



Access Guide

Updated May 2021

HOLKHAM

WELCOME

Our aim at Holkham is to ensure that the attractions, facilities and the wider estate are managed and enhanced to the highest standards to accommodate all accessibility needs where possible. With a number of great visitor attractions on offer at Holkham you will find something for everyone.

Please get in touch if you have any questions, or wish to discuss anything in advance of your visit. Call us on 01328 713111, or email us at info@holkham.co.uk.

We are happy to help.

AT A GLANCE

GENERAL

- We have a complimentary ticket policy for carers.
- There are accessible toilets for disabled visitors.
- We have staff trained in First Aid, Mental Health First Aid, Disability Awareness, Autism Awareness and Dementia Awareness.
- Assistance dogs are welcome in all areas. Dogs must to be kept on a lead at all times.
- There is limited mobile phone coverage. Wi-Fi is available in the courtyard café. There is no public telephone.
- The Trailer used for the Tractor Trailer Tour has the capacity to carry and secure a wheelchair.
- We have two wheelchairs and two mobility scooters which are free to borrow (for a de; please ask a member of staff for assistance.
- Mobility scooters are available for use in the Walled Garden.
- The Holkham Stories Exhibition is multi-sensory and interactive.

LEVEL ACCESS

- There is level access from the main entrance to:

The Hall, Ticket Office, Stables Courtyard, Courtyard Café and Gift Shop, Lavatories, Holkham Stories Exhibition, Walled Garden

HEARING

- We have a hearing loop in parts of the Holkham Stories Exhibition.

VISUAL

- Glass doors and full-height windows in the gift shop have contrast markings
- Some parts of the venue have low lighting.

ARRIVAL & PARKING

When you arrive at our car park, one of our parking attendants will greet you, issue your parking ticket. If you need closer accessible car parking, let us know; we will direct you to one of our 10 accessible and tarmacked parking bays situated nearer the Hall. Car parking is £5 per car which is redeemable on spending £30 in our gift shop.

From the car park, there is level access to the entrances of most of the visitor attractions. Although level, the routes cover ground such as gravel, tarmac, cobble stones and grassland. These paths may be uneven underfoot, but please speak to us about where you want to go so we can advise you on the best routes around.

It is possible for visitors with access requirements visiting the hall to be dropped off outside. We ask the driver to re-park in the accessible car parking area.

Our Walled Garden has three accessible car parking spaces, which we recommend you use if you are just visiting that part of the park. Please speak to our parking attendant to direct you.

We will greet you upon arrival to direct you to the best car park for you. All our staff have uniform and wear name badges.

Our accessible car parking spaces seen from either direction. The bottom image shows the path and slight incline towards the Courtyard. The path is hard surfaced.



VISITOR RECEPTION

The Visitor Reception will be your main point of contact during your visit to Holkham. Here you can get information, purchase your tickets before making your way to the attractions and find about what we have on offer each day. We have a complimentary ticket policy for carers: one complimentary ticket per registered disabled visitor.

- The Visitor Reception is on the main approach from the car park via a tarmac path and then gravel.
- There is a wooden ramp at the main door. The door is 108cm wide and this door is always open when the Ticket Office is open. There is a second internal door which opens inwards, this door is 82cm wide.
- There are three till points inside at a counter which is 110cm high and 4m long. There are low sections at either end of the counter.
- Exit from the Visitor Reception is via a single door which opens inwards. It has a width of 108cm and a step down of 15cm.





Above: Behind the Visitor Reception there is level access to some toilets, including an accessible toilet. The path is hard surfaced.

HOLKHAM HALL

You will be greeted by your guide at the entrance to Holkham Hall. They all have a wealth of knowledge and can answer any questions you may have about the Hall and its history. Whilst touring the hall, some display information is low for wheelchair users, but most of your information will be conveyed through interaction with our Stewards.

There is seating inside the hall, please ask a member of staff if you are unsure of which ones you may sit on.



