



# WADDESDON

## Access Guide



# Introduction

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At Waddesdon, we welcome all visitors and strive to make everyone's visit as comfortable and enjoyable as possible. This Access Guide provides a general overview of accessibility at Waddesdon Manor.

For more detailed information, such as floor surfaces, precise dimensions and distances, door widths please see the **Access Specifications** PDF. There you will find photos of stairs, ramps, floors and more, so you can pre-plan your visit to Waddesdon in as much detail as possible.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

For accessibility enquiries please contact [bookings@waddesdon.org.uk](mailto:bookings@waddesdon.org.uk)



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## Accessibility at a Glance

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- Accessible lavatories at multiple locations.
- Including an accessible lavatory with a full hoist facility, adult-size height-adjustable changing bed and height-adjustable sink.
- Complimentary entry to house and grounds for carers.
- Indoor and outdoor wheelchairs available to borrow.
- The **shuttle bus** from the car park to the House/grounds is wheelchair accessible.



### **There is level access to:**

- Welcome Pavilion/Visitor Car Park
- The Aviary
- The gardens around the House
- The Parterre



### **There is sloped/ramped (can be steep) access to:**

- The Stables
- The Woodland Playground and the Summerhouse



### **Inside the house:**

- There are three floors, plus a mezzanine floor (Bachelor's Wing).
- There are lifts, a platform lift (main entrance) and chairlifts.



### **Hearing**

- There are induction loops at various indoor locations on our site.
- We do not have a member of staff who is BSL trained.



### **Visual**

- Many rooms inside the house have dim/low lighting.
- Large print information sheets available inside the Manor House.
- Collection Handling sessions available (booking in advance required).
- Room introduction sheets available in braille upon request

### **Visitors on the Autistic Spectrum**

- We have PDF guides and visit preparation materials available for visitors on the autistic spectrum, and their parents/carers.

# Getting to Waddesdon

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## By Road

For sat nav please use the postcode **HP18 0JH**. The entrance to Waddesdon Manor is via Silk Street.

- **From London** (allow 1.5 hours from Central London)
- **From Birmingham** (allow 1.5 hours from the centre of Birmingham)
- **From Oxford** (allow 45mins)
- **From Milton Keynes** (allow 45mins)

## Parking

The 1,000 space visitor car park has dedicated places for Blue Badge holders and family parking. On arrival you will be directed to the Welcome Pavilion. The car park is open air, with a tarmac surface and is free for all visitors.

**Electric vehicles** - There are four spaces in the visitor car park signposted for the purpose of electric vehicle charging. Sockets provided are EV Type 2 charging sockets and are free of charge.

## By Rail

Regular trains run from London Marylebone to Aylesbury and Aylesbury Vale Parkway. The nearest train station is Aylesbury Vale Parkway. A taxi or bus journey is required to get to the manor.

To check train times, call 08456 005 165 or visit [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk)

## Local buses

Local Red Rose bus (16) runs from Aylesbury to Marsh Gibbon via Waddesdon. Please note: this is an infrequent service and there are no buses on a Sunday. On arrival in Waddesdon village, walk through the main gates on Silk Street and you will be directed towards the Welcome Pavilion, where you can get your entrance ticket. From the Welcome Pavilion you can either take the free shuttle bus to the house and gardens or take the 1 mile woodchip footpath, which has a steep hill.

[Download Red Rose Travel timetable](#)

## Local Taxi Services

**Village Cars:** Wheelchair accessible taxis are available.

**Tel:** 01296 651048 or 07932 159743

**Email:** [bookings@villagecarswaddesdon.net](mailto:bookings@villagecarswaddesdon.net)

**Alpha Taxis:** Wheelchair accessible taxis are available.

**Tel:** 07949 903577 **Email:** [bookings@alphataxis.net](mailto:bookings@alphataxis.net)



**Taffs Cars:** No specialist accessibility vehicles available, but drivers are trained to assist limited mobility customers.

**Tel:** 01296 395003 **Email:** [bookings@taffscars.co.uk](mailto:bookings@taffscars.co.uk)



**British Heritage Chauffeur Tours:** No specialist accessibility vehicles available, but collapsible wheelchairs can be stored in the boots of the cars.

