



HOLKHAM

Access Statement for Holkham Hall

Introduction

Our aim at Holkham is to ensure that the attractions, facilities and wider estate are managed and enhanced to the highest standards, so that we are one of the very best to be enjoyed. We are committed to delivering to all customers, accessibility and an excellent level of service, which we continually strive to improve.

Pre-Arrival

- Contact us by email, fax, post or phone. Our switchboard offers an option to listen to pre-recorded visitor information or to leave a message on an answer-phone.
- A leaflet is available with details of opening times, admission, telephone, email, website, access routes, events, plus information of other Holkham leisure and tourism enterprises. This information is repeated on our website, which also offers an enquiry form for group bookings.
- Our website is developed around a simple html structure, compatible with special needs software, utilising spoken text or a digital magnifying lens. It contains comprehensive visitor information.
- Holkham is located 2 miles west of Wells-next-the-Sea on the north Norfolk coast. Nearest rail stations are King's Lynn (25 miles) or Norwich (30 miles).
- The Coasthopper bus service stops in Holkham village, 1 mile from the Hall, (see 'Contact Information' section).
- The National Cycle Route no:1 runs through Holkham Park (see Contact Information section). Cycle hire, operated by Holkham byCycle, is available in the courtyard. Cycles are available to hire from April to the end of October, days and times vary.
- Holkham can be reached on foot following the Norfolk Coast Path and Peddars Way.
- Our access statement is available via post, email and from our website as a downloadable PDF.
- The hall has equipment to transport most manually operated wheelchairs up the stairs in the Marble Hall entrance, but is unable to accommodate wheelchairs with battery packs. There are no wheelchairs to loan or hire.

Arrival & Car Parking Facilities

- The park is open to walkers daily except Christmas Day. It is closed to vehicles from 1st November to 31st March.
- The north gate entrance to Holkham Park is open daily for vehicular access from 9am to 5pm. Access for pedestrians is available via the walk-in gates at the north, east, south and west entrances from 7am to 7pm. On Tuesdays and Thursdays from September to March, due to estate management reasons, entry is only available after 10am.
- There are no public rights of way in Holkham Park and for estate management reasons the park can be closed at short notice.
- During the visitor season entry for cars, motorcycles and small commercial vehicles is via the north gates entrance, off the Wells-next-the-Sea to Hunstanton road (A149) following brown tourist signs.
- Due to height and width restrictions, the north gates are unsuitable for coaches which must use the south gates entrance following AA signs indicating "Holkham Hall Coaches". The route can be picked up on the B1105 Fakenham to Wells-next-the-Sea road.
- The south gates are automated and access is only available by a keypad code. Coaches and unscheduled HGV's should contact the Estate Office for further information before visiting.

Coaches bringing visiting groups are exempt from the parking charge. There is level tarmac parking area for up to 12 coaches.

- Cattle grids are at all entrances into the deer park, with pedestrian gates to the side.
- There is a 30 miles per hour speed restriction through the deer park. Visitors should be aware of deer and other wildlife crossing.
- There are two speed calming ramps to the north of the hall close to the car and coach parking areas.
- Directional signage in Holkham Park is dark green with white lettering; the font is clear and large.
- Signage directs visitors to the main car park, to the north of the hall, where an attendant will be there to meet you. There is no parking allowed elsewhere in the deer park.
- From 1st April to 31st October there is a parking charge for motor vehicles in Holkham Park of £2.50 per day (or part of). The car parking ticket has a redemption offer of complimentary drinks when you dine at The Victoria Hotel or The Globe Inn.
- The car park attendant will issue your parking ticket and will provide a welcome leaflet containing a map and important information relevant to your visit.
- The designated car park has plastic reinforced gridding in the grass, or when this area is full, there is alternative parking on grass. The car park attendant will instruct you where to park.
- Parking bays for disabled visitors are located nearest to the exit route from the car park. Alternative disabled parking is outside the Estate Office near to the main courtyard entrance.
- From the designated car parking area it is approx 213m to the main courtyard, Bygones Museum, café, gift shop and ticket office.
- Disabled visitors can park in the six disabled parking bays outside the Estate Office. You should be aware of one speed calming ramp en route. The courtyard is approximately 45 metres from the disabled parking bays.
- Disabled visitors to the hall can park directly outside on the gravel driveway. The entrance is 13m from this point. You should be aware of two speed calming ramps en route. The ramps have yellow triangle warning markers painted on the road surface.
- There is an area outside the courtyard displaying an orientation map and a dispenser for our leaflets.
- Dogs are welcome, however must be on a lead at all times. Dog waste bins are located at certain points in the park. There is no guaranteed parking in the shade during hot weather.

