



# SANDRINGHAM

## ACCESSIBILITY GUIDE

AT SANDRINGHAM WE WELCOME ALL VISITORS & ENSURE MOST AREAS OF SANDRINGHAM ARE FULLY ACCESSIBLE FOR OUR VISITORS.

This guide gives detailed information of the facilities we offer and is also intended to alert visitors to any areas of potential difficulty. It is written in the order in which most people see and use the various facilities at Sandringham; we hope it will be helpful.

Wheelchair users and people who have difficulty walking should be aware that there are quite long distances to cover between the Car Park and the Gardens entrance, and from the Gardens entrance to Sandringham House. There is a regular buggy service between the Gardens entrance area and the House (see section 8); the buggy can carry 5 people however is unable to transport people in wheelchairs. The distances in metres are:

- Disabled car park/coach park to Sandringham Restaurant & Sandringham Shop entrance approx. 130m
- Disabled car park/coach park to Gardens entrance approx. 255m
- Gardens entrance to Sandringham House entrance on foot approx..450m
- Sandringham House to Sandringham Church approx. 425m

Registered assistance dogs are welcome in House, Gardens and Sandringham Church; All dogs are welcome in Sandringham Royal Park (except Children's Play Area), Sandringham Shop and Terrace Café. Assistance dogs are welcome in Sandringham Restaurant where a selection of drinks and light meals as well as Afternoon Tea is served.

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## CAR PARKING & WHEELCHAIR LOAN

Accessible parking areas are signposted in the North Car Park. Parking charges apply for all visitors to Sandringham House & Gardens, and Sandringham Royal Park. Parking can be paid in advance at the discounted rate of £4 for all day parking and registration details given to Sandringham Ticket Office. We have wheelchairs available to loan against a deposit of £20 which is fully refunded when the wheelchair is returned. Wheelchairs are kept at the Ticket Office. There is no entry fee for Sandringham Royal Park.

## SANDRINGHAM RESTAURANT & TERRACE CAFE

Sandringham Restaurant & Terrace Cafe is a short walk from the car parks. Sandringham Restaurant offers a selection of hot and cold beverages and light meals as well as Afternoon Tea. The Terrace Café offers a selection of freshly prepared sandwiches, salads, and light meals as well as cakes and hot and cold beverages to takeaway. Sandringham Restaurant & Terrace Cafe are fully accessible for wheelchair users and adjustments can be made for the comfort of our visitors. Please ask a member of staff if you require assistance. There are also accessible toilet facilities within Sandringham Restaurant.

There are picnic benches in the courtyard with fixed seating. There are also kiosk facilities offering ice creams and a selection of beverages in the courtyard of Sandringham Visitor Centre and Children's Play Area. Special dietary requirements may be catered for wherever possible. If visitors have additional requirements for prebooked Afternoon Tea, we politely request that they are communicated to us in advance of any visit.

## SANDRINGHAM SHOP

The Sandringham Shop is fully accessible, with wide gangways, but please ask a member of staff for assistance with large items and items from higher shelves. In addition, please be aware that the Sandringham Shop can become very crowded on busy days. The Sandringham Shop offers a wide range of Sandringham souvenirs and other gifts, locally sourced and a wide selection of plants, seeds, bulbs and horticultural sundries available to buy.

## TOILETS

Sandringham Visitor Centre toilets are located beyond the Ticket Office which includes a unisex adapted toilet requiring a Radar key for access (RADAR keys are available to borrow from Sandringham Ticket Office). Within Sandringham Restaurant, there are also two sets of accessible toilets. There is also an accessible toilet facility within The Old Stables Courtyard in Sandringham Gardens.

## SANDRINGHAM ROYAL PARK

Sandringham Country Park incorporates 600 acres of amenity grassland, and mature and semi-mature woodland. Within Sandringham Royal Park, there are two waymarked trail routes (Blue Route and Yellow Route) as well as a hard standing pathway. The Yellow Route is not accessible for all visitors due to the undulating pathways. The Scenic Walk, a hard standing pathway, is suitable for wheelchair users and is approximately 1 mile in length and can be accessed via the North Car Park or via the pathway to the right of the Children's Play Area. The Blue Route is accessible for most visitors and take in some beautiful woodland and wildflower glades. The Arboretum, located at the east of the North Car Park, is full accessible with a small number of benches and is generally quieter than the waymarked trail routes.

## CHILDREN'S PLAY AREA

The Children's Play Area is located within Sandringham Royal Park and near the Sandringham Visitor Centre facilities. The Children's Play Area has a mix of hard standing pathways. There is a variety of play equipment for children of different ages and abilities including toddler play. Some play equipment is accessible for all children, including some water play within the play tower accessed using the wheelchair-friendly ramped walkway. Assistance dogs are permitted within the Children's Play Area.

