

Access Statement for Leighton Hall

Introduction

Leighton Hall is located 3 miles from J35 of the M6. Brown tourism signs are in situ to bring you right to the door. There is plenty of parking, with cars being directed to park on the grass and coaches and larger forms of transport on the separate hard standing. Disabled visitors with a blue badge are invited to park on the terrace at the front of the Hall.

The Hall is open from the beginning of May to the end of September each year, Tuesday to Friday each week from 2.00pm until 5.00pm. We are open on Sundays in August only from 2.00pm to 5.00pm and Bank Holidays within this time frame. Group parties of Adults and Children are welcome throughout the year but must be booked in advance.

The Hall is based on two floors, with stair access only to the first floor. The tour of the Hall is in guided groups and you should allow an hour to an hour and 15 minutes to hear the fully story. There are a number of different tours throughout the afternoon.

There are no roped off areas and plenty of chairs to sit on in each room, we also encourage all visitors to explore each room, ask questions and to touch items wherever appropriate. We do have a wheelchair available for loan, free of charge.

You can enjoy the Birds of Prey display - weather permitting - the birds fly at 3.30pm each open day during the summer season only. The gardens are there for a quiet walk and for those that want to walk a little further a Woodland Walk all within the boundary of the garden. It is all fully accessible for a wheelchair.

You can enjoy our Tea Room and the Gift Shop selling a range of souvenirs, these are situated to the side of the garden.

There are members of staff located throughout the Hall and the gardens if you have any questions or concerns.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01524 734474 or email info@leightonhall.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the "How to Find Us" located under "Contact Us" on our website - www.leightonhall.co.uk. Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours, which is LA5 9ST to receive directions.
- There are two railway stations that are quite close - Carnforth (4 miles) and Silverdale (4 miles), but you are able to walk from Silverdale across Leighton Moss on the footpath. The walk will take you about 40-45 minutes. Alternatively, both stations are on the local bus route that is run by Stage Coach - bus number 51.
- Leighton Hall does have a bus stop on the Stage Coach bus 51 route but I would ring them in advance to confirm the times. For more information please call Stage Coach customer services on 01524 422217 or visit their website www.stagecoachbus.com/cumbrianorthlancs

Car Parking and Arrival

- At the bottom of the drive there is plenty of car parking, with signage indicating the correct place to park on the grass. There is a sign encouraging any blue badge holders to continue on to the terrace where there is plenty of parking by the front door. There is a separate parking area for coaches and minibuses.
- The onsite parking surface is grass for cars, tarmac for coaches and minibuses and gravel for disabled visitors.
- The car parking is free of charge for anyone visiting the Hall.
- The ground covering to the pay box is grass and / or tarmac and is a little uneven in places. There is a gate by the pay box so that guests have access to the terrace without having to walk over the cattle grid. Once on the terrace guests are walking on loose limestone gravel.
- A guide will meet you on the terrace and inform you in more detail about Leighton Hall and what you can achieve during your visit and the time frames associated.

Main Entrance, Reception and Ticketing Area

- The main entrance and ticket box is located at the edge of the parking area by the gate that gives access to the terrace. The ground is fairly level throughout, but there are a number of different surfaces to cover before entering the Hall and grounds fully, such as grass on the car park, tarmac and then loose limestone gravel.
- The gate by the ticket box is wide enough for wheelchair users, and there is signage asking that people do not walk over the cattle grid.
- The pay box has a clear PVC screen that is partially opened to be more friendly to all our guests and to aid lip readers and anyone that is visually impaired.
- Visitors are welcome to pay by cash, cheque or card.
- We do have one wheel chair that can be loaned to visitors free of charge. We would recommend that if you would like to use the wheel chair to call in advance so that we can make sure that it is waiting for you at the pay box.
- The pay box is manned on open days from 1.30 pm.

Attraction (displays, exhibits, rides etc.)