The permanent ramp to the Hall. The path leading to the Hall is hard-core and level; it is possible to have your car drop you off outside.



Left to right: The ramp leading from the Vestibule into the Marble Hall. The stairclimbing machine. The stairclimbing machine in use. We ask that if you are able to transfer into the stairclimbing machine seat to do so; we can take your wheelchair up to the first floor to meet you there. All the Ground Floor rooms are accessible, and once on the first floor all is level.

- The hall stands separately from the visitor facilities, west of the car parking area.
- From the car park, access is via a hard core track with a slight incline.
- The main entrance is via four stone steps each 16cm high. To the left is an alternative all-weather metal walkway with a gradient of 1:18 and metal handrail either side.
- Entrance takes you into the foyer. The doorstep is 10cm high and covered by a wooden ramp. The door is half glass and opens inwards, it is 125cm wide.
- To get into the Marble Hall there are two stone steps 12cm high each or a wooden ramp to the left of the door with a gradient of 1:6. The door into the Marble hall is 82cm wide. Staff are happy to assist wherever necessary.
- Inside the hall the flooring ranges from worn flagstone, wooden floorboards and carpet/ rugs. Rooms are lit with both artificial and natural light.
- All of the state rooms are on the first floor, accessed by 19 steps, each 14cm high with a central handrail. Visitors with access requirements are able to gain access to the first floor by using a stair-climbing machine. Assisted by hall staff, the stairclimbing machine can take most types of manual wheelchair up the staircase in the Marble Hall.
- Please be aware that there is a weight limit of 20 stones/127 kilograms (person and wheelchair) when using this apparatus.
- If a wheelchair is incompatible with the equipment, the user is asked to transfer to one of the two wheelchairs in the hall where possible.
- Use of the stairclimbing machine is at the operator's discretion.
- Once up the stairs, there is an ambulatory, maximum width 124cm. This leads to two state rooms, which have a single step up on 15cm. A portable wooden ramp can be placed over the step if required.
- Access to The Old Kitchen is via a ramp with a gradient of 1:5 and corridor with a width of 45cm at its narrowest point. The lighting in the corridor is artificial.
- There is an Emergency Evacuation Plan in place, which changes daily due to staff numbers; each Room Steward is briefed daily on the procedure which will be executed in the event of an emergency.

HALL TOILETS

- These facilities are for visitors to the hall only. They are located in an external courtyard on the ground floor and are signposted from the Marble Hall. There is no accessible lavatory here, so we recommend using the Courtyard or Ticket Office lavatories instead. Access is via a half-glass door with a 7cm step down to the courtyard.
- The ladies' lavatories are split into two blocks (two cubicles each) and have a step up of 12cm or 23cm. The doors are 60cm wide and the flooring is linoleum.
- The gents' lavatories (one cubicle and two urinals) have a step up of 6cm. The doors are 60cm wide.

STABLES COURTYARD

This is our main visitor services area and includes the Holkham Stories Experience, Courtyard Café, Gift Shop and toilets. The floor in the courtyard is cobbled and uneven in places. During visitor season there is metal furniture outside, large planters and A-frames; please be careful when moving around the courtyard. There is a toilet for visitors with access requirements in this area, as well as a toilet complex. There is clearer access to the toilet complex through the Courtyard Café than outside through the Courtyard.



