



HADDON HALL

Group Visits 2016 Organiser Information & Access Statement

Group Rates The 2016 group admission price is £12.00 per adult and £10.50 per concession. In order to qualify for this group discount your group must comprise of 15 people or more, and must be pre-booked at least 7 working days in advance with a completed booking form. Groups smaller than 15 will be charged at standard admission rates. Group rates are not available on the day.

All bookings will remain provisional until a booking form is received.

Your Visit Free parking for pre-booked coaches is available in the main car park. (Car parking £3.00 per car). The entrance to the grounds is on the other side of the A6 and the distance to the Hall itself is about 400 yards. Please take great care crossing this busy road, and use the island crossing provided. A minibus is available on request (for the less able) to take your party on this short journey.

Please make your way to the Ticket Office ahead of your group to pay for your visit. This payment can be paid by cash, cheque or card in one payment, or by pre-arranged voucher.

Rucksacks and large bags cannot be allowed in the hall. These can be left securely at the entrance with our guides. Similarly pushchairs can be left under the Stables arch or in the toilets at the hall.

Photographs for personal use only can be taken in the hall. Unfortunately no tripods or extra lighting equipment will be permitted.

If you pay in advance for your visit this will be treated as a minimum charge, and no refund will be given if your numbers drop. A further invoice will be issued if your numbers increase.

Accessibility Please see the Access Statement at the end of this document. The main entrance is approached via gentle steps with a handrail. Once inside the hall there are a

number of steps and uneven floors. As a group organiser it is your responsibility to ensure that you have read and understood our Access Statement, and passed the information on to the members of your group. We cannot be held responsible for members of your group that are unable to navigate the hall and gardens as a result of not being informed. **Wheelchair used will find the site impossible, but those wishing to visit are more than welcome.**

Guided Tours Informative and entertaining guided tours can be arranged on request. These last around one hour and fifteen minutes, and will certainly help your party make the most of their visit. Please ask for a tours brochure for more information.

For groups of 10 people or more the cost is £15.50 per person inclusive of admission charge (minimum charges apply to groups of less than 10). To add an introduction to the gardens at the end of your tour, this is charged at £2.00 extra per person.

Pre-booking is essential. Tours can begin from 9am and visitors may re-enter the hall and gardens during normal opening. **Please note:** If your tour is before hall opening the group must all be sufficiently able to remain with the guide at all times. It is not possible for individuals to remain in one place whilst on a tour.

Sorry, tours are not available on Sundays, Bank Holidays, during Special Events and during Christmas opening.

If you are visiting on a day when the hall isn't normally open to the public a guided tour is required. If you wish to visit the restaurant or gift shop on these days, pre-booking with them is essential.

Toilets Ladies, gents and disabled toilets are situated under the archway beneath the Stables Restaurant. Additional toilets and baby-changing facilities can be found in the courtyard, next to the Museum.

Opening Times The Hall and Gardens open to the public at 10.30am and close at 4.30pm. Self-guided visits to the hall would be during these times. The Gift Shop is open from 10.30am and the Stables Restaurant from 10am.

Haddon Hall - Accessibility Statement

Introduction

As Haddon dates from the 12th to 17th 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.