

Tyntesfield Access Statement

The Tyntesfield estate comprises a large Victorian Gothic style house with extensive formal gardens and woodland.

The 530 acre estate was lived in by four generations of the Gibbs family until 2001.

There are a number of other smaller buildings accessed by visitors including the stables, walled kitchen garden with Orangery, lodges now holiday cottages and the converted farm buildings now the Home Farm Visitor Centre.

Contact details

Tyntesfield, Wraxall BS48 1NX

T: 01275 461900

Infoline and bookings: 0344 800 4966

E: tyntesfield@nationaltrust.org.uk

Points to note

- There is reasonable mobile phone reception across most of the site except in and very near the house.
- Assistance dogs are welcome throughout the property. There are water bowls at the Home Farm Visitor Centre and access to 2 taps to fill them. Water for assistance dogs is available elsewhere on the property on request.
- Light levels in the house are kept low to protect the collection.
- There are 3 manual wheelchairs and 2 'Trampers, (mobility scooters), available for loan from the ticket office. There is 1 manual wheelchair available at the house for internal use.
NB: Tyntesfield is part of the South West Mobility Scheme
- The garden and estate have 4 areas of water. 2 are small historic water features in the Kitchen Garden complex and 2 are water catch ponds used for agriculture in historic and modern times.
- The Tyntesfield estate lies on the side of a valley.

Arrival & Parking Facilities

- There are brown direction signs from junction 20 (north and southbound) of the M5 and then on trunk roads B3128, B3130, B3129 and A369. The entrance is signed and the car park is down a tarmacked driveway. There are further signs at the entrance to the car park to wheelchair accessible spaces.
- The main car park surface is gravelled. Coach, motorcycle and wheelchair access spaces are all tarmac.
- There are 17 designated spaces for Blue Badge holders, on tarmac, in the main car park. These spaces are the shortest distance to the Home Farm Visitor Centre.
- Staff and volunteers with limited mobility can park next to the courtesy bus stop for easy transfer to the house, please contact the Visitor Experience Manager for details.
- Bicycle racks and lockers are available in the upper courtyard of the Home Farm Visitor Centre.
- Areas of the main car park are occasionally roped off for event or special access parking.
- It is possible to arrange pick up and drop off for visitors arriving via bus from the main entrance on the B3128 or pedestrian access on the B3130 by prior arrangement.
- There is an overflow car park at the bottom of the car park. This is a grass field and can only be used on 28 days in the year and only during dry weather. This is an agricultural field.



Blue badge car-parking spaces



Path from car park to Visitor Centre

- There is a transfer vehicle known as the courtesy bus which can take 12 people regularly between the Home Farm Visitor Centre near the front of the house and near the kitchen garden complex. This vehicle is modified with a lift to carry wheelchair users. The vehicle is driven by MIDAS trained volunteers. The service aims to operate 364 days a year, however the service relies on volunteers and may not always be available. The transfer vehicle does not serve the car park.
- There are 3 manual wheelchairs and 2 'Trampers', (mobility scooters), available for loan from the ticket office. There is 1 manual wheelchair available at the house for internal use, and booking is advisable.



One of the two 'Trampers'



Courtesy Bus

WCs

- There are WCs at the Home Farm Visitor Centre, at the side of the house and at the Pavilion Cafe.
Each suite of toilets has a wheelchair accessible toilet with emergency cord and baby changing facilities.



Toilets at the Home Farm Visitor Centre



Entrance to the Visitor Centre toilets

Visitor Reception – Home Farm Visitor Centre atrium and Straw Bale Building

- The visitor approach to Home Farm is on a lower level to the ticket office. There is signage directing an alternative route around the main building, (inclined slope), for buggies and wheelchair users.
There is a welcome pod at the entry via the main door to Home Farm, usually manned by volunteers and staff to provide direction and assistance using the lift to access the upper floor and ticket office.



