



## **ACCESSIBILITY DURING EVENTS 2023**

At Boconnoc we are working to ensure all our visitors, whatever their ability, can gain the most from their visit to the estate with the best access to facilities and services.

### **During your visit**

These resources may assist you before and during your time at Boconnoc:

- The Boconnoc Accessibility map is on the Contact section of our website
- Large print information can be collected from the Ticket Booth during our events
- For the sight impaired
  - One of our team can show you the walks, talking through anything you might like to know
  - We can talk through all the information on our website over the phone before your visit
  - We can provide any of our literature or information on the website in large text
  - Guide dogs are welcome and we have water bowls in the refreshment area
- For the hearing impaired
  - Hearing dogs are welcome and water bowls are provided in the refreshment area

### **Arrival**

#### **Car Park**

Accessible parking bays are situated near the entrance to the Stable Yard. These bays are on a hard surface of stone and tarmac. From here, tarmac roads lead to the best access points to both gardens, accessibility toilets, a small shop, and a tea and coffee stand.

The access from parking to the toilets and refreshments are on tarmac and cobbles in areas and the route is flat. From there, to reach the Dorothy Garden and Shrubbery, you will go on tarmac roads on an uphill gradient and on return you will go on a downhill gradient.

When you drive into Boconnoc please display your Blue Badge clearly if you have one.

If arriving by taxi, you can be dropped off in the same area as the accessibility parking bays.

## **Toilets**

We have an accessible toilet facility in the Stable Yard as well as baby changing facilities. These facilities include a left-hand arm transfer accessible toilet for wheelchair users and lever style taps in the sink.

## **Access within the gardens**

The Dorothy Garden is 1 hectare and the Shrubbery is 2.4 hectares. Around each of these gardens there are grass paths and entry points without steps.

The Dorothy Garden is on a gentle downhill gradient, so please remember this when you are doing the circular tour of this garden, as access and exit starts from the top of this garden. The Shrubbery has one flat circular route as well as a second circular route up a gentle gradient.

## **Circular Walks**

As well as the gardens we also have circular walks that are on tarmac driveways or stone paths. These will be included on the map that can be collected from the ticket booth and include a range of gradients, including up and down one steep gradient.

## **Access in Boconnoc House**

If Boconnoc house ground floor is open for an event, there is accessible parking in front of the house on the gravel drive. Alternatively there is parking at the top of the drive on tarmac. The drive leading to the house is gravel. There are ramps throughout the ground floor of Boconnoc House for wheelchair users. There is an accessibility toilet in the house on the ground floor.

## **Useful contacts**

We always welcome suggestions on how we can improve our facilities. To share your feedback please complete our online enquiry form or call 01208 872 507 to discuss this with one of our team.

If you require First Aid during your visit, please feel free to approach any member of the team, who will call for the nearest First Aider. You can also call our Emergency Line (during opening hours of 9am to 5.30pm) on 01208 872 507 who will again arrange for First Aid assistance. Alternatively, out of hours or over the weekend the number to call for assistance is 07341 371 875.