

## The Trentham Estate Access Statement

The Trentham Estate offers a warm welcome to all of our visitors and has produced this guide to ensure our visitors have a perfect day to remember.

The Trentham Estate has an extensive and colourful history, with 1086 being the earliest documented record of Trentham in the 'Domesday Book', and the estate has enjoyed notable ownership over the years. The Estate covers 725 acres and is home to the BBC Countryfile Garden of the year 2015 / 16 Award Winning Italian Gardens, with, to name but a few added attractions such as, Children's Adventure Play area, Hide & Speak Maze, Show Gardens, mile long lake, Shopping Village, Monkey Forest, and Trentham Treetop Adventure. We also offer our visitors' FREE on-site parking. The majority of areas are flat with built in access ramps to the shops and Gardens Entrance or where deemed beneficial to our visitors.

### Pre-arrival:

#### **Road**

The Trentham Estate is located in Trentham on the A34 Stone Road between Newcastle-under-Lyme and Stone, in Staffordshire.

Main North Entrance: Sat Nav post code ST4 8JG

- Trentham Gardens Main Entrance
- Trentham Shopping Village
- Premier Inn
- Trentham Garden Centre
- Frankie and Benny's

South Entrance: Sat Nav post code ST12 9HR

- Trentham Monkey Forest – visit [www.monkey-forest.com](http://www.monkey-forest.com) for further info
- Trentham Treetop Adventure for further info visit [www.peakpursuits.co.uk/centre-category/trentham-treetop-adventures/](http://www.peakpursuits.co.uk/centre-category/trentham-treetop-adventures/)
- Southern Lakeside Café Entrance to Trentham Gardens. One mile from the entrance to the formal gardens.
- Free Woodland Walks. There are steep gradients, uneven/unsurfaced paths in some areas.

Situated to the south of Stoke-on-Trent, there is easy access from the M6 motorway (Junction 15), A50, A500 A34 dual carriageways.

#### **Train**

The nearest station is at Stoke-on-Trent Train Station, exactly 4 miles from the main North Entrance of the Trentham Estate. Stafford Station is exactly 12.4 miles from the main North Entrance of the Trentham Estate. Buses and Taxis are available from both stations.

#### **Bus**

From Hanley Bus Station and Stoke-on-Trent Railway station:

101 First Bus, running every 20 minutes Monday – Saturday and every hour Sundays and Bank Holidays.

#### **Taxi**

Taxis available from Stoke-on-Trent Station, Stafford Station, Hanley City Centre and Newcastle City Centre.

For further transport enquiries please contact the services directly;

- National Rail Enquiries 0845 748 4950 [www.nationalrail.co.uk](http://www.nationalrail.co.uk)
- First Buses have wheelchair access. Route timetables and enquiries - 0871 2002233 <https://www.traveline.info/>
- (Private Hire) Roseville Taxis - 01782 613245
- Lucky Seven - 01782 333333

### **Car Parking and Arrival:**

Free onsite car parking is available with over 1,368 smooth tarmacked, clearly marked bays, and an overspill parking area currently on rough terrain. There are dropped curbs and pedestrian crossings leading from the car parks, allowing easy access to the Shopping Village and the Main Gardens Entrance.

There are 55 designated Blue Badge parking areas:

14 to the front of the Garden Centre, 160 metres from the Main Garden Entrance

5 by the Premier Inn, 322 metres from the Main Garden Entrance

3 by the entrance to Frankie and Benny's, 161 metres from the Main Garden Entrance

12 adjacent to the north entrance of the Shopping Village, 98 metres from the Main Garden Entrance

21 to the south entrance of the Shopping Village, 161 metres from the Main Garden Entrance

The site also has 30 designated parent and baby parking areas:

4 in close proximity of the Garden Centre

6 opposite Frankie and Benny's on Row E

20 adjacent to the south entrance of the Shopping Village at Row J

### **Coach Drop off Point**

The coach drop off point is located next to the Management Suite opposite row G of the car park. Directional signage is available from the main entrance of the car park. The coach drop off point is near to the central entrance to the Shopping Village and is 105 meters from the Garden Entrance.