**Tel:** 01296 620173 **Email:** [info@bhctours.co.uk](mailto:info@bhctours.co.uk)

## On Arrival

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### Welcome Pavilion

All visitors will be directed to the Welcome Pavilion on arrival where you can purchase admission tickets or have your National Trust or other accepted membership cards scanned for free entry. Carers accompanying disabled visitors will receive free entry.

There is a very easy slope leading from the car park to the Welcome Pavilion and it is outside, except for the lavatories and accessible lavatory.

Bench seating is available at the Welcome Pavilion if you need to take a seat while waiting for the bus.



### Shuttle Bus

A shuttle bus is available to transport passengers from the car park to the North Fountain, and then on to the Stables. The shuttle buses are accessible with a fold out ramp (76cm wide). Drivers will be happy to help with any requirements. On each bus there is a dedicated area for wheelchair users, and marked limited mobility seats at the front. Each shuttle bus has space for 2 wheelchairs, or up to 5 pushchairs without folding them.



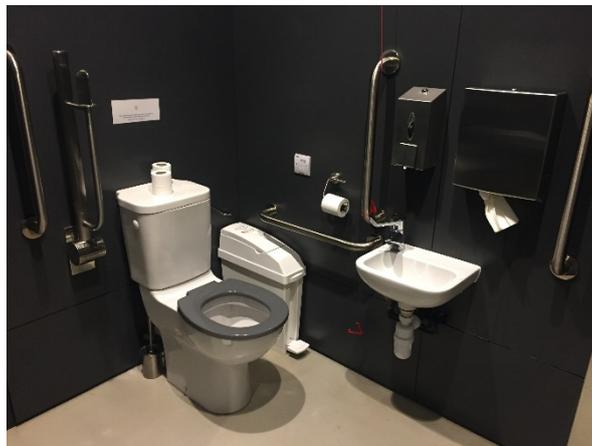
# Lavatories and Changing Facilities

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## Where are our accessible lavatories?

### Welcome Pavilion

- Accessible lavatory with step free access.
- Located behind the ticket counters.



### The Tunnel (By the Manor, past the Shop and Coffee Bar)

- Located at the side of the house, beyond the Coffee Bar and Manor Shop. The tunnel, which is slightly sloped, provides access to an accessible lavatory.
- There is also a parent and baby room and standard male and female lavatories.



## The Stables

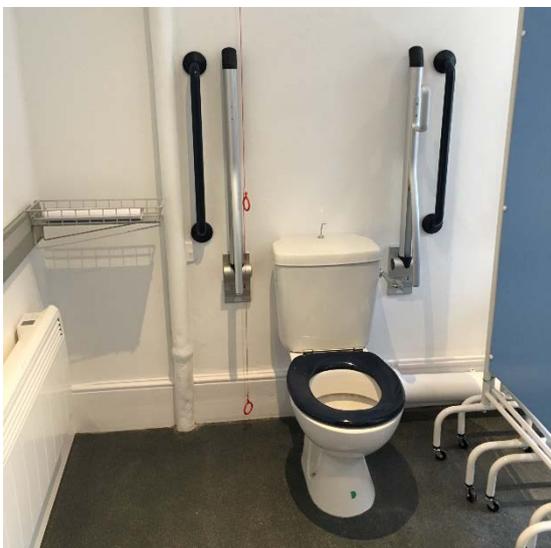
- There is an accessible lavatory located next to the Stables Café, with step free access.
- There is also a parent and baby room located in the stables courtyard.



## Changing Places Lavatory (Inside the Manor)



- Full hoist facility.
- Adult-size height-adjustable changing bed.
- Height adjustable sink.
- Located inside the Manor, through a corridor opposite the interior shop entrance.
- Please ask a member of staff if you need help locating this lavatory.



## Wheelchairs

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Manual wheelchairs are available to borrow during your visit to Waddesdon.

Wheelchairs are available to borrow at **North Fountain**, right where the shuttle bus will stop.

There are four wheelchairs available for use inside the house specifically. This can be arranged at the **Main Entrance**.

If you find yourself suddenly requiring a wheelchair while you are exploring the grounds, please ask a member of staff, and they will be able to assist you in borrowing one.

All wheelchairs are given on a first come, first served basis and cannot be pre-booked.



## First Aiders

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There are first aid trained staff on site at all times. If you require first aid, please let a member of staff know, and they will arrange a First Aider to help you as soon as possible.

