



CHATSWORTH

ACCESS STATEMENT

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 visitors.

Introduction

Chatsworth is the ancestral home of the Devonshire family. It is cared for by Chatsworth House Trust, a registered charity. Chatsworth 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 this document.

We offer free admission to carers. Carer tickets can be booked online at no cost or picked up on arrival if you are not able to prebook. You will need to bring proof of eligibility with you. Details on the documents we accept can be found at <https://www.chatsworth.org/visit-chatsworth/visitor-information/accessibility/>

We look forward to welcoming you. If you have any queries or require any assistance, please phone 01246 565300 or email visit@chatsworth.org.

Pre-Arrival

- You can find full details of how to reach us at: <https://www.chatsworth.org/visit-chatsworth/visitorinformation/how-to-get-here/>
- Accessible transportation options including train and taxi can be found on Accessible Derbyshire's website: <https://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 aisle of the house car park is reserved for accessible parking. This aisle is clearly marked.
- Visitors with restricted mobility may be dropped off and collected from the fenced area by the main entrance.

Main Entrance and Ticketing Area

- The main house entrance and ticket area is situated on the ground floor and is accessible throughout.
- The garden entrance is located on a slight incline and is paved.
- The farmyard entrance is located on a slight incline and is paved.

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 visitors using mobility aids 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, wheelchairs, manual and electric, and other smaller mobility aids may be used. Please note that we do have manual wheelchairs for use in the house, garden and farmyard. They can be booked in advance at a cost of £5 per day by calling 01246 565300, and can be collected from the house entrance underneath the flagpole.
- Support animals 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. Please note all dogs must be kept on a lead at all times.

Garden

- The garden is accessible to visitors who use manual or electric wheelchairs and electric scooters, please take extra care on steeper slopes.
- A tractor trailer land train is available at an additional cost which runs on a 45 minute loop around the major features of the garden. There is a lift on the back of the trailer making it accessible for those using a wheelchair or other mobility aid.

- It will leave from outside the house exit but is not pre-bookable online and is subject to availability. Your ticket is valid all day on the day of issue and there are stops at Bamboo Walk, Grotto Pond and Kitchen Garden
- Please be aware this service may not run every day and routes may vary.
- Large scale accessibility maps are available at the entrance to the house and garden. These show the location of steps and the gradient of some sections of the paths. Please ask one of our team if you require one.
- Please note that we do have manual wheelchairs for use in the house and garden and electric scooters for use in the garden only. They can be booked in advance at a cost of £5 per day for either a wheelchair or scooter by calling 01246 565300. Wheelchairs can be collected from the house entrance underneath the flagpole. Electric scooters can be collected from Flora's garden entrance. For safety reasons, at the discretion of our staff, we reserve the right not to issue scooters in bad weather.
- Please note some features of the garden may only be accessible via steps e.g. the Jet Engine in the Case. Where possible interpretation which is not accessible or legible from a distance will be placed in an accessible location with a suitable background and font size

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 some uneven terrain and soft bark and sand surfaces in some areas. The paddocks and picnic area are accessible via a gently sloping footpath.
- Parts of the climbing equipment are wheelchair accessible
- The tractor and trailer that travels from the farmyard is fully accessible for those using a wheelchair or other mobility aid. Please note this service may not run every day and routes may vary. If wheelchair access is required, it is advisable to pre-book to ensure availability by calling 01246 565300. Otherwise, rides are available on a first come, first served basis.

Public Toilets

- Fully accessible “Changing Place” toilets (<https://www.changingplaces.org/>) are located near the house entrance and contain a ceiling mounted hoist system, raised toilet and adult changing facilities.
- Please note a Radar Key (<https://www.disabilityid.co.uk/radar-key>) will be required to access this facility.
- Full accessible toilets are also available in the farmyard. Regretfully, there are no adapted lavatories within the garden. Stepped access is available to the male and female toilets next to Flora’s Temple Teas and Flora’s Temple
- Our accessible toilets are left hand transfer.

Catering

- The Carriage House restaurant, Cavendish restaurant and The Parlour are all fully accessible. Our accessibility buggy service runs a shuttle service around the car park, to the house and garden entrances and up to the stables and farmyard. This is a free service on a first come, first served basis. Please enquire with a member of staff if you wish to use this service.
- The Chatsworth Farm Shop Café is 1.5 miles from the house, in the village of Pilsley and is accessible for visitors in manual and electric wheelchairs and electric scooters. There are four bays reserved for accessible parking.

Shops

- The shops are fully accessible; although space is limited inside the garden shop. Our accessibility buggy service runs around the car park, to the house and garden entrances and up to the stables and farmyard. This is a free service available on a first come, first served basis. Please enquire with a member of staff if you wish to use this service.
- The Chatsworth Farm Shop is 1.5 miles from the house, in the village of Pilsley and is accessible for visitors in manual and electric wheelchairs and electric scooters. There are four bays reserved for accessible parking.
- Peak Village at Rowsley is 3.5 miles from the house and is accessible for visitors in manual and electric wheelchairs and electric scooters.

Dedicated blue badge parking is available. Car park is open from 9am - 6.15pm and locked overnight

Park

- 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.

Address: Chatsworth House Trust, Bakewell, Derbyshire DE45 1PP

Telephone: General/access enquiries 01246 565300

Email: visit@chatsworth.org

Website: <https://www.chatsworth.org>

Opening times: <https://www.chatsworth.org/visit-chatsworth/visitor-information/opening-times/>

Local Accessible Transport: <https://www.accessiblederbyshire.org/transport/wheelchair-accessible-taxi/>

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

Additional Information

- We have evacuation procedures in place and an evac chair (<https://www.evacchair.co.uk/evacuation-chairs>) should you require someone to assist you. The SWL for the evacuation chair is 182kg.
- A water bowl for dogs is available at the Lodge entrance next to the main entrance house.