- There are guided tours of the Hall throughout the afternoon. Visitors will be informed of these when they arrive at the Hall and are greeted by one of the guides. Visitors are welcome to decide which tour they would like to take.
- Access to the hall itself is up a couple of small steps, hand rails are located on both sides of the main front door, but we do have portable ramps that can be put in place for anyone in a wheel chair. We have a second portable ramp for the exit point at the end of the tour.
- There are no roped off areas in the Hall, guests are informed that if they would like to sit down during the tour then they are welcome and this message is repeated as they go along.
- Guests are invited to ask questions and to wander around the room for a closer look. If they would like to touch an item they simply need to ask the guide and they will help.
- There are a number of different floor surfaces throughout the Hall, with many of them being uneven. The guides do make people

aware of this and ask visitors to take their time when moving about.

- The tour does take visitors up stairs to view the Master Bedroom known as the Battlefield, but this does mean there are quite a number of steps to negotiate. Before heading upstairs visitors are made aware of the situation and given the chance to opt out if they feel the stairs are too much. In this case a colleague guide will show them down to another room where they will be reunited with the rest of their tour group. Handrails are available to use on the stairs.
- The lighting in the Hall is generally very good, with a mixture of natural light and the brightest energy saver bulbs.
- We have a birds of prey display at 3.30 pm (weather permitting) on all our open days, please ring and check to confirm.
- The gardens can be fully accessed by anyone in a wheel chair, all the gates and doorways are wide enough for them to pass through.
- We have a small children's play area that is located in the garden and consists of a couple of swings, a slide, climbing tyres, a sand pit, and two dens. Parents and / or guardians are to be fully responsible for their children while they are playing in this area.
- There is a short walk within the boundary of the garden known as the Woodland Walk. The path is wide and most of it is easy to manage in a wheel chair but some areas are a bit steep, so make sure you are accompanied by a companion. The path is muddy and has natural stones, roots and greenery in some parts.
- There are tree faces located throughout the Woodland Walk for the children to find and then claim a small prize at the shop, and there are letters A, B, C etc that you can follow on an information sheet to explain what you are looking at.
- There are a number of information boards to help guide you during your walk.

Public Toilets

- The Public Loos are located in the gardens, with access from the "Tea Rooms" garden specifically.
- There are separate loos for ladies and gents.

- Both the loos have small simple ramps so that they are easily accessed.
- The floor is a simple lino, that can become a little slippery when wet.
- The lighting is on a timer button.
- The ladies consists of 3 loo cubicles that are all lockable, with separate sanitary facilities in each, there are hooks on the back of the doors to hang coats and bags.
- There are two sinks that have full access to hand wash, hot and cold water, with paper towels located on the wall with the bin below.
- There is a separate big mirror located above a shelf surface where ladies can check their appearance.
- The loos are cleaned on a daily basis and are checked when the Hall is open to the public. Guests are welcome to report any issues to any member of staff.
- There are more comprehensive Disabled and Baby Changing Facilities in the main Hall. A much larger loo facility has been adapted to help guests that are in a wheelchair or are just a bit unsteady on their feet. Grab rails have been installed on either side of the loos and the paper towel dispenser has been located lower on the wall. There is a safe baby changing stand. This facility is located on the ground floor of the Hall.
- We do have signs in the Tea Rooms making people aware, but they are welcome to ask a member of staff to show them where these facilities are.

Catering

- The Tea Rooms are situation on the lower ground floor of the Hall and have step free access from the entrance, which is directly from the garden via the small gift shop.
- There are two doorways from the counter service area to where the tables are located, but one has steps and the other a ramp.
- The table access is slightly restricted in some areas due to the size and shape of the room.
- The lighting in all areas is natural light with overhead lighting used.