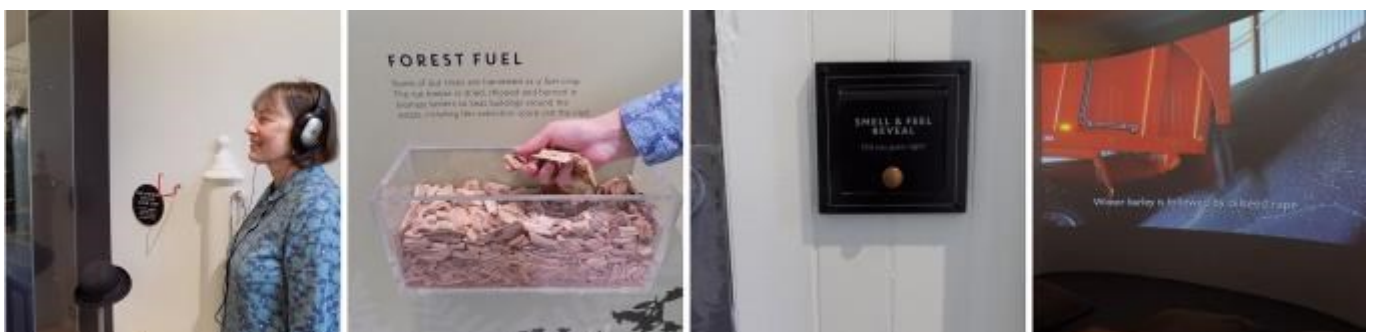
Above: The entrance to the Stables Courtyard. There is level access over a mixture of terrain; hard core surface and cobbled flooring.



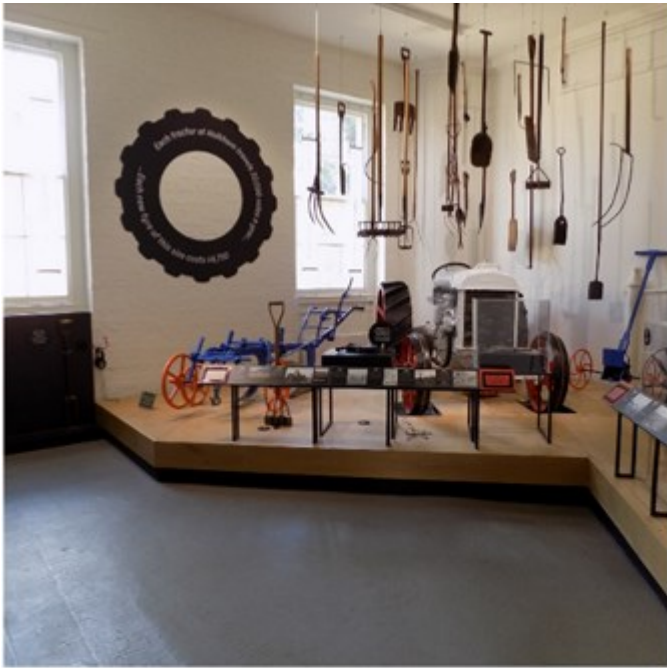
HOLKHAM STORIES EXPERIENCE

The Holkham Stories Experience is multi-sensory and interactive. There are opportunities to touch, smell, hear and see throughout the exhibition. There are small steps in place for easier access to some exhibits that require touch and smell. Sensory activities vary from 75cm to 101cm from ground level. Some display information is at a low level, for wheelchair users. There is a hearing loop in place from room 2 onwards. There are 7 exhibition rooms in total which follow a one way system. There is artificial lighting inside, and low lighting in the cinema room at the end.

- The door is 150cm wide and opens automatically into the foyer. The flooring is carpet and then polished concrete.
- There is a 'cinema' room with low lighting. The film has subtitles and there are seats in the form of wooden benches. All other videos in the exhibition have subtitles.
- There are rooms which have been sectioned to make smaller rooms and a corridor. The widths into the 'smaller rooms' are 107cm each.
- The narrowest door width is 88cm, which takes you into the room corridor.
- To exit, there are two outward opening glass doors. When both used they open to a width of 122cm. Each door has 5cm frosted circles spaced 25cm apart.



Each exhibition 'room' has plenty of space to navigate. In some rooms there are small stools on the floor to help visitors see into any high pieces of interpretation; feel free to move them if they are in the way. The exit door is a push door; if you need any help our staff are happy to help.