## **The Grounds**

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We have a new grass path with plastic matting and additional woodchip which takes you to and from the car park. It can be muddy in places, and because of the surface it is not suitable for some pushchairs, wheelchairs or mobility scooters.

You will be greeted by a member of staff at the North Fountain drop off location. There are also manual wheelchairs available to borrow at North Fountain.

It is a 100 metre walk, on a flat hard surface, from North Fountain to the House entrance.

### **Gravelled areas**

Most parts of the garden have accessible access. Many surfaces/paths are tarmac. However, there are gravelled areas in front of the house, on the parterre, and also around the Aviary.

### **Steep paths**

You will find steep and uneven paths on the way to the Stables and Summerhouse. The boardwalk through the Woodland Playground and the pedestrian path from the Powerhouse to the Stables are steep in places, so may be unsuitable for some mobility requirements. We advise you to use our fully accessible shuttle bus from the North Fountain to the Stables.

## **The Aviary**

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- Two paths lead from the grounds to the Aviary, which have slight slopes.
- There is step free access through most of the Aviary.
- There is one small step into the Aviary Grotto.
- There is bench seating around the Aviary.

- The surface is gravel.



## The Parterre

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- The Parterre is located at the rear of the House
- There is step free access from both sides of the Manor.
- The surface is gravel.
- Stone steps in the Parterre lead down to fountains and planting.
- The planted areas can be accessed step free from the eastern end of the Parterre.



## The Manor Shop

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The Manor Shop is located on the east side of the house, by the Coffee Bar. It is accessible from the grounds, or at the end of a house tour. There is ramped/sloped access at the shop exterior. If you are entering the shop from

the house interior, there is a ramp with a handrail. Inside the shop, there are two steps leading to the Wine Shop, with a portable ramp available.



## The Manor Restaurant

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The Manor Restaurant is located inside the house building, on the east side. There is an entrance via the shop and another entrance from the grounds, located to the left of the Manor House main entrance. This exterior entrance is not always open.

If you are accessing the Restaurant from the house internally, there is step free access. From the external entrance, there is ramped/sloped access. There is step free access within the restaurant.

There is no toilet inside the restaurant, but there is a Changing Places toilet nearby, on the same floor.

There are no braille or large print menus available, but please ask a member of staff and they are happy to help you read the menus.



## The Power House

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- The Power House is located opposite the Coffee Bar and Manor Shop.
- Introductory films with subtitles play inside, on a loop.
- It is accessible via a sloped pathway, which is slightly steeped.
- Inside, there is level access and a fixed Induction loop.



## The Stables

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The Stables are located down the hill from the main house, and there are some very steep paths leading from the house to the stables. Visitors who do not want to use these paths can use the shuttle bus – either from the visitor car park, or drop off point located at the North Fountain.

- The drop-off/pick-up point is located in front of the Stables courtyard.
- There is bench seating available for use while waiting for the bus.
- There is step free access throughout the Courtyard, Coach House, Café and Treaterie.
- The surface around the edge of the Stables is block paving, but the centre of the courtyard is gravel.



# Woodland Playground

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The Woodland Playground is located between the Summer House and the Stables. The Playground includes equipment designed for both younger and older children.

## Access to the Playground:

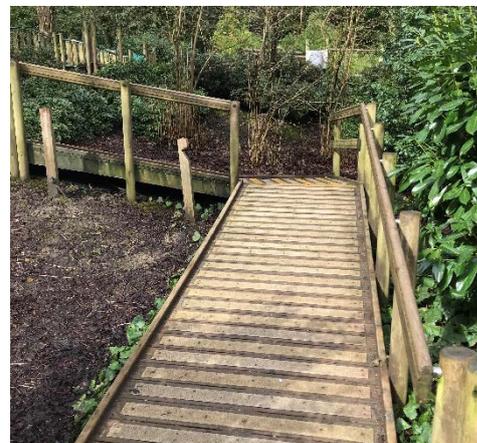
### From the Stables Courtyard:

- There are 9 steps, with a handrail.
- Or visitors can use a ramp/slope, with a handrail.
- When you reach the top of the ramp/steps, there is a steep slope into the Playground.



### From the Summer House:

- There is step free access.
- There is a slope/ramp with a handrail – quite steep in places (-14°).