## ADMISSION TICKETS & CONCESSIONS

Subject to availability, admission tickets may be purchased at the Ticket Office or online. Please be aware that there is a public road to cross to get to the entrance. Admission to Sandringham House and Gardens is on a timed entry basis. Carers or companions are entitled to complimentary entry.

# GARDENS & BUGGY SERVICE

There are 60 acres of gardens at Sandringham. There is a network of paths around the gardens, both tarmac and shallow gravel, and there are many benches. Most parts of the Gardens are fully accessible for all visitors, but a few areas may present difficulties, as follows:

1. The Dell; there is a short slope down to the stream crossing and up again on the other side. The path here is tarmac.
2. There is a shallow but long slope down from the West Terrace towards the Lower Lake. The path here is tarmac.
3. There is a short slope, marked by a signpost, to the left of the main path near the House which avoids a short flight of steps.
4. The Stream Walk is not suitable for visitors in wheelchairs and visitors who struggle when walking upon uneven footpaths.
5. Queen Alexandra's summerhouse, the Nest, which overlooks the Upper Lake, is reached by a narrow path and several steps.
6. The exit gate to St Mary Magdalene Church is not suitable for visitors in wheelchairs or scooters. Please exit at the Admissions Gate.

There is a regular buggy service from the turnaround near the Gardens entrance to the front of Sandringham House (but see distance chart in section 1 above). The trip takes 10-15 minutes each way, so there may be a wait of up to half an hour. The buggy service is not suitable for visitors in wheelchairs. There is no charge for this service. This service is only available when Sandringham House & Gardens is open to visitors and not when Sandringham Gardens only is open to visitors. Please be aware that our buggy service will not be in operation during the 'Sandringham In Bloom' event between 3rd June and 11th June inclusive. Wheelchairs, where possible, will need to be folded for transporting and the visitor must be able to step on to the buggy.

Visitors are welcome to use their mobility scooters within Sandringham House, Gardens and in Sandringham Royal Park though extra care should be taken for the safety of all visitors. Visitors using mobility scooters within Sandringham Gardens should be aware that our passenger buggies also operate along some of the main routes, although routes are wide enough for to pass safely. If visitors using wheelchairs or mobility scooters are concerned, they are advised to move to the side of the route and allow for the passenger buggies to pass. Out trained staff will ensure that they pass safely.

# SANDRINGHAM HOUSE

The rooms of Sandringham House open to the public are all on the ground floor and all fully accessible. There is a short ramp up to the front door, a short ramp covering three steps inside the house, and a third, longer ramp down at the exit. Visitors are welcome to use electric wheelchairs and small mobility scooters inside the House, as well as baby buggies and pushchairs. The gravel driveway to the entrance of Sandringham House may cause difficulty to some wheelchair users.

We offer a printed narration of the multimedia guide for hearing impaired visitors. There are also large text versions for visitors with visual impairments.

For exclusive tours, tours are with smaller groups and can be tailored to the individual needs of our visitors. If visitors have additional requirements, we politely request that they are communicated to us in advance of their visit.

# SANDRINGHAM CHURCH

Sandringham Church is open whenever the House and Gardens are open to the public. There is a flight of 7 steps under the lychgate into the churchyard; to the left of the lychgate is another path which avoids the steps and goes up a gentle slope. The Church itself is fully accessible.

# ADVICE FOR GROUPS

We welcome visits from groups with disabled members, but as noted above the buggy can only carry a limited number of wheelchair users at one time. Group organisers should also be aware that people with mobility difficulties do find it tiring to cover the long distances involved in visiting Sandringham.

General admission rates apply for all visitors including groups. Organisers bringing groups of people with learning difficulties should contact the Visitor Enterprises Office (contact details below) to discuss the charges applicable. It is most helpful if the organiser of any group visiting Sandringham with disabled members contacts the same office to advise the date and time of their intended visit; we can then ensure that staff in all areas are briefed and ready to assist where necessary.

# EVACUATION & FIRST AID

All Sandringham staff are trained in emergency evacuation procedures. In the event of an alarm sounding, please follow the instructions of Sandringham staff. There are always trained first aiders available. If help is required, please ask the nearest member of staff.

## CONTACT INFORMATION

The address of the Visitor Enterprises Office, which handles all bookings and queries relating to visiting Sandringham, is:

Visitor Enterprises Department, Estate Office, Sandringham, Norfolk, PE35 6EN

Telephone: 01485 544112

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