



Strawberry Hill House & Garden

Accessibility Statement

Introduction

Strawberry Hill is a historic house and garden located in Twickenham and we want everyone who visits Strawberry Hill to enjoy their experience. Visitors who require additional assistance can either speak to a member of staff when they arrive at the House or contact our team in advance.

The Garden and Café are wheelchair accessible via a smooth path without steps. Access across the garden is over the lawn which can be a little uneven underfoot.

Inside the House the ground floor is completely accessible, and a lift gives access to the first floor, where the majority of our rooms are located. If you require use of the lift, please speak to a member of our team who would be happy to help.

Unfortunately, the lift does not give access to the second floor and therefore three rooms are inaccessible by wheelchair: the Library, Horace Walpole's Bedchamber, and the Plaid Bedchamber. The Library is on a mezzanine level above the first floor and may be accessed by 10 steps. Horace Walpole's Bedchamber and the Plaid Bedchamber are on the second floor and can only be accessed via two flights of stairs consisting of 10 steps on each flight.

Two rooms on the first floor, the Breakfast Room and the Green Closet are accessed via a step on the threshold, both 6 inches deep (153mm).

However, the Strawberry Hill House app is available to view, showcasing all the rooms through a virtual tour and our room stewards are on hand to answer any questions about the app or the rooms. The app is also available to download on the Google Play store and the App Store.

Pre-Arrival

For full details and maps on how to reach us please visit the 'How to get here' section on our website: <https://www.strawberryhillhouse.org.uk/visit-us/how-to-get-here/>



Alternatively, you can plan your journey by public transport using www.tfl.gov.uk

Our postcode is TW1 4ST.

The nearest railway station is Strawberry Hill, which is a 10-minute walk away. There is a small minicab office at the station and access from the platform is step free.

The 33 bus runs between Hammersmith and Fulwell via Twickenham and Richmond, at 6–10-minute intervals during the day. It stops at Strawberry Vale on Waldegrave Road, directly opposite the House.

The R68 bus runs between Kew Retail Park and Hampton Court Station, calling at Michelham Gardens every 15 minutes in each direction. From the bus stop, Strawberry Hill is a 5-minute walk away along Waldegrave Road from the mini roundabout by Radnor Gardens. This route calls at Richmond Station and is useful for visitors travelling via the District Line from Central London.

The main road outside the House has a wide paved path and the pedestrian entrance from the road has a dropped curb.

Car Parking

There is limited parking onsite for 26 cars and 5 clearly marked Blue Badge parking spaces, which are approximately 30 metres from the main reception and shop entrance. The car park is well lit at night, the surface is solid with fine gravel and the pathway to the House is level. Please note that the horseshoe driveway at the front of the House is for pedestrian use only and not vehicular access.

Blue Badge Parking

There are five Blue Badge parking spaces in our car park. We also offer a Blue Badge holder discount and carers gain free entry for general admission.

Inside the House

The narrowest door is 25.5 inches wide (647mm). All interior doors are open during visiting hours. Some doors are fitted with automatic closers which operate on activation of the fire alarm system.

There are two wheelchairs available for visitor use, please speak to our Front of House team on arrival. Chairs are also available in many of the rooms, and we have some folding stools available for visitor use as well.



The floor surface is tile or stone in the main visitor areas, and in the historic rooms the floors are wooden or parquet.

Lighting in the House is natural, though very dim rooms are lit by simple uplighters.

There is large print interpretation in our room folders, which our room stewards are on hand to help with.

Public Toilets

We have two accessible toilets onsite, one in our car park visitor reception area and one in the corridor behind our café. There is step free access to both accessible toilets.

The toilets in the car park include two unisex toilets and one unisex accessible toilet. The accessible toilet has a door width of 35.5 inches (901mm) and inside there is a 30-inch (762mm) transfer space to the left when facing the toilet. The toilet height is 19 inches (482.6mm). There is a horizontal rail on the side wall adjacent to the toilet and 2 vertical rails next to the sink. There is an alarm cord in this toilet which can be pulled to call for assistance in an emergency. Toilets are well lit, and the flooring is safety laminated. There are lever taps on the sinks.

The toilets inside the House are to be found adjacent to the lift behind the café. There toilets have one unisex toilet and one unisex accessible toilet. The accessible toilet has a door width of 36.6 inches (930mm) and inside there is a 31.5-inch (800mm) transfer space to the left when facing the toilet. The toilet height is 19 inches (480mm) with an adjustable rail on one side. There is a horizontal rail on the side wall adjacent to the toilet. There is an alarm cord in the accessible toilet which can be pulled to call for assistance in an emergency. The toilets are well lit with overhead lighting and the flooring is non-slip laminate. There are lever taps on the sinks.

Catering

The café is situated on the ground floor, has step free access and is level throughout. The entrance doors to the café are 35.5 inches (900mm) wide.

Tables in the café are well spaced apart, with a height of 26.56 inches (700mm) and upright chairs without arms.



Lighting in the café is natural with additional wall mounted lighting. The floor is stone.

We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.

The Shop

The shop is situated near the car park. There is level access, and the door is 38.2 inches (970mm) wide.

All shop fittings are placed around the walls with no central fittings so there is space for wheelchair or pushchair access.

The area is evenly tiled and well lit.

Staff can give assistance if required.

Education Centre

Both education rooms and the education toilets are located on the lower ground floor and are accessible via a step lift.

If you require use of the step lift, please speak to a member of our team who would be happy to help.

Dementia Friendly Site

Strawberry Hill House works with the Alzheimer's Society to offer a dementia friendly environment, we run monthly workshops for those living with dementia and their carers as part of our 'Feel Good Garden' programme. For more information, please contact: claire.leighton@strawberryhillhouse.org.uk

Assistance Dogs

Strawberry Hill understands that some visitors to the House will require the support of an assistance dog and we are happy to admit appropriately trained assistance dogs into the House.

Assistance in the House

If you require assistance in the House, please notify our team in advance, this helps us to ensure we can be on hand to best support you. For more information on accessing Strawberry Hill House & Garden, please contact our team: enquiry@strawberryhillhouse.org.uk