### Inside the Playground:

- The surface is bark chipping.
- There are slopes throughout, including steep slopes.
- The slopes have a boardwalk surface, with handrails on differing sides throughout.



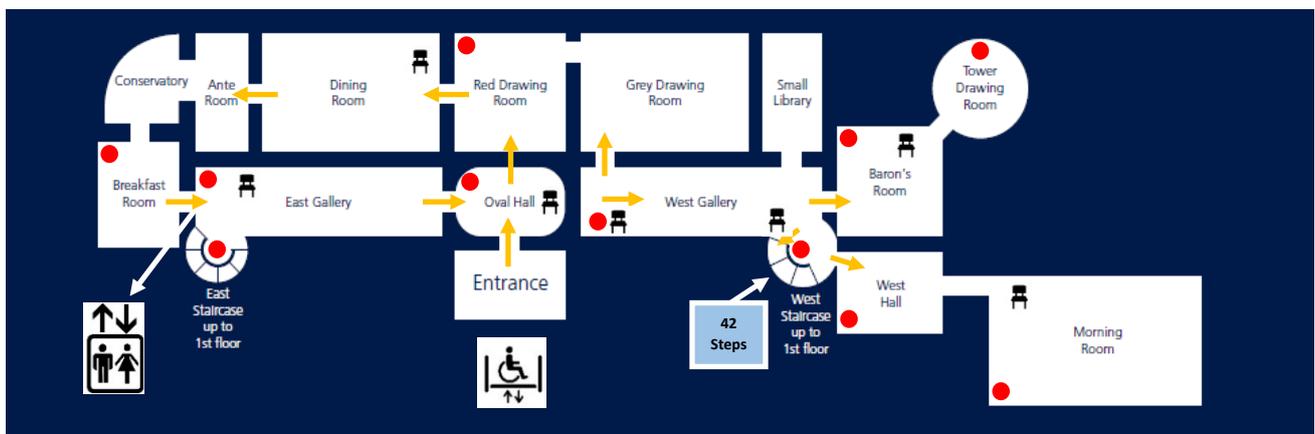
# At a Glance: Accessibility inside the House

- A Staff member is required to operate all lifts.
- There are four manual wheelchairs available to borrow for use inside the house. This can be arranged with staff at the main entrance, and are on a first come, first served basis.
- For conservation reasons, many rooms have dim/low lighting.
- The floor surface inside the house is mainly carpets/rugs, with some wooden flooring.
- The majority of the rooms have red carpeted floors, which can cause visual disorientation or sensory sensitivity for some visitors.



