Access statement for Chatsworth

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This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

**Introduction**

Chatsworth, home of the Duke and Duchess of Devonshire is set in the heart of the Peak District in Derbyshire, on the banks of the river Derwent.

The house is based on three floors that are made accessible by a lift. The garden, farmyard and park are accessible with certain restrictions. You can find out more about accessibility at Chatsworth in the below document.  
  
We do offer free admission to carers. Do not include carers when booking online as they will be given complimentary admission on arrival.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01246 565430 or email visit@chatsworth.org.

**Pre-Arrival**

* You can find full details and a map of how to reach us at <https://www.chatsworth.org/visit-chatsworth/visitor-information/how-to-get-here/>
* Accessible transportation options including train and taxi can be found on Accessible Derbyshire's website, <https://www.accessiblederbyshire.org/transport/>
* Please feel free to contact us in advance of your visit to help you make the most of your day.

**Car Parking and Arrival**

* The closest aisle of the house car park is reserved for accessible parking. This aisle is clearly marked.
* Visitors with restricted mobility may be dropped off and collected from the fenced area by the main entrance.

**Main Entrance and Ticketing Area**

* The main house entrance and ticket area is situated on the ground floor and is accessible throughout. There is a lowered section of the welcome/ticketing desk.
* The garden entrance is located on a slight incline and is paved.
* The farmyard entrance is located on a slight incline and is paved.
* Induction loops are installed in the house, garden and farmyard entry points.

**Attractions**

* House
  + There is a lift in the house, allowing access to the entire visitor route for visitors with restricted mobility. The lift is 1500mm depth by 900mm width with the door being 800mm width.
  + For evacuation purposes we limit the number of visitors using mobility aids on the top floor to 4 at any one time. There are no limits on numbers in other areas of the house.
  + Electric scooters cannot be used inside the house. However, wheelchairs, manual and electric, and other smaller mobility aids may be used. Please note that we do have manual wheelchairs for use in the house, garden and farmyard. They can be booked in advance by calling 01246 565430, and can be collected from the house entrance underneath the flagpole.
  + Assistance dogs are welcome in the house, garden, and park. Puppies in assistance dog training are welcome in the house as long as they are house trained. Please note dogs must be kept on a lead at all times.
* Garden
  + The garden is accessible to visitors who use manual and electric wheelchairs and electric scooters, please take extra care on steeper slopes.
  + Guided buggy tours of the garden are available for an additional charge and leave from outside the house exit. They are pre-bookable online or, subject to availability, bookable on the day at Floras kiosk at the garden entrance on a first-come, first served basis.
  + Accessibility maps are available at the entrance to the house and garden. Please ask one of our team if you require one.
  + Please note that we do have manual wheelchairs for use in the house and garden and electric scooters for use in the garden only. They can be booked in advance by calling 01246 565430, and can be collected from the house entrance underneath the flagpole. For safety reasons, at the discretion of our staff, we reserve the right not to issue scooters in bad weather.
  + A tractor and trailer is available in the garden for an additional charge. It is not pre-bookable but is payable on the day and leaves from outside the house exit. There is a lift on the back of the trailer making it accessible for those using a wheelchair or other mobility aid. Please note this service may not run every day and routes may vary.
* Farmyard and adventure playground
  + The farmyard entrance is at the top of the main car park.
  + A lift and a ramp give access to all parts of the farmyard.
  + Please be aware that the playground is a woodland site with uneven terrain and a soft bark surface. The paddocks and picnic area are accessible via a gently sloping footpath.
  + The tractor and trailer that travels from the farmyard is fully accessible for those using a wheelchair or other mobility aid. Please note this service may not run every day and routes may vary. If wheelchair access is required, it is advisable to pre-book to ensure availability by calling 01246 583139. Otherwise, rides are available on a first come, first served basis.

**Public Toilets**

* Accessible toilets are located near the house entrance and in the farmyard. Regretfully, there are no adapted lavatories within the garden.
* Our accessible toilets are left hand transfer.

**Catering**

* The Carriage House and Cavendish restaurants are fully accessible. Our accessibility buggy service runs around the car park, to the house and garden entrances and up to the stables and farmyard. This is a free service on a first come, first served basis. Please enquire with a member of staff if you wish to use this service.
* The Chatsworth Estate Farm Shop Café is 1.5 miles from the house, in the village of Pilsley and is accessible for visitors in manual and electric wheelchairs and electric scooters. There are four bays reserved for accessible parking.

**Shops**

* The shops are fully accessible; although space is limited inside the garden shop. Our accessibility buggy service runs around the car park, to the house and garden entrances and up to the stables and farmyard. This is a free service available on a first come, first served basis. Please enquire with a member of staff if you wish to use this service.
* The Chatsworth Estate Farm Shop is 1.5 miles from the house, in the village of Pilsley and is accessible for visitors in manual and electric wheelchairs and electric scooters. There are four bays reserved for accessible parking.

**Park**

* The Kissing Gate was installed in 1999, allowing access to the park from Baslow. It allows wheelchair access to the park without leaving a gap through which grazing stock might escape.

**Additional Information**

* We have evacuation procedures and an evacuation chair should you require someone to assist you. The SWL for the evacuation chair is 182kg.
* A water bowl for dogs is available at the main entrance to the house.

**Contact Information**

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| Address: | Chatsworth House Trust Bakewell Derbyshire DE45 1PP |
| Telephone: | General enquiries 01246 565300  Access enquiries 01246 565430 |
| Email: | [visit@chatsworth.org](mailto:visit@chatsworth.org) |
| Website: | <https://www.chatsworth.org/> |
| Hours Of Operation: | Seasonal – detailed opening times can be found  on the website |
| Local Accessible Taxi: | <https://www.accessiblederbyshire.org/transport/wheelchair-accessible-taxi/> |
| Local Public Transport: | <https://www.accessiblederbyshire.org/transport/> |