Main Entrance & Reception

Ticket Office

- The ticket office and main courtyard is approximately 213m from the parking areas and approached via tarmac roadways or parkland. The route is signed by orientation panels marked 'Main Entrance Tickets & Information'.
- Visitors should purchase tickets from the ticket office in the courtyard before making their way to the attractions. The ticket office is at the entrance to the Bygones Museum and opens from 10am to approx 4.45pm every day.
- There is a computerised ticketing system in operation.
- Admission prices and opening times are displayed clearly on both the door and behind the counter.
- Holkham guide books are available to purchase.

- There is a kerb outside 4-7cm in height, plus ramp 1:5 gradient. There are double entrance doors 2metres wide, side-hinged and outward opening. Flooring is concrete. Lighting is good. Counter height 96cm, length approximately 4m.

Hall Foyer

- The Hall stands separately to the west of the courtyard and is approximately 169m from the ticket office. Access is via a hardcore track and gravel drive with slight incline.
- The main entrance has 4 stone steps each 16cm high. To the left is an alternative all-weather metal walkway 1:18 gradient, with handrail either side.
- The doorstep is 10cm high and covered by a wooden ramp. The door into the foyer is half glass, side-hinged, inward opening and 125cm wide. There is stone flooring and rubber backed matting. Lighting is natural and wall lamps.
- Two stone steps, each 12cm high, lead from the foyer into the Marble Hall, with alternative wooden ramp to the left with 1:6 gradient. Staff are happy to assist wherever necessary.
- Admission tickets can be purchased at the hall entrance if they have not been purchased from the central ticket office before arriving at the hall.

Public Areas – General (Internal)

Holkham Hall

- Holkham Hall was built in the 18th century. Flooring ranges from worn flagstone, wooden floorboards and carpet. Lighting levels are good and even, with areas of both natural and artificial lighting.
- All state rooms are on the first floor, accessed by 19 stairs, each 14cm high, with central handrail.
- Our stair-climbing apparatus, operated by trained staff, allows access to the first floor for most manually-operated wheelchairs. We are unable to accommodate electrically propelled wheelchairs. Visitors with electric wheelchairs are invited, wherever practical, to transfer into one of our two house wheelchairs.
- An emergency procedure is in place. Fire regulations allow only 4 wheelchairs up to the first floor at any one time.
- Upstairs, there is an ambulatory, maximum width 124cm. This leads to two staterooms, which have a single step up 15cm high. A portable wooden ramp can be placed over the step if required.
- Exit from the hall into the external courtyard is via the final room to be viewed, The Old Kitchen. Lighting is artificial and low in some places. This exit route has a ramp 1:5 gradient, corridor 39cm at the narrowest point and 13 uneven and worn stone stairs each 19cm high, with handrail either side. Visitors unable to negotiate the stairs can return to the main entrance to exit.
- The final 43m to the shop, café and museum, returning to the main courtyard, is a cobbled area, before reaching tar and chip terrain.

Bygones Museum

- The entrance has a 4-7cm kerb leading to wide, double doors 210cm wide. The museum has a ramp with 1:5 gradient.
- Flooring ranges from worn flagstone with cobbles in external areas.
- Internal thresholds are 4-7cm; where greater, they are either covered by wooden ramps or marked with red and white chevrons.

- Exhibits are both internal and external and on the same level. Doorways are a minimum of 64cm wide.
- Lighting ranges from natural light, spotlights and fluorescent tubes.
- Exit from the Bygones Museum is via a turnstile or side gate, which can be unlocked by staff.

History of Farming Exhibition

- The entrance has a 4-7cm kerb leading to half glass side-hinged double doors. Both doors open to 176cm opening. One door is normally closed, offering an opening of 90cm. The threshold has a small step.
- Flooring ranges from floorboards and brickwork.
- Lighting ranges from spotlights and fluorescent tubes.
- The exit is via a single unglazed door with ramp 1:7 gradient.

Public Areas – WC

There are two toilet blocks; one in the park and one in the hall.