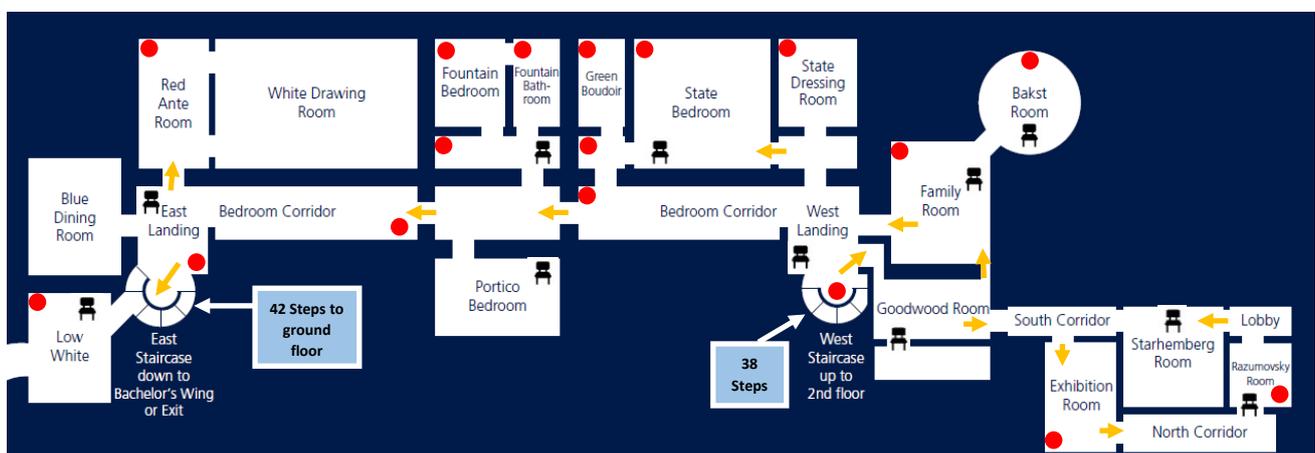
## Ground Floor

Route Length: Approx. 200m



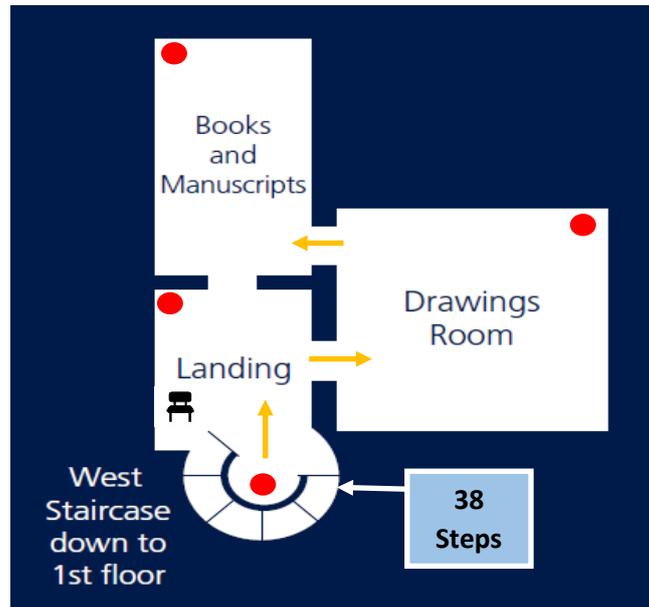
## First Floor

Route Length: Approx. 275m



## Second Floor (Prints and Drawings)

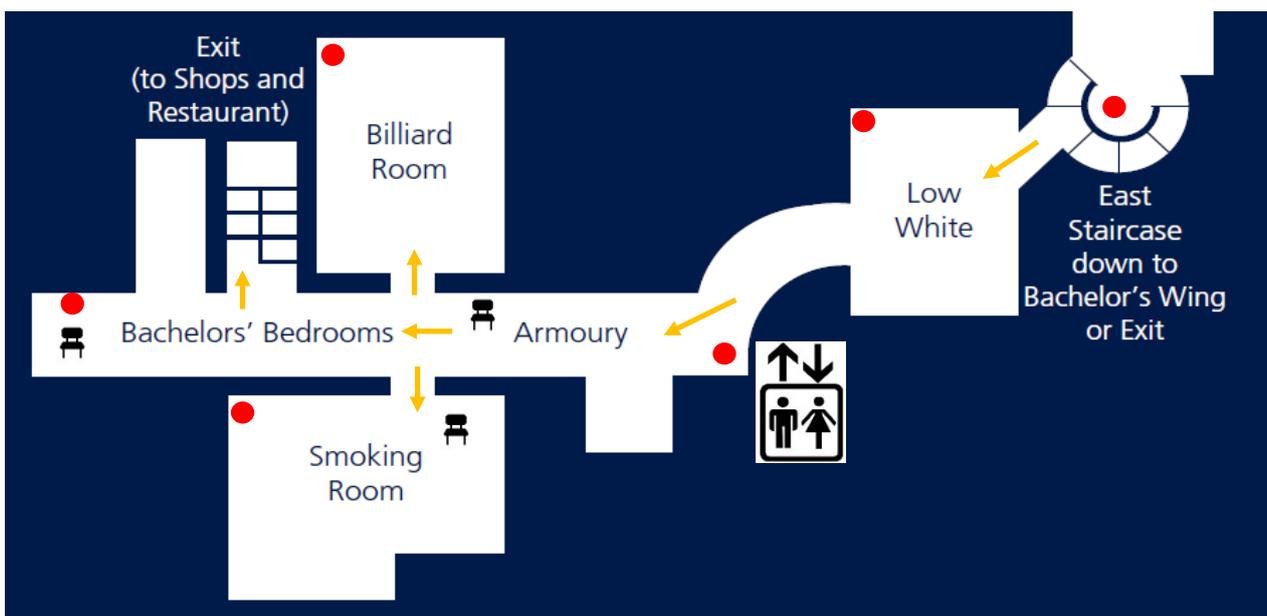
Route Length: Approx. 50m



- Please note that the chair lift to access the second floor is located on the opposite side of the building, and does not lead directly into the Prints and Drawings rooms.
- The visitor must be able to transfer themselves into a chair to be able to use the chair lift.

