



Access Statement for Madresfield Court and Grounds

This access statement is intended to provide an accurate description of the facilities and services at Madresfield Court for all visitors, without expressing personal opinions regarding our suitability for those with disabilities.

INTRODUCTION

- Madresfield Court is situated on level ground, with gradual inclined slopes in some areas of the grounds and gardens.
- While we welcome all visitors, it is important to note that, as a Grade 1 listed building, there are physical restrictions which may limit access for those with mobility issues.
- If your access requirements are not covered in this statement, please contact us to discuss your needs.

PRE-ARRIVAL

By Car

- Visit the "Find Us" section on our website for detailed directions or use Google Maps with the postcode WR13 5AJ.
- Note that the given postcode is for the Estate surrounding Madresfield Court, and using our website directions is recommended for accuracy.

By Rail and Taxi

- The nearest railway station is in Great Malvern, approximately three miles away.
- Accessible taxis can be pre-booked with Malvern Access Taxis at 07749 621594.

Public Transport

- Due to its rural location, there is no scheduled public transport to Madresfield Court.

CAR PARKING AND ARRIVAL

- Free on-site parking is available approximately 80 meters from the Play Room (Tours Reception) in the Stable Courtyard.
- Drop-off at the entrance to the Court is allowed for easier access.
- The path between the Car Park, Reception and the front door of the Court is tarmacked or paved with gravel which occasionally poses difficulties for some mobility aids.
- Staff are available to assist and direct visitors.

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- A 200-meter walk leads from the Car Park/Reception to the main entrance where there are two steps - a wheelchair ramp is available upon request.

THE COURT TOUR

- The standard tour covers ten principal rooms.
- Three rooms - the Chapel, New Gallery, and Long Gallery - are not fully accessible due to steps and stairs.
- Tours are guided, last approximately 1 ½ hours, and there is some seating at various points along the route
- Two staff members accompany each tour group and can summon further assistance if required.

THE PLAY ROOM & TOURS RECEPTION

- Located in the Stable Courtyard, approximately 80 meters from the Car Park, the Play Room also serves as the Reception for Tours.
- There is an accessible entrance available on the Court side of the building with staff assistance available if needed.
- The flooring is wooden and level throughout.

GIFT SHOP

- The Gift Shop is in the main entrance of the Court, with items displayed on standard-height tables.
- Staff assistance is available if required.

GROUND AND GARDENS

- A level footpath provides views of the landscape and gardens
- Benches are available within the garden.
- Please note, there are steps and uneven ground in some areas

ADDITIONAL INFORMATION

Phone Reception: Mobile phone reception is intermittent, but house staff can access a landline in emergencies.

Wi-Fi: No Wi-Fi is available for visitors in any part of the Court, Gardens, or Stables Courtyard/Play Room.

Dogs: Assistance dogs are very welcome, with water provided upon request. Dogs must be kept under control due to grazing animals.

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Water: Unfenced water features include the moat, stew pond, and various brooks and ponds around the grounds.

Carers: Free admission is available for carers. Please contact the office to make the necessary arrangements. A correct means of identification may be required on arrival.

Light: Electric lamps illuminate most areas and natural lighting is maximized where possible. Visitors may need time to adjust to the more subdued lighting in some areas.

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