COURTYARD GIFT SHOP

- From the car park to the shop, there is level access via a tarmac path and cobbled courtyard.
- There are 4 large glass windows and 2 glass doors across the front facing wall. There are 5cm frosted circles spaced 25cm apart on the glass.
- The doors are 120cm wide, they open inwards and outwards and there is a very slight step of 4cm through the door. Just inside the door is a metal grate cover which runs the width of the shop and is 27cm deep.
- The route through the shop is 80cm wide at its narrowest point.
- The flooring is polished concrete and some displays are on the floor. Other displays are in the form of wall units, refrigeration units, shelving units, tables and some free standing displays. Some items may be out of reach, please ask a member of staff for assistance.
- The till counter is 110cm high and 3.3m long.



The entrance to the gift shop has wide glass doors. The interior of the shop is spacious.



Our staff are trained in disability awareness and are happy to assist you.

COURTYARD CAFÉ

Our Courtyard Café is self-service, but if you require table-service please ask a member of staff who can help. Our friendly team are trained and happy to assist with any access requirements. We cater for sugar free (diabetic), vegetarian and gluten free (celiac) specific diets. For any other specific dietary requirements please speak to a member of the café team. Most food items are labelled with their ingredients and highlight any allergens.

- From the car park to the cafe, there is level access via a tarmac path and cobbled courtyard.
- The entrance is via the courtyard and has a slight step up onto a carpet entrance mat. The door is 104cm wide.
- To get to a table, there are no steps. Wooden tables are 76cm high, the chairs are also wooden, they are 46cm high to the seat. There are also lower coffee tables with sofas which are cushioned. The sofa is 39cm high. High chairs are also available.
- The flooring is polished concrete. The café is a light, airy space, made up of both natural and artificial light.
- The counter is 86cm high and 3.6m long. There are 2 till points at this counter.



Above: The Interior of the café from both directions; there is a clear path to the self-service counters and to the lavatories. There are multiple entrances and if you require table service please ask a member of staff.

Below: We can cater for a variety of dietary requirements; please speak to a member of staff for advice. Allergens are highlighted on most food items.



TOILETS

COURTYARD TOILETS

- The complex is made up of 8 ladies' toilets, 5 gents' toiletss and 3 urinals, a baby changing unit and an accessible toilet.
- The complex is accessed externally via the courtyard through double wooden doors which are each 62cm wide and open inwards. They are accessed internally via the café, the 107cm wide door leads you to a corridor which is 96cm wide at its narrowest point. The corridor is 14m in length. The disabled toilet is to your right.
- All toilets are signed with universally recognised symbols.

LADIES

- The door into the ladies is 89cm wide and pushes inwards. The cubicle doors are floor to ceiling in height and they open inwards. The toilet seats are 48cm high.

GENTS

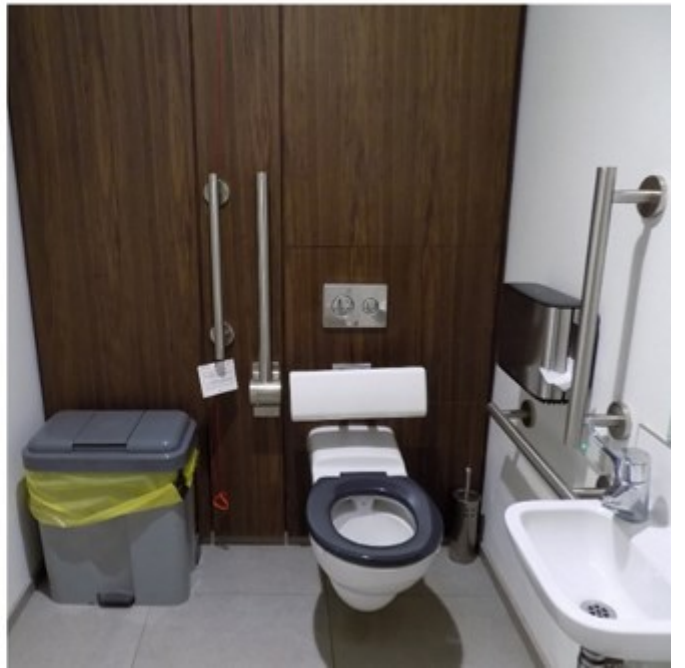
- The door to the gents is 82cm wide and pushes inwards. The cubicle doors are floor to ceiling and open inwards. The toilet seats are 48cm high.