## Bachelors' Wing (open Wed-Fri)

Route Length: Approx. 100m



# Inside the House

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## House entrances and exits

The main house entrance has two platform lifts located at the main entrance for the two sets of steps. A member of staff is required to operate the lift.



On occasion we may request that a mobility scooter or wheelchair user transfer into one of our house wheelchairs upon arrival at the house entrance. This is usually because the mobility scooter or wheelchair is too large to fit on the lift, or the wheels may be exceptionally muddy during the winter months. However, if for any reason this isn't possible, you are welcome to use your own scooter or wheelchair on the ground floor. We have four wheelchairs suitable for use inside the house which are located in the main entrance and are available on a first-come, first-served basis. Liquids are not permitted inside the House. If you require water, please ask a member of staff who will direct you to where it is permitted to drink.

## Safety and emergency evacuation procedure

For safety reasons, we can only allow two wheelchairs or mobility aids above the ground floor at the same time and therefore on busy days there may be some waiting time during your visit.

We have an emergency evacuation procedure in place for wheelchair users and those with problems navigating stairs when inside the house.

## Seated areas

Chairs are available in most rooms, please ask a member of staff to point out the appropriate chairs if needed. Some of the walkways through the rooms are quite narrow, and to avoid congestion we do not allow carry chairs or seat sticks to be used inside the house. Walking frames are permitted inside the house.

## Stairs within the House

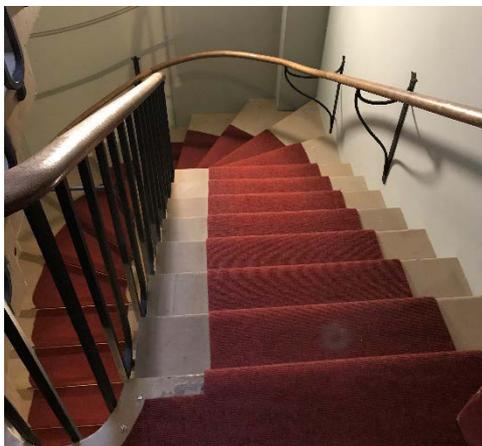
The first and second floors, as well as the Bachelor's Wing are all accessible using the main spiral staircases.

- There are 42 steps between the ground and first floors.
- There are 38 steps between the first and second floors.
- The height of the steps is 14cm.
- There is a rope handrail on both sides.
- The stairs' surfaces are red carpet.



There is a separate staircase, containing a sharp bend, that leads from the rear of the Bachelor's Wing to the corridor by the Manor Restaurant and Manor Shop, and then down to the tunnel lavatories.

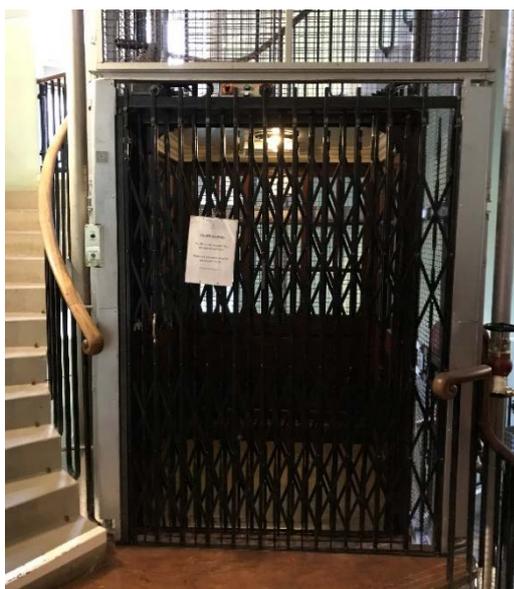
- There are 26 steps between the Bachelor's Wing and the ground floor.
- The height of the steps is 15cm.
- There is a handrail on both sides.
- There is a red carpet runner on the staircase.