Park Toilets

- Open April to October only.
- The timber-frame building is directly outside the main courtyard.
- Toilets are signposted along the main visitor route and from the courtyard. Access is via an asphalt pathway and paving slabs.
- Ladies toilets (6 cubicles) and Gents (2 cubicles and 3 urinals) have side-hinged doors, min 60cm wide. Flooring is quarry tiles and on one level. Lighting is artificial.
- There are washbasins and hand dryers. Taps turn on by pushing down and there is a cautionary notice of very hot water.
- Each cubicle has a coat hook on the wall and information panels for Holkham events on the back of the door.
- Baby changing facilities are available in the ladies and disabled toilets.
- There is a separate disabled toilet. The entrance is 84cm wide with a side-hinged door. Artificial lighting is operated by a pull cord 124cm from the floor. The toilet seat height is 45cm with 15cm raiser. There is a horizontal handrail either side or one vertical handrail to the right. Transfer space is 130cm. The sink is 70cm high, with lever tap and a cautionary notice of very hot water. The hand dryer is 90cm high.

Hall Toilets

- The toilets in the hall are available for visitors to the hall only.
- They are located in an external courtyard on the ground floor.
- There is no disabled toilet.
- Access is via a half-glass door with 7cm step down to the courtyard.
- The Ladies toilets are split into 2 blocks (2 cubicles each) and have a step up of 12cm or 23cm. Both areas have side-hinged doors, min 60cm wide, linoleum flooring, a washbasin and hand dryer.
- The Gents (1 cubicle and 2 urinals) has a step up of 6cm. There are side-hinged doors, min 60cm wide, a tiled floor, a washbasin and hand dryer.

Restaurant/Dining Room, Bar & Lounges, Take Away & Café

- Our Stables Café is located in the main courtyard. There is indoor and grassed outdoor seating for customers of the café. Visitors with picnics are requested to use the benches in the park.

- Entry to the café is via 2 steps, 7cm and 14cm, or a concrete ramp 1:6 gradient. There is a further wood ramp 1:8 gradient. Double glass doors, each 82cm wide, pull outward and in fine weather are hooked back.
- Outdoor moveable wooden picnic benches and chairs allow wheelchair access. Internally, the larger of the two dining areas has wide aisles between tables and moveable furniture.
- The floor is tiled and on one level. The café is well lit and with natural lighting.
- Menus are displayed internally and externally on blackboards. The café offers counter service with hot and cold food available and can cater for vegetarians, dairy free and gluten free diets. All food is labelled. Some food contains nuts and we are unable to guarantee that our food is nut free. Our Catering Manager is happy to liaise with customers with other special dietary requirements, in advance of their visit.
- Food is locally sourced and cakes are homemade.
- The café counter height is 90cm. This counter is around the perimeter of the café and has a chilled cabinet serving sandwiches and chilled drinks. In summer, a serving hatch, approximately 1.2m high serves ice cream to customers outside.
- Staff are happy to assist where necessary.

Laundry

- Not available.

Shop

- Our gift shop is located in the main courtyard opposite the Stables Café.
- Opening times are displayed on the wall outside.
- Double doors, each 65cm, open inwards and in fine weather are hooked back. There is a wooden ramp into the gift shop 1:7 gradient. There is a coir doormat in the entrance.
- The gift shop has wide aisles and counter height 94cm. Some displays might be out of reach, staff are happy to assist customers.
- The floor is tiled and on one level. All areas are well lit.
- The shop offers a wide range of gifts and souvenirs and supports local businesses and Norfolk produce. Occasional demonstration days are held to introduce the products of the talented local artisans we support. Plants propagated in the walled gardens at Holkham are for sale.

Treatment room/s

- Not available.

Leisure Facilities

- Not available.

Outdoor Facilities

- Lake cruises on our electric launch are available in summer months. The wooden jetty is accessed via a tarmac roadway and parkland.
- There is deep water and signage not to enter the water. A lifebelt is located at the jetty.
- A display board indicates pricing and operating times during the season. Tickets should be purchased from the boatman at the jetty. They cannot be purchased from the ticket office.
- The lake cruise takes approximately 25 minutes and operates 11am-5pm. The cruise is weather dependant and will not operate in poor weather conditions such as high wind and heavy rain.
- Guided tours of the park are available in our buggy at 11.30am and 2pm daily. Tours last approximately 25 minutes and take in the landmarks of the parkland such as the ice house,

obelisk and introduce you to the walled gardens restoration project. The buggy leaves from the courtyard and tickets should be purchased from the ticket office. Places are limited per tour.