BABY CHANGE

- The baby change unit door opens inwards and has a width of 87cm. The floor space is 200cm wide x 140cm deep, it is made of stone and is even.
- The baby change is 85cm high and 2m wide. There is also a toilet with a 48cm high seat. There is a Vectair Systems Babyminder Child Safety Seat installed with a max load of 20kg. The seat sits at a height of 83cm from the ground and there are two retaining straps. There are two waste bins, one nappy bin and one sanitary bin.

ACCESSIBLE TOILET

- The accessible toilet is situated at the end of the corridor. The toilet door is 90cm wide and opens outwards towards you, the handle is 87cm high. There is also a support bar on the back of the door.
- The total floor space is 160cm wide and 197cm deep, it is level, stone flooring.
- The lighting is artificial and automatic as you enter the room.
- There is a support bar next to the toilet and a pull down bar, which when down to full position sits at a height of 70cm from the floor.
- The wash basin is 72cm high, there are two vertical support bars either side.
- There is a red emergency pull cord. The handle is 110cm from the floor.
- The automatic hand drier is 94 cm from the floor.
- There is 127cm in front of the toilet. The toilet seat is 48cm high. The toilet has handrails and a backrest. The flush is behind the toilet.



There is a clear pathway to and from the toilets in the courtyard area.

THE WALLED GARDEN

Our walled garden is a twenty minute walk away from the Hall. The route is hard-core and level, but uneven and sloped in places. There are 3 accessible car parking spaces here.

The gravel can be hard to navigate as it is deep in places, so we have mobility scooters available for free use around the garden, as well as more durable wheelchairs to help navigate the deeper gravel areas.

All areas of this attraction are external with the exception of some glasshouses and a small potting shed. There are a limited number of wooden picnic benches and stand-alone benches in the Walled Garden. There are toilets (porta-kabin style) at the Walled Garden, but there are no accessible toilets.



Above: The gravel paths around the Walled Garden. The paths are wide.

Below: Our wheelchairs and mobility scooters available for use. For use of the mobility scooters we will ask a few questions for your health and safety, and train you on how to use them.



DESIGNATED NATURE TRAIL

There are six designated walking and cycling routes in the park, ranging in length from 1¼ to 6 miles.

There is also a nature trail. It is 5954 metres/ 1 ¼ miles long and comprises of 14 information panels along the route. The first panel is located to the right of the boat hire pontoon on Holkham lake.

Some of the trail may be uneven as it navigates woodland and parkland tracks. Some of the trail is sloped. The trail has log benches along the way. There are cattle grids in/out of the deer park. Please speak to a member of staff for advice.



WOODLAND ADVENTURE PLAY AREA

Access is via a bark path which may be uneven underfoot. The route is 25m long.

The play area is fenced, it is 170cm high. There is one entrance 110cm wide.

The flooring to the play area is bark. There are low log benches for seating.

Equipment is made from wood or rope or both. The zip wire is made of metal covered with a plastic coating and has a plastic seat. There is a tree house, rope walks, platforms, crawl tunnel, split-level tower, climbing frame and zip-wire.

The recommended age to use the play area is 5-12 years and a minimum height requirement of 105cm.

There is a separate area for toddlers 5 years and under. There is a sandpit, swings, raised wooden pathway and is fenced off by a wooden fence 64cm high and has an entrance which is 95cm wide.



NORFOLK ADVENTURE

CYCLE HIRE

The cycle hire centre is operated by a franchise – Norfolk Adventure. Adult and children's bicycles are available. Please check the website for opening days and times.

The centre is a wooden structure next to the main visitor car park. It is accessed via parkland and a hard core track. It is 12.5m long and 6.5m wide. There is a ramp leading to the entrance which is made of wood decking with non-slip grooves. It has a gradient of 1:13, there is also a wooden handrail approx. 1m high.

