



WEST DEAN

ACCESS STATEMENT FOR WEST DEAN GARDENS & VISITORS' CENTRE

We are committed to providing a quality and accessible service to all visitors.

BEFORE YOU ARRIVE

The shop, restaurant and the majority of the Gardens are accessible to wheelchair users.

The Parkland Walk has steep gradients and kissing gates and is therefore not accessible to wheelchair and pushchair users. Some of the Glasshouses and the Pergola have steps or other restricted access and are therefore not suitable for wheelchair users.

Individuals and groups are welcome to contact us in advance for advice to ensure a safe and enjoyable visit.

Please call 01243 818210 for more information or email gardens@westdean.org.uk. Alternatively, there is further information about the Gardens on our website – www.westdean.org.uk/gardens

Current entrance fees are displayed at the entrance to the Visitors' Centre, in promotional literature and on our website.

Essential companions of people with disabilities including wheelchair users, visually impaired people and those with learning disabilities are admitted to the Gardens free of charge.

Assistance dogs are welcome. However, other dogs are not permitted in the Gardens.

We regret that West Dean House is not open to the public.

The No 60 bus service runs half-hourly every day except Sunday when it is hourly. Bus stops are 275m from the Visitors' Centre along firm tracks with one incline. The route is signed. West Dean Gardens is approximately 6 miles north of Chichester and 6 miles south of Midhurst. There are several taxi services from each town.

ARRIVAL & CAR PARKING FACILITIES

Entrance to the Gardens is off the main road (A286).

Visitors do not need to cross a road.

There is no vehicle height restriction barrier.

The car park has four designated parking spaces close to the main entrance to the Visitors' Centre and rear access to the vehicles is possible once parked.

The dimensions of the designated parking spaces are 3.0m x 4.8m.

The designated bays are 30m from the main entrance.

Car park surface for the designated parking spaces is tarmac.

Parking is free and it is possible to visit the shop and restaurant without paying to enter the Gardens.

The path leading to the front entrance is 200 cm wide, level, flat and made from tar and gravel chips.

There is an accessible coach drop-off point 150m from the Visitors' Centre entrance.

The main doors are light and open away from you (push).

The door opening is 168cm wide.

MAIN ENTRANCE AND RECEPTION

Daily hours of operation :

March – October 10.30 am – 5.00 pm Last entry 4.30 pm

November – February 10.30 am – 4.00 pm Last entry 3.30 pm
(Wed – Sun only)

- The Gardens are closed over the Christmas & New Year period
- There is seating available for visitors in the foyer area.
- There is level access to the reception desk from the front entrance.
- The reception desk is close to the entrance.
- The reception desk is 100cm high.
- The reception area is well lit
- Staff have attended disability awareness training.
- The door opening from the reception area to the Gardens is 168cm wide.

Public Areas – general (Internal)

- Staff are always available to offer assistance where required.
- Staff in the shop wear badges with their name.
- There are no steps within the building except three steps to a small mezzanine area within the restaurant.
- All areas of the building and patio area are non-smoking.

Public Areas – WC

- There are toilets designed for public use.
- There are three cubicles in the ladies toilet.
- There are urinals and one cubicle in the gents toilet.
- There is level access to all toilets.
- A separate adapted toilet is available.
- An emergency alarm is fitted in the adapted toilet.
- The adapted toilet is 10 m from the accessible entrance.
- The adapted toilet is located in the toilet lobby.
- You do not need a key for the adapted toilet.
- The door opens outwards.
- The door is locked by a twist lock.
- The dimensions of the adapted toilet are 1.49m x 1.97m
- As you face the toilet pan lateral transfer is to the left and grab rails are to the left and right.
- There are drop-down baby changing facilities in the adapted toilet.
- Mirrors and washbasins are placed at a lower level.
- The toilets are well lit.
- There is an additional adapted toilet in the Gardens – see Grounds & Gardens

Restaurant

- There is level access to the restaurant.
- There is a small mezzanine area with steps which is not accessible for wheelchair users.
- The restaurant is well lit.
- There is room for a wheelchair user to manoeuvre although space may be restricted for groups of wheelchair users.
- No tables or chairs are permanently fixed.
- There are 72 cm between the floor and the lowest of the dining tables.
- There are large legs on each corner of the tables inside the restaurant.
- Menus are available in Braille and large print on request.
- Easy-hold cutlery is available on request.
- The restaurant is self-service and the counter is low.
- Table service can be provided where needed.
- There is no background music.
- The restaurant caters for vegetarians.

- The door from the restaurant to the outdoor patio area is 77 cm wide.
- There is a ramp to the patio area from the restaurant which is 145 cm wide.
- The outside patio area is level.

Shop

- The shop is located in the reception area with a 100 cm high counter/desk.
- There is level access to the shop although space is restricted. Aisles are approximately 80cm wide
- The shop is well lit.
- Some items for sale may be out of reach; the staff can offer assistance.

Gardens

- A free map showing the layout of the Gardens is available at reception.
- The path into the Gardens leading from the Visitors' Centre and towards the walled garden and into the Gardens generally is firm for wheelchair access.
- There is a slight incline from the Visitors' Centre all the way to the kitchen garden.
- Grassed areas may not always be even.
- The walled garden is easily accessible and all paths have a firm surface.
- Wheelchair access to glasshouses is generally quite restricted with steps and narrow pathways in most instances. Most of the glasshouses are accessible for wheelchair users by at least one entrance. In some glasshouses wheelchair users would have to return by the same way. Entrances to glasshouses vary but are approximately 80 cm wide.
- Some of the glasshouses have steps and are therefore not accessible for wheelchair users.
- There are tables with seating for picnicking located in the area adjacent to the Visitors' Centre.
- There are benches located around the gardens.
- The Pergola has steps.
- The Parkland Walk has steep gradients and kissing gates and is therefore not suitable for wheelchair and pushchair access.
- There are toilets, including one suitable for wheelchair access, located at the end of the main house. The dimensions of the accessible toilet are 2.36m x 1.78 m.
- Assistance dogs are welcome but must be kept on leads at all times.

Additional Information

- The Sussex Barn art gallery is open to the public (free entry).
- There is level access from the Visitors' Centre car park.
- The gallery has wide doors and the ground floor is level.
- The first floor is only accessible by stairs.
- There are no toilet facilities in the Sussex Barn.

Contact Information

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