- In the park there are 3 designated walks and nature trail with quiz. Two large, clear information panels with maps identify the routes. One panel is just inside the north gates entrance and the other close to visitor parking. Coloured marker posts identify the routes to follow.

The Lake Walk

- The route for the lake walk is identified by yellow markers and is 3½ miles. The walk is via parkland and woodland tracks which can be uneven.

The Park Walk

- The route for the park walk is identified by green markers and is 4 miles. The walk is via tarmac roadways and woodland tracks which can be uneven.

The Farm Walk

- The route for the farm walk is identified by red markers and is 6 miles. The walk is via tarmac roadways, woodland and farm tracks which can be uneven.

The Nature Trail

- The route of the nature trail follows the line of the 1¼ mile long lake, via parkland and woodland tracks and can be uneven. There are 28 information panels along the route identifying the flora and fauna to be found in the park. Each panel has clear images and text in large font.
- There are cattle grids at each entrance into the deer park, with side gate for walkers. There are wooden log benches around the lake.
- Nature trail quiz leaflets are available from the ticket office, hall, gift shop, cafe and Bygones Museum. A dispensing box for the nature trail leaflets is attached to the orientation map at the main courtyard entrance and a dispenser at stop one of the trail holds a limited supply of the leaflets.
- There is no lighting around the walks or car park. The park closes at 7pm.
- Deer faeces are present.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Outdoor theatre productions are held in the summer in the courtyard, where staging is erected. Terrain is tar and chip, with a central grass area. Visitors are encouraged to bring low back seating or picnic rugs. There are some wooden chairs and benches available. Lighting is natural and at dusk, portable lighting illuminates the stage/platform. The productions operate in all weathers. There are no microphones. Actors project narrative and acoustics are good. Exit to the car park and park toilets is flood lit.
- Other events operate throughout the year offering entertainment such as classical music and opera, open-air concert, plus key events at Easter, May Bank Holidays, Halloween and Christmas. During summer months cricket matches, music in the courtyard, family activities and demonstration days in our gift shop offer added value for our visitors. Details of all events at Holkham are available on our website www.holkham.co.uk

Bedrooms

- Not available at Holkham Hall, however the estate has two hotels managed in partnership with Adnams Hotels of Southwold – The Victoria Hotel, Holkham village see website www.holkham.co.uk/victoria and The Globe Inn, Wells-next-the-Sea see website www.holkham.co.uk/globe Alternatively we operate Pinewoods Holiday Park in Wells-next-the-Sea offering caravan and lodge holidays see website www.pinewoods.co.uk

Bathroom, Shower-room & WC (Ensuite or Shared)

- Not available.

Self-Catering Kitchen

- Not available.

Caravans, Holiday Homes & Twin Units

- See Pinewoods Holiday Park operated by Holkham Estate see website www.pinewoods.co.uk

Touring Facilities (Holiday Parks)

- See Pinewoods Holiday Park operated by Holkham Estate see website www.pinewoods.co.uk

Boats – Narrow Boat, Cruiser & Hotel Boat

- Not available.

Attractions (Displays, exhibits, rides etc.)

Holkham Hall

- A Braille transcript is available for blind visitors. A large font transcript is available for visually impaired visitors. There are also transcripts in French, German, Dutch and Italian.
- In the Marble Hall, a large horizontal mirror reflects the plasterwork of the ceiling 15m above.
- Most state rooms have no barriers and visitors are free to walk into rooms to view exhibits. There is limited seating in all state rooms.
- All signage is clear and large print. Supporting information is available for the Statue Gallery and paintings in the Chapel. Most state rooms have room stewards on duty to assist visitors with information.
- Toilets are on the ground floor (see section Public Areas WC).
- For the 2011 visitors' season there will be a new exhibition in the hall entitled "Wives and Daughters" which gives a fascinating insight into the women of Holkham through a collection of photos and memorabilia, plus a display of some of their wedding and evening dresses.

Bygones Museum

- Part of the museum, the History of Farming Exhibition, has audio and visual interactivity with dioramas and hand-phones. There are also interpretation boards.
- All signage for exhibits is clear and in large font.
- Displays are at varying heights in corridors, cabinets, rooms and old horse stalls and are separated by wooden safety barriers.
- A viewing platform is available for one raised display in the History of Farming Exhibition.

