced and home-made. Please contact them in advance to discuss any particular requirement – 01629 810913.



## **Toilets**

Our main toilets are situated at the foot of the approach, beneath the Restaurant. The ladies and gents are accessed via one step. The unisex disabled toilet has ramped access and has right to left transfer space. There is a fixed rail to the left, a pull down rail to the right, a wheelchair accessible basin and dryer, and is fitted with an alarm pull cable.

Further ladies toilets are situated within the courtyard of the Hall.

## **Gift Shop**

Our Gift Shop sells a wide range of souvenirs and books etc. It is situated at the beginning of the driveway in the Gatehouse. The shop is approached by two steps and is level throughout. There is a plant sales area to the rear, and access to this can be gained through a level gateway. For wheelchair users, there is level access to the shop from the plant sales area.

## **Other information**

Our staff are “Welcome Host” and “Welcome All” trained. There is no audio tour of the house, but our Guides are happy to answer questions.

We are happy for visually impaired visitors to touch furniture and panelling etc. There is seating throughout the house and garden.