Signage at the Home Farm Visitor Centre



Lift to the Ticket Office

- The surfacing in all areas is a concrete based floor with brick and plaster walls or straw bale and plaster walls. The buildings have large glass doors to the front and rear with a large glass window (covered with a map) at the office. Only 1 door on the lower entrance is powered, via a push button positioned 1 metre high on the wall. The door allows a L shaped entrance via 2 power assisted doors. The floor at the entrance to Home Farm Visitor Centre are historic cobbles, inside the building is a mixture of historic flat concrete and cobbles (in the restaurant cow barns) and rubber flooring on the upper levels. Lighting is provided by spot lights which operate automatically and heating is via under floor heating.
- The ticket office in the Straw Bale building with flat concrete floor and has 3 welcome pods and 2 tables with chairs for user for membership sales and for visitors to rest/wait for assistance. Each welcome pod and 1 of the tables has a hearing loop.
- All visitors are offered a welcome map which gives a suggested wheelchair route and also notes about time distances to the house and kitchen garden and the topography and surface of paths/steps on the estate. This map also notes the 3 courtesy bus stop locations.

Route to the House

- There are 2 primary routes to the house from the ticket office (Home Farm Visitor Centre), as shown on the welcome map. Both involve gradients and mixed surface paths.
- The suggested route to the house when travelling by tramper is to keep to the road. A highlighted map is issued showing this route after the tramper has been demonstrated to the user.
- Both routes take between 10 and 15 minutes.
- Both routes are lined with mixed species of trees that reflected the historic use of the estate. The trees are checked throughout the year in line with tree management plans and health and safety guidance.
- There are a number of wooden, stone and metal seats on the route to the house from the Home Farm Visitor Centre.



Part of the route to the house, showing bench

- The courtesy bus is available from the top of the Home Farm Visitor Centre courtyard. Access to this is up an inclined slope approx. 40 metres from the entrance to the Ticket and information office, and is outlined on the welcome map. The courtesy bus, from Home Farm, stops at a junction known as 5 Ways. This is approximately 87 meters from the house entrance.



Mixed surface path to the house



Path with gradient (not suggested wheelchair route)

House

- On most days the entrance to the House is at the front of the property, through the main doors (2015). For visitors approaching the house from the Courtesy Bus stop, the immediate pathway in front and to the rear of the House is only used by pedestrians and is gravelled. There is grass either side at the front which can be walked on if the gravel is difficult. NB: in some parts this is at a slightly higher level than the gravel.
- A route is signposted for wheelchair users, which incorporates a change in floor surface – paving slabs, large cobbles and then gravel. This is known as the Garden Passage.
- The alternative route from the ticket office passing to the south of the house incorporates 7 steps down to a terrace and then 7 steps up to the front of the house. NB: there are no hand rails. Visitors who choose to walk usually use this route.
- From the crossroads at the front of the house, known as “5 Ways”, there is an alternate path/drive leading to the Chapel courtyard, and Garden Passage, (accessible toilet). At the end of this path/drive there is a small area of gravel which can be crossed to give access to the front of the house. All gravel path ways immediately in front of and behind the house is level.
- The house is accessed through the front door with 1 small step up to the house. A ramp is available if requested from the welcome team.
- The house is accessible for manual wheelchairs. Motorised wheelchairs, trampers (our electric mobility vehicles), large bags/rucksacks and buggies/push chairs are left outside or in the bag store area in the Chapel courtyard. This is approx. 20m from house entrance and 250m to walk from the house exit.
- The floor surfaces in the house are mostly wooden and covered with eye-mat flooring (a protective covering imitating the actual floor). All the rooms contain collection items.
- The lighting is kept to a low level to protect the collection.