Grounds and Gardens

The Walled Gardens

- The walled gardens are situated to the west of the hall on the opposite side of the lake.
- The 18th century 6½ gardens have been closed to the public since 2005 and are undergoing a sensitive restoration, under the guidance of our head gardener. Now in year two of the 5-year project, visitors to the park have the opportunity to see the restoration work as it progresses.
- Interpretation panels in key areas within the gardens highlight the history and future for the gardens.

- The gardens are open 1st April to 31st October, 10am to 5pm every day. Entrance is currently free.
- A member of staff is present during opening hours.
- Parking at the walled gardens is limited and only available for disabled visitors. The gardens are approximately ½ mile from the main car park following the hardcore roadway and grassed parkland. A buggy is available to transport visitors who are unable to walk to the walled gardens.
- Plant sales are available.
- All areas of the gardens are external.
- The entrance and exit are via an iron gate which is suitable for wheelchair access.
- The terrain in the walled gardens consists of grassed areas with formed gravel pathways. Some surfaces are uneven.
- There are areas which are roped off to restrict access. Entrance to the glasshouses is under supervision with a member of staff.
- Dogs are permitted but must be on leads and under control. Owners must ensure that any dog excrement is cleaned up.
- There are no toilet facilities, the nearest toilets are in the park, close to the hall.

Cycle Hire

- Cycle hire is available in the courtyard from April to October, days and times vary. See website www.holkham.co.uk for details of opening times. The hire centre may be closed in wet weather.
- The hire centre is operated by a franchise - HolkhambyCycle.
- Adult and children's cycles are available. There are weight limits for tag cycles 85lb (38kg), child buggies 70lb (32kg) and for the child seats 48lb (22kg).
- Trained staff will ensure you are fitted with the correct size cycles.
- Helmets are usually available but hirers should bring their own to ensure a good fit.
- Payment for the hire is taken at our ticket office.

Buggy Tours of the Park

- Tours of the park lasting approximately 25 minutes are available in our electric buggy.
- The tours leave from the courtyard and take in prominent landmarks of the park such as the obelisk, ice house, great barn and walled gardens. The driver gives an interesting commentary.
- Tickets can be purchased for the tours from our ticket office. Places are limited.
- The buggy also operates to transport visitors unable to walk to the walled gardens. Free of charge.

Additional Information

- Assistance dogs are welcome in all areas. A water bowl is provided outside the Stables Café.
- Key staff receive Welcome Host, Welcome All and First Aid training.
- There is no background music or tannoy in any area. Key staff use estate radios.
- The ticket office is the main point of contact if you have any problems during your visit to Holkham.
- There is limited mobile phone coverage and no public phones. The nearest telephone kiosk is in Holkham village.
- We have a no smoking policy in all areas.
- We accept all major debit and credit cards (not American Express).

Contact Information

- Address: Holkham Hall, Wells-next-the-Sea, Norfolk, NR23 1AB
- Telephone: 01328 710227
- Fax: 01328 711707
- Email: enquiries@holkham.co.uk
- Website: www.holkham.co.uk
- Grid reference: TF 885 428
- Hours of operation: 2011 Season: 1st April – 31st October.
Holkham Hall: open 12noon to 4pm, Sundays, Mondays and Thursdays.
Bygones Museum, Gift Shop, Stables Café, History of Farming: open 10am to 5pm every day
Walled Gardens: open 10am to 5pm every day.
Lake Cruise: operates 11am to 5pm April to October on Sundays, Mondays and Thursdays.
May to September on Saturdays, Sundays, Mondays, Tuesdays and Thursdays.
- Local public transport numbers: Coasthopper Bus Timetable Information – 0844 8008003 and website: www.norfolk.gov.uk
- Local accessible taxi numbers: Estate Taxis Tel: 01328 711307 or mobile: 07949 174248, can accommodate passengers able to transfer into normal seating.
- Alan's Taxis Tel: 01485 540329 or mobile 07931 355289 – can accommodate one wheelchair user.

Future Plans

- Full programme of indoor and outdoor events: <http://www.holkham.co.uk/html/eventsdiary.html>
- Continuation of the Walled Gardens Project.
- Two new cafes outside of Holkham Park have opened this year– the Rose Garden Café in Holkham Village and the Beach Café, Wells-next-the-Sea. Both cafes are operated by Holkham Enterprises.

We welcome your feedback to help us continuously improve. If you have any comments please contact our Marketing Department tel: 01328 713103 or email enquiries@holkham.co.uk

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