The entrance/exit is via two double wooden doors, 87cm wide each. The counter is 97cm high, 60cm deep and 2.2m long. There are hand washing facilities here.

BOAT HIRE

The boat hire is operated by a franchise – Norfolk Adventure. Please check the website for opening days and times – operation is also weather dependent.

The wooden jetty is to the north of the hall and 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. Trained staff are on duty to monitor.

ROPES COURSE

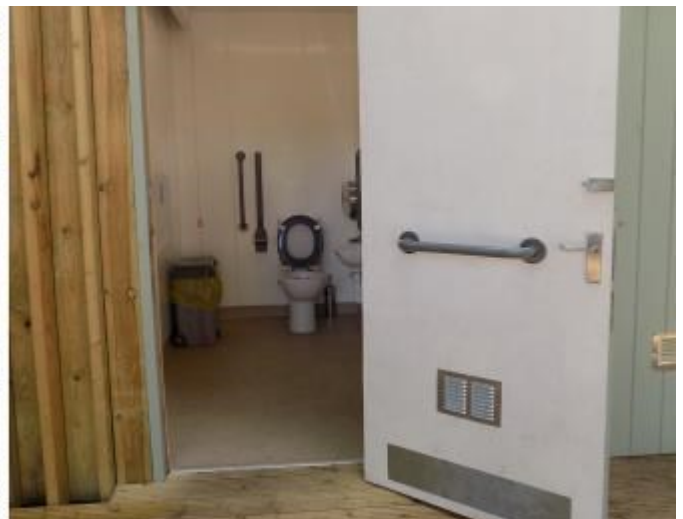
The Ropes Course is operated by a franchise – Norfolk Adventure. Please check the website for opening days and times. Operation is also weather dependent.

The course is for those over 1 metre in height and weigh less than 20.5 stone / 130kg.

The centre is at ground level and is wheelchair accessible. Wheelchair users are not recommended to watch participants on the course from the ground, as the terrain around the course is uneven in places, comprising of bark chippings and grass.

There is outdoor seating in the Ropes Course area comprising of wooden benches. There is seating available in the Ropes Course centre and outside by the café trailer and Woodland Play Area.

There are toilets in the centre for visitors to use, accessible by a ramp.



LADY ELIZABETH WING

40 metres from the main courtyard area is the entrance to the Lady Elizabeth Wing. As you approach the entrance, there is an outdoor area which has 10 tables and benches between April and October. During the cold weather months, these benches are removed from the area.

The width of the main door to enter the LEW is 1.3m. In the entrance hall there is indoor seating roughly 7m away from the front door; there are 2 sofas and 4 armchairs. Throughout the whole building there is flat wooden floor, however, some of the doors have threshold wooden bars under them.

In between the entrance hall and main room there is an accessible toilet and cubicle toilets for men and women.

From the front door to the main room it's an 11 metre walk. The two doors leading to the main room are 0.9m in width. The length of the main room is 30 metres and the width is 18 metres. There is lots of open space and room, even when events are occurring, and there is lots of ventilation due to the rows of windows on either side of the room, which automatically respond to the temperature.



HOLKHAM NATIONAL NATURE RESERVE

LADY ANNE'S DRIVE

Lady Anne's Drive car park offers accessible parking spaces directly beside the car parking hut and entrance to the Nature Reserve. To reach these, drive straight down Lady Anne's Drive until you reach the large grey gate, the parking spaces will be immediately on your left from here.

There are wide gates either side of the entrance, but if needed, the main gate can be opened for wheelchair users. The car parking hut is directly beside the main entrance and accessible spaces and the team can provide assistance if requested.

The car park ground is tarmacked through the middle, with a few low speed bumps, and with small loose gravel to the sides where the parking spaces are.



