



# ACCESSIBILITY STATEMENT

## Introduction

We aim to provide an excellent service to all visitors and continually strive to improve our visitor experience. We welcome visitors of all ages and abilities; we are committed to providing accessibility for all our visitors.

## Pre-Arrival

- We can be contacted by email or phone
- A recorded message gives opening and contact details out of hours
- Our website conforms to accessibility guidelines: text can be enlarged
- Our accessibility statement can be requested from the website
- All our visitor material contains information about parking and advice for disabled visitors
- Our staff will provide advice by phone or email for each individual enquiry
- There is a local taxi firm who have disabled access taxis (please see contact information below)

## Arrival & Car Parking Facilities

- Disabled visitors can park at the house by appointment only.
- There is designated parking beside the entrances to independent on-site attractions. such as by the entrance to the Garden Centre and the Farm Shop, as well as at the rear of the Pavilion Tearoom
- Surfaces are gravel or stone paving. Some areas are uneven antique stone, these are signed
- The path leading to the House front entrance is wide, flat and level; there are seven flat stone steps and a handrail leading to the main door
- Assistance can be offered on request
- Paths between attractions are gravelled, and sloping in places
- There is a car or coach drop off point at the House entrance
- There is coach parking available in the visitor carparks

## Main Entrance, Reception & Ticketing Area

- House opening hours are 1-5pm (last admission 4pm) on Sunday-Tuesday, from Easter Sunday to the last weekend in September
- Office reception and phone can be reached between 9-5pm on weekdays with a 24-hour answerphone
- Steps are wide and level, with a handrail on one side
- There are some uneven paved stone surfaces in the historic courtyard
- There is a pad & pen available at reception
- Two lifts allow wheelchair access avoiding the steps up to the front entrance. One is an Edwardian caged lift and not suitable for large powered chairs

- Lighting is a combination of natural and diffused electric light
- There is seating available for visitors in the reception area and other rooms

### **Public Areas - Hall, Stairs, Landings, Corridors etc.**

- Once inside the house there is level access to all facilities and services
- Staff are always on hand to offer assistance where required and wear badges with names & logo
- All indoor public areas are no smoking, this includes vaping. There are ash bins provided outside the house and in the courtyard

### **Public Areas - Sitting room, lounges, lobbies etc.**

- There are wooden seats or window seats available in all the public rooms
- All doorways are wide enough to allow standard wheelchair access. The House is not suitable for larger or motorised wheelchairs
- Lift access leads to and from the lower floor. Two lifts allow wheelchair access avoiding the steps up to the front entrance. One is an Edwardian caged lift and not suitable for large powered chairs
- The Pavilion Tearoom has one step which leads into the lower glass house. An alternative entrance is available on request

### **Public WCs**

- There are public toilets at the entrance to the Arboretum, which provide full disabled facilities
- There is one disabled access toilet inside the house on ground floor level and another in the courtyard
- Each has level entry and 90cm wide entrance doors
- Each of the two disabled access toilets have a toilet (80cm transfer space to the left in 1 and to the right in 2) and a small washbasin (70cm high). The seat height is 45cm. There are two vertical support rails either side of the toilet and one beside the hand washbasin. There is one horizontal rail beside the toilet on the opposite side to transfer. There are lowered hooks, mirror and shelf in each
- Each has a baby changing facility situated away from the transfer area
- Access to all WCs is level with no steps
- All WCs are clearly signed and labelled
- The Pavilion Tearoom, the Farm Shop and the Garden Centre provide their own toilet facilities but as these are independent businesses, their facilities are for the use of their patrons only

### **Conference & Meeting Rooms, Banqueting, Weddings**

- All rooms available for private or corporate hire have access via a stair lift and caged lift.
- Once on the main (ground) floor, all facilities are on the same level

### **Grounds and Gardens**

- Paths and walkways are mainly levelled gravel although small areas may be loose, and there are some slopes across the park
- Main pathways to all areas and enclosures are wide enough to drive along. All areas open to visitors can be reached by a pathway
- Between pathways there are grass areas which can be uneven underfoot.
- There is a picnic area near the chapel and next to a small carpark. It is on levelled grass and has picnic benches. We regret that picnics are not permitted in the Arboretum or in the vicinity of the House unless otherwise stated

- We would ask that no ball games are played on the estate unless permission has been granted

## Additional Information

- All front of house staff and staff answering the main telephone are aware of disability issues and also the sites features and equipment
- Assistance dogs are welcome and can be provided with water and bowls on request
- We have a portable wheelchair available to borrow but cannot provide staff to push visitors

## Our Details

### CORRESPONDENCE ADDRESS:

Stansted Park Foundation  
Stansted Park  
Rowlands Castle  
Hants  
PO9 6DX

Telephone: 02392 412 265 - opt 5 (office hours only)  
For out of hours emergencies, please dial 999

Email: [enquiry@stanstedpark.co.uk](mailto:enquiry@stanstedpark.co.uk)

Website: [stanstedpark.co.uk](http://stanstedpark.co.uk)

### NAVIGATION INFORMATION:

To Stansted House Forecourt

/// what3words: observes.momentous.reception

Grid reference: SU 761 103

To Main Car Park

/// what3words: person.protects.overhear

Grid Reference: SU 758 101

## Public Transport

There is no local bus service to Stansted Park

Certain events provide a free bus service from Emsworth. See our website for links to all events

Local taxi service (cars with disabled access provision): 02392 350 350

### Nearest Train Stations

- Havant – approx. 4 miles away (taxis available)
- Emsworth – approx. 3 miles away
- Rowlands Castle – approx. 2 miles away

For train operators & times, phone National Rail Enquiries on 0845 7484950

We welcome your feedback. If you have any comments, please call or email us.

*The Stansted Park Team*