Approach to house from Courtesy Bus stop



Steps (part of walking route to the house)

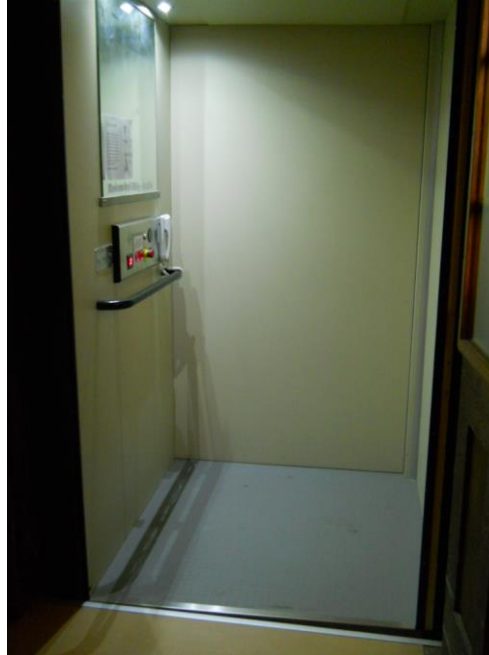


House entrance

- The visitor route encompasses a large stair case (with hand rail) from the hall to the first floor of the house. There are 29 steps. Lighting is provided by electric lights and natural lighting.
- For visitors with limited mobility a lift is available for the second floor. This is monitored by both staff and volunteers (known as the hospitality team). This service is available on request subject to availability of hospitality team. Only 1 wheelchair user can be taken to the first floor at one time if they are unable to self-evacuate.



House stairs to first floor



Lift to first floor of the house

- There are identifiable volunteers (flag of language spoken, worn) who can offer foreign language interpretation and help. Mixed languages depending on volunteers on duty. Information in French and German is available from the Ticket Office.
- In some of the rooms in the house there is written interpretation in the form of panels or room sheets. This aim to offer a highlight for each room or more complex descriptions of objects.

Holiday Cottages

- Tyntesfield has 3 holiday cottages – Summer House, Chaplains House and Chaplains Lodge.
- Neither Chaplains House or Lodge are wheelchair accessible and, due to the nature of the historic stairwells, would pose difficulties for guests with limited mobility.
- Summer House is a single storey building with small stepped access and wheelchair accessibility. However, the cottage is accessed for a woodland estate driveway which is not paved and has no lighting.

Second hand bookshop – Home Farm Visitor Centre

- The second hand book shop is located in the upper courtyard which can be accessed via the internal stairs/lift or via the slope around the left hand edge of the main building.
- The book shop has a concrete base and parts can be accessed by wheelchairs. The entrance is via a glass door with historic cobbles on the floor.
- Lighting is via natural daylight or electric ceiling lights.

Catering – Home Farm Visitor Centre

- Entrance to the main shop is accessed through the main Home Farm entrance. Floor surface is flat concrete for the majority however 'pens' have cobbled floor surface.
- The doorway is over 1000mm. This is usually open to at least 90 degrees and is non-power assisted. The door opens outwards. Catering team members can assist if required.

- There is some outdoor seating with tables which can accommodate wheelchair users both in the lower and upper courtyard of the Home Farm Visitor Centre. Some of this outdoor seating is undercover.
- The counter is over 850mm high. Catering team members are available to assist with service and carrying trays.
- The width between the tables is approximately 1000mm.
- There is an induction loop at the main counter.
- Members of visitor groups can sit at tables if queuing is difficult and one member of the group can ask catering staff for assistance.
- Menus are available in standard print and there are large handled cutlery and straws available.
- Please see note below about Cow Barn Cafe.

Retail – Home Farm Visitor Centre

- Entrance to the main shop is accessed through the main Home Farm entrance. Floor surface is flat concrete throughout
- There are no doors, except in good weather where there is a historic wooden door accessed from the outside alongside the main entrance, this serves as an additional door only. Aperture is 2000mm x 3000mm i.e. 2x3m
- The single counter is 950mm tall i.e. 95cms.
- There is no induction loop but one will be purchased this season.
- There is circulation space between the merchandise stands and they can easily be accessed by wheelchair users. Some of the goods on the central tables are reachable by wheelchair users and children. There is space here to use a powered mobility vehicle or powered wheelchair.
- The right hand side of the shop (on entry) gives way to the Cow Barn Café. There are a number of tables and chairs (as restaurant) along with server. This is a self-serve area (staffed). Some refreshments are not accessible from a seated wheelchair position. Staff and volunteers can assist any visitor.

