

# Access statement for Chatsworth



CHATSWORTH

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

## Introduction

Chatsworth, home of the Duke and Duchess of Devonshire is set in the heart of the Peak District in Derbyshire, on the banks of the river Derwent.

The house is based on three floors that are made accessible by a lift. The garden, farmyard and park are accessible with certain restrictions. You can find out more about accessibility at Chatsworth in the below document.

We do offer free admission to carers. Do not include carers when booking online as they will be given complimentary admission on arrival.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01246 565430 or email [visit@chatsworth.org](mailto:visit@chatsworth.org).

## Pre-Arrival

- You can find full details and a map of how to reach us at <http://www.chatsworth.org/plan-your-visit/finding-us> .
- Accessible transportation options including train and taxi can be found on Accessible Derbyshire's website, <http://www.accessiblederbyshire.org/transport/>.
- Please feel free to contact us in advance of your visit to help you make the most of your day.

## **Car Parking and Arrival**

- The closest lane of the house car park is reserved for Blue Badge holders, for whom there is no parking charge. This lane is clearly marked.
- Visitors with restricted mobility may be dropped off and collected from the main entrance.

## **Main Entrance, Reception and Ticketing Area**

- The main house entrance and ticket area is situated on the ground floor and is accessible throughout. There is a lowered section of the welcome/ticketing desk.
- The garden entrance is located on a slight incline and is paved.
- The farmyard entrance is located on a slight incline and is paved.
- Induction loops are installed in the house, garden and farmyard entrances.

## **Attractions**

- House
  - There is a lift in the house, allowing access to the entire visitor route for visitors with restricted mobility. The lift is 1500mm depth by 900mm width with the door being 800mm width.
  - For evacuation purposes we limit the number of electric wheelchairs on the top floor to 4 at any one time. There are no limits on numbers in other areas of the house.

- Electric scooters cannot be used inside the house. However, other smaller mobility aids may be used. Please note that we do have eight manual wheelchairs for use in the house and garden. They can be booked in advance by calling 01246 565430, and can be collected from the Lodge to the left of the house entrance.
  - Visitors with visual impairments are eligible for a complimentary audio tour of the house when buying admission tickets.
  - Information in large print is available on room cards in most rooms of the house.
  - Assistance dogs are welcome in the house, garden, and park. Puppies in assistance dog training are welcome in the house as long as they are house trained.
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- Garden
    - The garden is accessible to visitors who use manual wheelchairs and electric scooters, please take extra care on steeper slopes.
    - There are buggy tours of the garden from outside the Orangery shop on a first-come, first served basis and for a small additional charge.
    - The map of the garden on our website shows detailed routes of varying length and ease so you can find the best route to your favourite areas. Further maps of the garden are

included in the guidebooks. Please ask a member of staff at the house entrance if you would like to borrow a copy.

- Please note that we do have eight manual wheelchairs for use in the house and garden and three electric scooters for use in the garden only. They can be booked in advance by calling 01246 565430, and can be collected from the Lodge to the left of the house entrance. For safety reasons, at the discretion of our staff, we reserve the right not to issue scooters in bad weather.
  
- Farmyard and adventure playground
  - The farmyard entrance is at the top of the main car park.
  - A lift and a ramp give access to all parts of the farmyard.
  - Please be aware that the playground is a woodland site with uneven terrain and a soft bark surface. The paddocks and picnic area are accessible via a gently sloping footpath.

## **Public Toilets**

- Accessible toilets are located near the house entrance and in the farmyard. Regrettably, there are no adapted lavatories within the garden.
- Our accessible toilets are left hand transfer.

## **Catering**

- The Carriage House and Cavendish restaurants are fully accessible. Our free buggy service runs around the car park, to the house and garden entrances and up to the stables and farmyard. Please enquire with a member of staff if you wish to make use of this facility.
- The Chatsworth Estate Farm Shop Café is 1.5 miles from the house, in the village of Pilsley and is accessible for visitors in manual wheelchairs. There are four bays reserved for Blue Badge holders.

## **Shops**

- The shops are fully accessible; although space is limited inside the garden shop. Our free buggy service runs around the car park, to the house and garden entrances and up to the stables and farmyard. Please enquire with a member of staff if you wish to make use of this facility.
- The Chatsworth Estate Farm Shop is 1.5 miles from the house, in the village of Pilsley and is accessible for visitors in manual wheelchairs. There are four bays reserved for Blue Badge holders.

## **Park**

- The 25 seat trailer that travels through the park and Stand Wood is fully wheelchair accessible and offers rides to the woods and lakes behind the house for a small additional charge. If wheelchair access is required, it is essential to pre-book to ensure availability

by calling 01246 583139. Otherwise, rides are on a first come, first served basis.

- The Kissing Gate was installed in 1999, allowing access to the park from Baslow. It allows wheelchair access to the park without leaving a gap through which grazing stock might escape.

### **Additional Information**

- We have evacuation procedures and an evacuation chair should you require someone to assist you. The SWL for the evacuation chair is 182kg.
- A water bowl for dogs is available at the main entrance to the house.

### **Contact Information**

Address: Chatsworth House Trust Bakewell Derbyshire DE45 1PP

Telephone: General enquiries 01246 565300

Access enquiries 01246 565430

Email: [visit@chatsworth.org](mailto:visit@chatsworth.org)

Website: [www.chatsworth.org](http://www.chatsworth.org)

Hours Of Operation: Seasonal – detailed opening times can be found on the website

Local <http://www.accessiblederbyshire.org/transport/>

Accessible

Taxi:

Local Public

Transport:

<http://www.accessiblederbyshire.org/transport/>