



## **Detailed Accessibility Guide for visitors with disabilities**

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## **1. Introduction and Distances**

Sandringham welcomes visitors with disabilities and is fully accessible for wheelchair users. 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 entrance to Sandringham House. There is a regular shuttle service between the Gardens entrance area and the House (see section 8); the shuttle can carry one wheelchair user and 4 other people. The distances in metres are:

- Disabled car park/coach park to Restaurant entrance (Visitor Centre) 100m
- Disabled car park/coach park to Gardens entrance (ticket office) 225m
- Gardens entrance to Sandringham House entrance on foot 450m
- Sandringham House to Museum 325m
- Sandringham House to Sandringham Church 425m

Registered assistance dogs are welcome in the restaurants and shops and in the House, Gardens, Museum and Church; they should be kept on the lead at all times, and we ask owners to remove any mess that the dogs make. Other dogs are not permitted except in the Country Park, where they are welcome.

## **2. Arrival & Car Parking; Wheelchair Loan**

Car parking at Sandringham is free and the disabled car park is clearly signed. We have wheelchairs available to borrow against a deposit of £20 which is returned when the wheelchair is returned. Wheelchairs are kept at the Restaurant (see section 3 below), so companions of people needing to borrow one may prefer to have their passenger wait in the car while they collect it and return (bearing in mind the distance involved – see above). The car park has a tarmac surface in some places and shallow gravel in others. There is no entry fee for the Visitor Centre area.

## **3. Visitor Centre Restaurants; Wheelchair Loan**

The Visitor Centre Restaurants are on your left as you walk down the block-paved path from the car park. The main restaurant offers home-cooked lunches and has a shared entrance with the Terrace Coffee Shop which offers hot and cold drinks, sandwiches, cakes and biscuits. Both areas are fully accessible for wheelchair users and have movable furniture, but please ask a member of staff if you require assistance. There are picnic benches outside the Restaurant with fixed seating. Beyond the Restaurant is the Ice Cream Kiosk which offers ice creams, hot and cold drinks, sandwiches and biscuits for people who prefer to sit outside.



#### **4. Visitor Centre Shops**

The Gift Shop is on the right as you walk down the block-paved path from the car park, opposite the Restaurant. It is fully accessible for wheelchair users, 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 shop can become very crowded on busy days. The Gift Shop offers a wide range of Sandringham souvenirs and other gifts as well as a comprehensive selection of jams and preserves, pickles and chutneys, biscuits and sweets.

The Plant Centre is on the left, beyond the Restaurant and Ice Cream Kiosk. It is fully accessible for wheelchair users, but please ask for assistance with plants on higher benches. The Plant Centre offers a wide selection of plants, as well as seeds, bulbs and horticultural sundries and gifts. It is also where Sandringham pressed apple juice is available by the bottle or case together with locally-produced jams chutneys and free-range eggs.

#### **5. Visitor Centre Toilets**

There are two sets of toilets at the Visitor Centre. Just inside the Restaurant entrance there are toilets including two unisex adapted toilets, one of which also contains baby changing facilities, and beyond the Plant Centre is another set of toilets which includes a unisex adapted toilet requiring a Radar key for access (users need to have their own Radar key). For those with mobility difficulties but not requiring an adapted toilet, the Ladies' and Gentlemen's toilets in this set are roomier than those inside the Restaurant.

#### **6. Admission Tickets & Concessions**

Admission tickets may be purchased either in the Gift Shop or at the Ticket Office at the Gardens entrance. Please be aware that there is a public road between the Visitor Centre and the Ticket Office, and cross with care.

Please ensure ticketing staff are aware of people with disabilities and their carers when you buy your tickets; staff cannot always be aware and do not want to cause offence.

There is no discount from the normal prices for people with disabilities, but the carer or companion of a disabled person is given free entry.

#### **7. Gardens & Shuttle**

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:

- (a) The Dell; there is a short slope down to the stream crossing and up again on the other side. The path here is tarmac.
- (b) There is a shallow but long slope down from the West Terrace towards the Lower Lake. The path here is tarmac.



- (c) 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.
- (d) The Stream Walk is entirely on grass (normally mown short but uneven underfoot).
- (e) Queen Alexandra's summerhouse, the Nest, which overlooks the Upper Lake, is reached by a narrow path and several steps.
- (f) Some paths are adjacent to the Upper Lake, so please take extra care in these areas.
- (g) The exit gate shown at number 16 on the map is a turnstile gate which is not usable by people using wheelchairs or scooters. Please leave the Gardens by the Ticket Office gates shown at number 7.

(See map on page 6, which shows all these points.)

There is a regular shuttle 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 shuttle can carry one passenger in a wheelchair and up to 4 other people. There is no charge for this service.

## **8. Guided Garden Tours**

The guided garden tour normally takes 60 – 90 minutes and does not necessarily stick to paths and drives, so we would advise that it is not suitable for people with mobility difficulties or users of wheelchairs or scooters.

## **9. 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 scooters inside the House, as well as baby buggies and pushchairs.

We offer a Braille transcription of our guidebook – please ask at the front door. We do not have audio tours of the House. There is a guide in each room of the house to talk about each room and to answer any questions you may have.

## **10. Sandringham Museum**

The Museum is all on ground floor level and is fully accessible throughout. There are two guides available to offer assistance and to answer questions.

## **11. Stables Tea Room**

The Stables Tea Room is next to the Museum and is fully accessible, with movable furniture inside and in the small garden at the rear, and larger benches in the courtyard in front. It can become quite congested at busy times, so please ask staff for assistance with furniture if necessary.



## **12. Museum Toilets**

The Museum toilets are adjacent to the Stables Tea Room, with one adapted unisex toilet, which also contains baby changing facilities. These are the only toilets inside the Gardens.

## **13. 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 lych gate into the churchyard; to the left of the lych gate is another path which avoids the steps and goes up a gentle slope. The Church itself is fully accessible.

## **14. Advice for Groups**

We welcome visits from groups with disabled members, but as noted above the shuttle 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.

Our normal group rates apply; a group of 20 or more paying visitors (not including carers who go free of charge) would be eligible for group rate. Organisers bringing groups of people with learning difficulties should contact the Public Enterprises Office (contact details in section 15 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.

## **15. 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.

## **16. Contact Information**

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

Public Enterprises Department  
Estate Office  
Sandringham  
King's Lynn  
Norfolk  
PE35 6EN

Telephone: 01485 545408  
Fax: 01485 541571  
Website: [www.sandringhamestate.co.uk](http://www.sandringhamestate.co.uk)  
E-mail: [visits@sandringhamestate.co.uk](mailto:visits@sandringhamestate.co.uk)