## Lifts within the house

There are two lifts within the house. A staff member is required to operate all of the lifts. The main lift is located in a staff only area of the house, so visitors requiring the lift need to return to the West Gallery after completing their tour of the ground floor, and speak to a member of staff. Visitors will be accompanied in the lift to the first floor, where they can continue the tour on their own. When finished and providing it is open that day, they will be accompanied, via the lift, to the first mezzanine to view the Bachelors' Wing. To access the second floor, visitors are taken in the lift to a mezzanine floor, where visitors need to be able to transfer themselves into a chair lift to access the second floor.

This lift can also be used to give access to the Wine Cellar, accessible lavatory, standard lavatories and the parent and baby room in the basement and the drawings and exhibitions on the second floor. Visitors requiring this access need to request this in advance.



### The Main Lift

- Our historic lift, which serves the first floor, has limited space and not all scooters or wheelchairs can be accommodated. We will be able to advise on whether your mobility aid will fit in the lift at the point of admission to the House. The lift can carry a maximum of six persons. The door consists of a grill that slides shut.



### The Chair Lift

- To the second floor.
- Please note this chair lift is situated on the opposite side of the Manor to the second floor exhibition rooms. It does not take you directly into these rooms. It can take between 5-10 minutes to access the exhibitions rooms.

## The Wine Cellars

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The Wine Cellar is located to the right of the main entrance to the House. There is an accessible entrance located to the east of the Manor House and is accessed via the Tunnel. The Tunnel is located at the side of the house, just beyond the Coffee Bar and Manor Shop.

Please contact a member of staff to use this route. It goes through the basement of the House and requires a member of staff to accompany you. To guarantee a member of staff being available to assist you, it is best to notify Waddesdon in advance by emailing [bookings@waddesdon.org.uk](mailto:bookings@waddesdon.org.uk).

### Main entrance to the Wine Cellars      Stairs down to the Wine Cellars



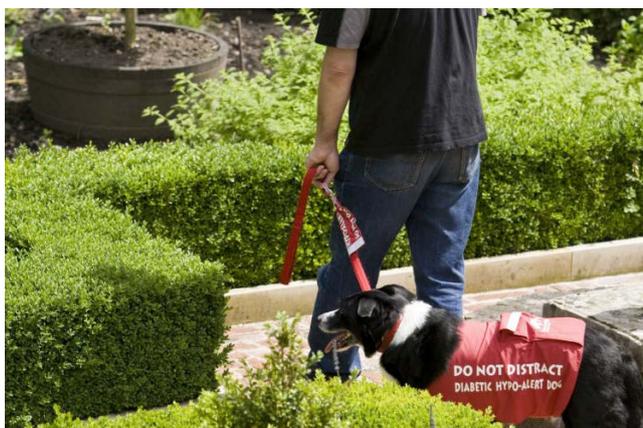
- There are 15+ steps down to the Cellars.
- The height of the steps are 20cm, and there is a handrail on one side the whole way down.
- The stairs are only wide enough for one person at a time.
- Once inside the Wine Cellars, there is step free access throughout.
- There is seating available inside.
- The lighting level is low/dim, and the stairs are lit with low level lighting.



## Assistance Dogs

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All recognised assistance dogs are welcome at Waddesdon Manor, within the House and grounds. They are also welcome on our shuttle buses. Dog bowls can be found at the Stables and outside the Manor Shop. For a bowl of water elsewhere, please ask a member of staff and they will arrange that for you.



Non-assistance dogs may visit the grounds, with the exception of the Aviary, Powerhouse, Parterre and Woodland Playground. They are not permitted on the shuttle buses. For further information please look on our website for our 'Doggy dos and don'ts', and download a dog-friendly map.



## Blind and partially sighted visitors

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For conservation reasons, many of the rooms inside the house have low lighting. Please allow sufficient time for your eyes to adjust, particularly when using stairs. Please be aware that many of the rooms inside the house are furnished with red carpet, and use low red and gold rope barriers. Some visitors find this a visually disorientating interior, and have difficulty discerning distance. Within each room of the house, there are **large print information sheets** available to provide specific information about that room and its contents. You will find these sheets in wooden boxes. Room introduction sheets are available in **braille** upon request.

### Collection Handling Sessions

We offer the opportunity to handle collection objects with different materials and textures. These are available daily to the public inside the House, but tailored sessions can be arranged for visitors with visual impairment. These require prior arrangement. Please call us on 01296 820414 if you would like to arrange one. Staff are not trained in audio description.



## Deaf or hard of hearing visitors

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We do not have a member of staff trained in British Sign Language.

