

Normanby Hall Country Park

Access Statement

Normanby Hall Country Park (NHCP) aims to deliver an excellent service to all visitors and continually strives to provide a quality service to all. NHCP is committed to accessibility for all its visitors and is currently able to offer:

Pre-Arrival

- For full details and maps of how to reach us, please see the 'How to find us' page of our website (<http://www.normanbyhall.co.uk/visiting-us/how-to-find-us/#>) Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours, which is DN15 9HU, to get directions.
- The nearest train station is Scunthorpe, which is 4 miles away. Taxis are available at the station. Alternatively, you can look on the www.transportdirect.info website to see how to get from the station using public transport. There is also a cycle route on the website that you can follow.
- For information on the park and facilities before a visit you can call the main switchboard number on 01724 720588 and a member of staff will be able to answer any questions you might have. Please note that the phones will only be answered Monday to Friday, 9am to 5pm. If you call outside this time, or if you are diverted to our answer machine because we

have a high volume of calls, please leave a message and someone will get back to you.

- A leaflet can be posted out to you prior to your visit so that you are able to organise your day in advance. Please call 01724 720588 or email Normanby.hall@northlincs.gov.uk
- There is a 'Welcome to Normanby' document available with pictures of the park for those visitors who may benefit from some reassurance as to what to expect when arriving on site. This can be emailed or posted upon request.
- NHCP has one scooter and two wheelchairs that are available to hire free of charge. Please give 24 hours notice when booking these items by calling 01724 720588. Hire can be arranged on the day of your visit by enquiring at the Ticket Booth during the open season, and the Gift Shop during the closed season, providing the item has not already been pre-booked by someone else.

Car Parking and Arrival

- Throughout the open season (April to September) the Ticket Booth will be open as you enter the park (10.30am to 4.30pm) You will need to either buy a ticket here, or show your annual pass. Throughout the closed season you will be need to buy a car parking ticket from the machine unless you are a Blue Badge holder, or again, an annual pass holder.
- There is an extensive visitor car park with 100 spaces on hard standing, as well as two overflow fields. There are also 8 clearly marked Blue Badge parking spaces that are closer to the main entrance. If you are visiting the Hall and require closer access due to mobility issues, please contact us and we can arrange for closer parking to be provided.
- A bus parking area is available as you enter through the main car park gates before you arrive at the ticket booth. There is space for three busses and they can park here free of charge.

- The car park surface is tarmac. The car park is lit during park opening hours.
- Please be aware that although we aim to make all paths and roads as easily accessible as possible, NHCP is a park attraction and therefore there may sometimes be branches, leaves, pine cones etc on the paths that may cause a hazard. Please be careful and look where you are going at all times.

The Hall

- The Hall has a ramp that can be put on the main entrance steps that allows wheelchair access.
- The ground floor is accessible to all visitors
- Unfortunately the only access to the first floor is via the main staircase. This staircase has a banister, but it is quite a steep staircase with 31 steps.
- A taped tour of the Hall is specially designed for visually impaired visitors and is available for loan upon request. Please ask for this as you enter the Hall.
- There is an ipad available to borrow on the front desk with pictures of the upstairs exhibitions. Please ask to borrow this when you enter the Hall and have difficulty accessing upstairs.
- Some wedding services take place in the Buckingham Room which is situated on the first floor. If you have people with mobility issues attending your wedding, please notify us in advance.
- There are induction loop facilities in the Hall and in the Farming Museum.

The Walled Garden

- All of the Victorian Walled Garden is accessible.

The Farming Museum

- The Farming Museum is fully accessible due to a lift that provides first floor access.
- There are wide, automatic entrance doors.
- There are no steps to the entrance.

The Café

- There are two wheelchair accessible toilets, and level floors throughout the building.
- Please notify a member of staff if you are unable to carry the tray to your table and they will do this for you.
- The café is a breast feeding friendly establishment.
- Baby food in sealed containers can be warmed up. Hot water can be provided to warm any baby food in an already opened container.
- Water can be provided for dogs upon request (dogs must be kept outside the building)

The Gift Shop & Visitor Information Centre

- Both the Gift Shop and Visitor Information Centre are fully accessible.
- Please enquire in the Gift Shop about free of charge season tickets for carers. These are subject to the desired criteria being met. The free of charge ticket will be issued in the name of the disabled visitor, not the individual carer.

The Toilets

- Once a range of kennels, the toilet block is situated in the main carpark area. Facilities include ladies and gents toilets, a wheelchair accessible toilet, as well as baby changing and toddler cubicles.
- A Changing Places toilet is situated towards the back of the Hall. This facility offers people with profound disabilities a toilet that better suits their needs. The facility includes a centrally located toilet, a ceiling track hoist, a height adjustable changing bench, a height adjustable sink and shower

facilities. Please note that hoist slings are not provided, you must bring a compatible sling with you. When first using the facility you must visit the Gift Shop during the opening hours of 10.30am to 5pm (summer) and 4pm (winter) where you will need to register your details and will be issued the code for the facility in return. The toilet facility is open during park opening hours (9am to dusk – see website for further information) For anyone not familiar with Changing Places toilets, the following website may prove helpful www.changing-places.org

The Park

- There are wheelchair accessible picnic tables situated around the park

The Children's Playground

- The children's playground is wheelchair accessible

The Land Train

- The Land Train is wheelchair accessible. The journey lasts approximately 15 minutes. Tickets should be purchased at the Gift Shop.
- The Land Train runs weekends throughout the open season and throughout school holidays from 11am to 4pm.

Deer Park

- Although there are no actual pathways through the park, the deer park is wheelchair accessible as there are some flat areas. Please use your own judgement.

Woodland

- There are paths installed throughout the woodland that make the area accessible for wheelchair and disability scooters and people pushing buggies.