Garden and estate including Orangery, kitchen garden complex and formal areas

- The Tyntesfield estate is built on the hill side of a valley. The estate above the drive is a larger gradient than that below the drive.
- There are numerous paths within the formal garden, wider estate and Kitchen Garden complex. Surfaces and gradients differ though mainly gravel paths within the formal garden and woodland some compacted others muddy tracks in the woodland. Path ways are maintained by the gardens team.
- There is a wheelchair accessible path to the rear of the Orangery which is signposted. This path is not suitable for motorised vehicles.
- 5 steps from the Lady garden towards the orangery, no ramp, and are not accessible for wheelchairs.
- The courtesy bus stops outside the kitchen garden complex. This is approximately 50m from the entrances to the kitchen garden.
- Trampers are not permitted on the plantation or sidelands walk



Orangery, showing wheelchair accessible route

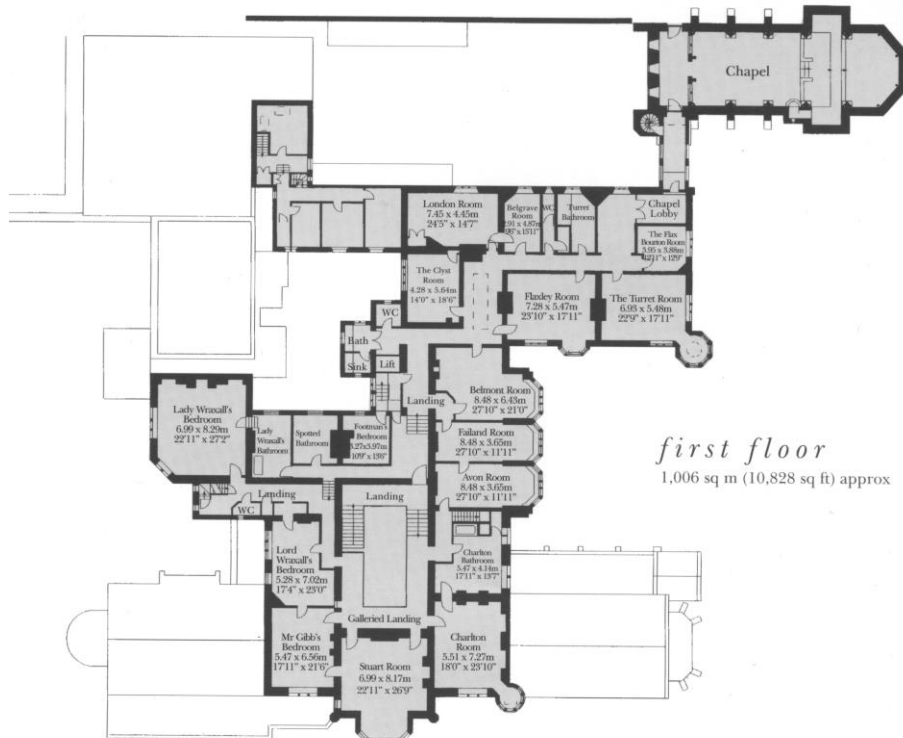


Mixed-surface paths leading to Orangery

Pavilion Café

- Access to the Pavilion café is via a slope with mixed loose gravel
- Level access to café through open glass doors in good weather, staff will open doors if needed.
- Historic slab flooring throughout.
- Steps down to outside at rear of Pavilion café for outdoor seating, access around the building onto grass lawn with outside seating / benches.
- 2 wood burning stoves protected by railings in main body of café
- Accessible toilet as part of the toilet suite situated to the left of the main building, access on level, mixed surface gravel path.

Map of the house



Not all rooms are open, and some close at short notice during Winter