All introductory films shown in the Powerhouse have subtitles.

There are large print information sheets in each room of the House, providing details about the room and its contents.

As an alternative to the multimedia audio headsets, you could download the 'Smartify' application, as a guide to the Waddesdon Collection. Using Smartify, you can hold up your smart phone camera to an artwork within the house, and the app will provide you with textual information about the piece.

### Where are our induction loops?

- **The Stables Café and Treaterie**
  - There is a portable hearing assistance system at the tills/counter.
- **Welcome Pavilion**
  - There is a fixed hearing loop at two of the counters. These are the low level counters on the far left and far right.
- **The Manor Shop**
  - There is a portable hearing assistance system at the tills/counter.

## Visitors on the Autistic Spectrum

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On our website we have specific guides for visitors on the autistic spectrum. There is also a social story to help prepare visitors on the autistic spectrum for their trip to Waddesdon.

For those seeking a quiet space within the Waddesdon grounds, there are many places within the gardens where visitors can go. The Rose Garden and the grounds surrounding the Aviary offer many tranquil areas.

If you would like a quiet space within the house, please talk to a member of staff who can arrange for you to sit inside the First Aid room. Please note however that it is a multifunctional area, and we cannot guarantee you will be alone inside.

### Red Carpets

For visitors who are sensitive to certain colours, please note that most rooms inside the House have bright red carpets. Some rooms have red wallpaper, and the walls, floors and furnishings of the Bachelors' Wing are predominantly red.

To find out which rooms do not have red carpet or walls, please see our Manor Floor Plans on page 17.



*Bachelors' Wing – The Smoking Room*

### Educational Groups

We offer educational visits both inside the house and outside in the grounds for children with special needs. Teachers are asked to contact the Education Department in advance by email: [sarah.dewberry@waddesdon.org.uk](mailto:sarah.dewberry@waddesdon.org.uk)

## Information for Families

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Pushchairs are welcome in the grounds. Prams and pushchairs are not allowed in the house as the visitor route is narrow and they may inadvertently cause damage. For safety reasons children may not be carried on your shoulders during your house visit. Front-carrying baby slings and hip-carrying infant seats are available at the house entrance free of charge.

Baby-changing and feeding facilities can be found at the Stables and in the tunnel by the Manor Shop. Bottle feeding is not permitted within the House due to accidental spillages and the delicacy of Waddesdon's textile collections. Please ask for details of our designated baby feeding facilities. Breast feeding is welcomed anywhere on site.

Under-fives can bring small bicycles into the grounds but please keep to the pathways. These can be taken on our visitor shuttle buses.

Our playground winds through trees, making the most of the natural environment. Little ones can play safely at the bottom of the hill, on seesaws, swings and soft bark. At the top is our bird's nest swing, for those who want a more gentle play. Older children can clamber over the climbing frames. Access is included in your grounds ticket.

## Food and Dietary Requirements

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Please let our restaurant and café staff know if you have any special dietary requirements and they will do their best to accommodate your needs.

There are vegetarian, gluten free options available at the Stables Café and Stable Courtyard. Gluten free bread is available at the Stables Café.

The Manor Restaurant are happy to cater for additional dietary requirements in their Afternoon Tea menu. Please let them know in advance.

Please consult Waddesdon's website to view menus before your visit.

<https://waddesdon.org.uk/your-visit/shop-eat-stay/>

## Enquiries and contact details

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If you have any queries, please do not hesitate to contact us at [bookings@waddesdon.org.uk](mailto:bookings@waddesdon.org.uk)

For more information, including extensive measurements, more photographs, colour contrasts and floor surfaces please consult the **Access Specifications** PDF. It can be found on our website: [www.waddesdon.org.uk](http://www.waddesdon.org.uk)

### General contact

Telephone: 01296 820414 or email: [enquiries@waddesdon.org.uk](mailto:enquiries@waddesdon.org.uk)

### Booking office and visitor information

Telephone: 01296 820414 or email: [bookings@waddesdon.org.uk](mailto:bookings@waddesdon.org.uk)

### Comments and feedback

Email: [feedback@waddesdon.org.uk](mailto:feedback@waddesdon.org.uk)

Waddesdon Manor, Aylesbury, Buckinghamshire, HP18 OJH

*Information last updated May 2018*



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