THE LOOKOUT

The distance from the accessible parking to The Lookout is 125 metres. The majority of this walk is on tarmac and roughly 55 metres of it is over small amounts of stones and gravel. 110 metres away from the car park there are 4 picnic tables over gravelly terrain.

The entrance to The Lookout is considerably wide. Chairs next to tables can be removed to enable wheelchair users to sit at the tables. The entrance and exit to the café area has glass double doors and can open wide enough for use of wheelchair users.



BEACH VIEWPOINT

Straight ahead from the main gate is a wooden boardwalk, approximately two centimetres off the ground, which takes you to Holkham Beach. The main boardwalk is level and made up of wide wooden slats. From the accessible car parking spaces to the beach viewpoint, it is 330 metres. At 210 metres, alongside the boardwalk, there is a bench.

There is ramp access from the boardwalk to the viewpoint that overlooks the beach. The ramp does have some uneven bumps around 4cm in height, with banisters available to hold. Once onto the viewpoint, there are two benches available.



ENTRANCE TO BEACH

The distance from the accessible parking to the start of the beach is 355 metres, meaning the slope down from the boardwalk onto the beach is 25 metres long. The slope has non-slip grooves, however, these can sometimes be covered by sand.

At the bottom of the slope, there is a 20cm-high step down onto the sand. Once on the beach, to your immediate left and right are two paths with compact sand which will lead around the bay to the beach. Straight ahead is a wet and sometimes slippery route onto the beach.



WASHINGTON BIRD HIDE

The Washington Bird Hide is located 1.02 kilometres away from the car park at Lady Anne's Drive. From the car park, you will head left down a mud and loose gravel path. This path comprises uneven surfaces and can have large puddles after a wet day. There are four benches located at these distances along the path: 280m, 494m, 712m and 835m.

At the entrance to Washington Bird Hide, there are two ramps either side with handrails. The left-hand ramp has a step up of 10cm, and is level. There is chicken-wire over the wooden planks on this ramp to create traction. This will lead you up to the Bird Hide.

The Bird Hide itself has a relatively narrow door, but once inside, has benches for seating.



SMALL BEACH VIEWPOINT

The ramp to the right side of Washington Hide leads to another area of Holkham Beach and another beach viewpoint with one bench. The ramp is 4cm steep from the start, and the boardwalk leading to the beach is flat and non-sandy.

Just before reaching the viewpoint, there are two ramps either side of the boardwalk leading in to the pinewoods. These are 10cm and 17cm steep, leading straight onto sandy terrain.

Once reaching the viewpoint, which is 1.11 kilometres from the car park and 127 metres from the Washington Bird Hide, you will find a bench. There are stairs leading from the viewpoint straight onto the sandy beach, these are steep steps averaging 18cm in height.



JOE JORDAN BIRD HIDE

Located at a 1.85 kilometres from Lady Anne's Drive car park is the Joe Jordan Bird Hide. To enter this bird hide there are considerably steep steps going up, averaging 23cm in height each.

The route to the hide consists of an uneven earth path with large stones, tree roots and loose gravel. In wet weather there are large puddles. There are benches located at the following distances: 280m, 494m, 712m, 835m and 1.11km. **Please note** that after the 5th bench there isn't another bench for the remaining 740m.



CUSTOMER CARE SUPPORT

This document should be read in conjunction with our Visitor Information on our website.

ACCESSIBILITY EQUIPMENT

We have two wheelchairs and two mobility scooters which are free to borrow with a returnable deposit of £20. Please ask a member of staff for assistance.

We have a hearing loop in Holkham Stories Exhibition.

The Trailer used for the Tractor Trailer Tour has the capacity to carry and secure a wheelchair.

EMERGENCY EVACUATION PROCEDURES

We have emergency evacuation procedures for disabled visitors. Please follow instructions from staff during an emergency.

CUSTOMER CARE SUPPORT

There are staff trained in First Aid, Mental Health First Aid, Dementia Awareness, Disability Awareness and Autism Awareness.

All customer facing staff wear a uniform with name badges.

Guide last updated: 01st May 2021