- The flooring in the Tea Rooms are a mixture of the original stone flags with large rugs on the top and laminate. Some times the laminate can become a bit slippery when wet, but yellow warning signs will be used to make visitors aware.
- There is an open wood fire in the Tea Rooms, this does have a fire guard but parents and guardians are fully responsible for their children while they are in the Tea Rooms.
- Where possible all our food produced is locally sourced. We do not produce sandwiches for show but visitors are welcome to ask what fillings we have on that day. A fresh sandwich will be made and brought to your table.
- We are a traditional Tea Room, so we stock a variety of cakes, scones, tray bakes, sandwiches, crisps, ice cream and biscuits. Along with tea, coffee, and a selection of soft drinks. We do provide "light lunches" for pre-booked groups of 25 or more. The details of these offers can be found in full on our website. We are happy to cater to different dietary requirements, particularly when it is a pre-booked group.
- Any specials of the day are shown on the black board which is located near the counter.
- If visitors find it difficult to carry a tray then a member of staff is happy to help.
- The nearest loos are located approximately 50 meters across the grass.

Shop(s)

- There is a small gift shop with a range of souvenirs, which can be accessed directly from the garden and also from the Tea Rooms.
- There is 1 large wooden manual door from the garden that is normally kept open. There is 1 internal door of standard proportions to gain access from the Tea Rooms, but all the doors are wide enough for wheelchair access.
- The shop is level throughout.
- There is plenty of room in the shop for a large wheelchair to manoeuvre and turn.
- Products are displayed on a number of different high stands, tables and dressers, but there is a member of staff on hand to help when needed.

- There is background music playing.

Grounds and Gardens

- There is a large garden and woodland walk with many different terrains, gradual inclines and smaller walkways. The different terrains are :- gravel, cut grass, smooth limestone path and a natural mud path in the woodland. All areas can be accessed by anyone that uses walking sticks to aid them to walk and anyone in a wheel chair.
- There are benches throughout the grounds in case anyone needs to sit down.
- There is a separate garden with white heavy iron table and chairs that can be accessed from the Tea Rooms and also directly from the garden. This garden is a fairly level grassed garden with a small section to one side that is made from limestone flags.
- The woodland walk is about 500m from the "Where to find us / You are here board" in the garden, it has been designed in a loop so that you can come back to the beginning of your choice. You can veer off into the Walled garden by following the signs. Wheelchairs can access all of this walk but must be accompanied by a strong able bodied person to achieve the walk.
- There is a pond in the garden with a gazebo to one side and a limestone flag base. The pond has a railing so that no one can access the water and fall in.
- The flying ground - where the birds of prey fly - can be accessed from the garden via a double width gate. The flying ground is grass and is uneven under foot, but the grass is well mowed and managed to help wheelchair users.
- The main garden paths by the main lawn and paths within the walled garden are limestone gravel and some times can be difficult for wheelchair users. It is recommended that anyone in a normal wheelchair has someone to help them keep moving. All the paths are wide enough of any wheelchair to turn.

Additional Information

- We welcome trained assistance dogs and a water bowl can be made available. We do ask that their owners are fully responsible

for any dog mess within the grounds. No other dogs are allowed in the grounds of the Hall, but they are welcome to be walked in the Parkland but have to be on a lead at all times.

- If the Fire Alarm sounds during a visit this will not be a practice. Visitors will be asked to leave the Hall and the grounds in a safe manner and directed to the Assembly Point that is clearly marked by the correct official signage in the car park. The assembly point is on the grass so that any emergency services have full access to the Hall. No members of staff or visitors will be on the roads or blocking any access points. There is an Emergency Fire Procedure for the Hall that you are welcome to ask for.
- We do have a member of staff that is trained in First Aid - at a basic level only.

Contact Information

Address (Inc postcode): Leighton Hall Carnforth Lancashire LA5 9ST

Telephone: 01524 734474

Email: info@leightonhall.co.uk

Website: www.leightonhall.co.uk

Hours Of Operation: Office Hours :- 9.00am to 5.00pm, but open to the Public from the beginning of May to the end of September Tuesday to Fridays from 2.00 pm to 5.00 pm. We are open on Sundays in August and Bank Holidays again from 2.00 pm to 5.00 pm.

Local Public Transport: Stage Coach - Bus Route Number 51 Customer Service - 01524 422217 Website - www.stagecoachbus.com/cumbrianorthlancs