



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.
- 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, $\frac{3}{4}$ mile from the Hall, (see Contact Information section).
- The National Cycle Route no:1 runs through Holkham park (see Contact Information section).
- Cycle hire is available locally, details can be found on the Local Guide page of our website.
- Holkham can be reached on foot following the Norfolk Coastal 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 Hall, but is unable to accommodate wheelchairs with battery packs. There are no wheelchairs to loan or hire.

Arrival & Car Parking Facilities

- Directional signage is dark green with cream lettering; the font is clear and large.
- The attractions and car park are within a large deer park. Admission to Holkham Park and car parking are free.
- The park is open to walkers daily except Christmas Day. It is closed to vehicles at weekends from November to Easter.

- Gates open at 7am (Saturday and Sunday 9am) until 7pm. On Tuesdays and Thursdays from September to March, due to estate management reasons, entry is only available after 10am.
- 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. Large vehicles **MUST** enter the park via the south gates following signs for New Holkham or "Holkham Coaches" via the B1105 Fakenham to Wells road.
- There are no public rights of way and for estate management reasons the park can be closed at short notice.
- 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 crossing.
- Signage directs visitors to the main car park, to the north of the Hall. There is no parking allowed elsewhere in the deer park, or en route.
- Some parking is available on hard surface areas, the majority is on grass. There is a level tarmac parking area for up to 12 coaches.
- Disabled visitors for the Bygones Museum, Café, Shop and Ticket Office, all located in the Pottery Yard, should park in one of the two disabled parking bays outside the Estate Office. The Pottery Yard is 45m from this point.
- Disabled visitors to the Hall can park directly outside on the gravel driveway. The entrance is 13m from this point. Tickets must be purchased from the Ticket Office, before visiting the Hall, (see disabled parking information relating to the Ticket Office above).
- There are two speed calming ramps to the north of the Hall, close to visitor parking. These have advance warning signs and reflective triangles and yellow markers.
- There are two areas displaying visitor information - one opposite the coach park and one before the entrance to the Pottery Yard.

Main Entrance & Reception

Ticket Office

- No tickets are sold at the Hall or Museum. Visitors must purchase tickets from the Ticket Office in the Pottery Yard before making their way to the attractions. The Ticket Office opens from 10am to 4pm on the days the Hall is open.
- Admission prices and opening times are displayed clearly on both the door and counter.
- Guide books are available to purchase.
- The Ticket Office/Pottery Yard is 100m from the parking areas and approached via tarmac roadways or parkland.
- There is a kerb outside 4-7cm in height, plus ramp 1:5 gradient. The entrance door is 75cm wide, glass panelled, side-hinged and inward opening. Flooring is linoleum and rubber backed matting. Lighting is good. Counter height 94cm.

Hall Foyer

- The Hall stands separately to the west of the Pottery Yard, 250m from the parking areas and 220m 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.

Public Areas - General (Internal)

Holkham Hall

- The 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 Pottery Yard is via 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 Pottery Yard is a cobbled area, before reaching tar and chip terrain.

Bygones Museum and History of Farming Exhibition

- Entrance to both areas has a 4-7cm kerb leading to wide, double doors. The Museum has a ramp 1:5 gradient.
- Flooring ranges from floorboards, worn flagstone and 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 spotlights and fluorescent tubes.
- Exit from the Bygones Museum is via a turnstile or side gate, which can be unlocked by staff. Exit from the Exhibition is via a ramp 1:7 gradient.

Public Areas - WC

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

Park Toilets

- Open Easter to October only.
- The building is screened by lattice fencing and has a wooden bench outside.
- Toilets are signposted from the car park and Pottery Yard. Access is via parkland, 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 and cautionary notice of very hot water. Each cubicle has a coat hook on the wall.
- In the Ladies Toilets there is an additional baby changing facility with toilet and washbasin and drop down changing unit.
- 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, 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 washbasin and hand dryer.

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

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

- Entry 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. Hot food is served from 12noon-2pm.
- The Café can cater for vegetarians, dairy free, gluten free and sugar free diets. All food is labelled. Some food contains nuts. Our Catering Manager is happy to liaise with customers with other special dietary requirements, in advance of their visit.
- The Café has counter service, height 90cm. There are 2 chilled cabinets serving sandwiches and chilled drinks. In summer, a serving hatch serves ice cream to customers outside.
- Staff are happy to assist where necessary.

Laundry

- Not available.

Shop

- The Pottery Shop is located in the Pottery Yard opposite the 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 Shop 1:7 gradient. There is a coir doormat in the entrance.
- The 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.

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.
- 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 Estate Office, Ticket Office, Hall, Shop, Cafe and Museum. A dispensing box holds a limited supply at stop one of the nature trail.
- 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

- During the summer months, evening outdoor theatre productions are held in the Pottery Yard, 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.
- There are no microphones. Actors project narrative and acoustics are good.
- Exit to the car park and park toilets is flood lit.

Bedrooms

- Not available.

Bathroom, Shower-room & WC [Ensuite or Shared]

- Not available.

Self-Catering Kitchen

- Not available.

Caravans, Holiday Homes & Twin Units

- Not available.

Touring Facilities (Holiday Parks)

- Not available.

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).

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.
- There is a video playing, showing the work and displays to be found in the adjacent Bygones Museum.

Grounds and Gardens

- The Hall has formal terraces (parterres). These open May to October on the days the Hall is open (not Bank Holiday Mondays). The terraces can be closed at short notice.
- Entrance is free and via an iron gate, to the right of the Hall. There is a gentle slope. The terrain is gravel and firm grass.
- There is limited seating on the terraces.
- To the south of the Hall there is a large fountain with a deep pond surrounding it.
- The exit from the terraces is signed and via a set of stone steps (9 up, 19 down) into the Pottery Yard onto cobbles. Visitors unable to negotiate these steps should return to the terraces entrance.

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.
- There is limited mobile phone coverage and no public phones. The nearest telephone kiosk is in Holkham village.
- We have a no smoking policy.
- 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: **2009 Season** - Holkham Hall and Bygones Museum are open from 12noon to 4pm on Easter Sunday and Easter Monday (12 and 13 April). The attractions then re-open in May for 3 days a week on Sundays, Mondays and Thursdays. In June, July, August and September the attractions are open 4 days a week on Sundays, Mondays, Tuesdays and Thursdays. In October opening reverts to 3 days a week on Sundays, Mondays 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

- Holkham Hall was selected as a film location for the feature film "The Duchess" starring Keira Knightley and Ralph Fiennes. Released in September 2008 we will be covering the filming at Holkham in an exhibition of photos and costumes. (Costumes on display June, July and August only).

We welcome your feedback to help us continuously improve. If you have any comments please phone 01328 710227 or email enquiries@holkham.co.uk

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