### **Main Gardens Entrance/Visitor Information Centre**

The Main Garden Entrance is located in the middle of the Shopping Village. Access to the Gardens Entrance is via a small built in ramp and through automatic sliding doors. The floor surface in the Gardens Entrance is tiled with fixed, sunken mats by each door. The building is well lit and has a lot of natural light from the large windows that look over the gardens.

The information and ticket reception desk is located to the left hand side of the building with a queuing system in place to guide our visitors to the desk. The desk is lowered at each end to aid wheelchair users.

Prices are displayed behind the reception desk in large print, with information leaflets readily available for our visitors with large print available upon request.

Wheelchair friendly route map available upon request and on the website

<https://www.trentham.co.uk/media/1672/wheelchair-routes.pdf>

A hearing loop is also available for hearing impaired visitors and our front of house team have received training from Disabled Go – Tourism Training.

Our gardeners offer a guided tour once a month of the gardens, giving details of the planting schemes and history of the gardens, which is included in the gardens admission. Pre-booked tours are also available for groups of 12 plus. (Subject to change)

There are discounted tickets available for visitors who are registered disabled and their accompanying carer(s).

Prices can be found on the website

<http://www.trentham.co.uk/trentham-gardens/admission-and-prices>

### **Southern Garden Entrance**

The Lakeside Café Southern Entrance is located a mile away from the Main Northern Entrance and shares its car park with the Monkey Forest and Trentham Treetop Adventure. The car park is marginally rough terrain with unmarked bays. The walk to the Lakeside Café from the car park is on a gentle slope and a natural path way. When you reach the Lakeside Café the ticket point is situated next to the staff operated entrance gate.

## **Wheelchairs**

Seven manual wheelchairs are available for loan from the Garden Entrance in exchange for a security deposit of house/car keys, however these subject to availability. These wheelchairs are fitted with suitably larger wheels and are perfect for use around the Gardens and Shopping Village. The Garden Centre also provides a wheelchair service; for use within the centre, a security deposit of house/car keys is required, and again subject to availability.

Electric Mobility Vehicles are welcome for use on site, however, we advise our visitors to use them with caution as there are some steep gradients on site due to the historical landscape.

Wheelchair friendly route map available upon request and on the website

<https://www.trentham.co.uk/media/1672/wheelchair-routes.pdf>

## **Public Toilets**

There are 4 sets of public toilets on site, all consist of male and female, unisex access toilets and baby changing facilities. There are further toilet facilities throughout the Trentham Estate within the Garden Centre, Hotel, Frankie and Benny's and David's Brasserie.

## **Access Toilet Facilities**

Location	Gardens Entrance	South Shopping Village	Tearooms	Lakeside Café
Door opening from outside	Right	Left	Right	Right
Door Width	108cm	100cm	84cm	
RADAR Lock	N/A	N/A	N/A	N/A
Wheelchair Space	To the left, 130cm space	To the right, 149cm	To the left, 124cm	Central, on entry
Sink	Low sink	Low sink	Low sink	Low sink
Low Hand Dryer	Yes	Yes	Yes	Yes
Toilet Height	48cm	49cm	46cm	48cm
Grab Rails Horizontal	1 x fixed 1 x drop bar	1 x drop bar	2 x drop bar	2 x fixed 1 x drop bar
Grab Rails Vertical	1 by toilet 1 by sink	1 by toilet 2 by sink	1 by toilet 3 by sink	2 by toilet 2 by sink
Emergency Red Pull Cord	Yes	Yes	Yes	Yes
Floor Surface	Flat, vinyl flooring	Flat, vinyl flooring	Flat, tiles	Flat, concrete flooring

## **Shops and Cafes**

Trentham Shopping Village is made up of 60 timber lodges and is home to an array of amazing shops, cafes and restaurants. All are easily accessible for wheelchair users, with low level ramp access and level flooring inside. The Bakehouse Café Bar and David's Brasserie, located within Trentham Shopping Village, both provide one unisex access toilet facility.

Frankie and Benny's and Joe's Kitchen, located at the main North Entrance to the Trentham Estate, both offer wheelchair friendly route around the restaurants as well as low level tables. Frankie and Benny's offer male, female and unisex access toilet facilities and Joe's Kitchen offers one unisex access toilet facility and a wide stall located inside the female toilets.

Trentham Garden Centre is home to the Caffe Bello, Terrazzo del Giardino and Six Arches Restaurant, with their self-contained female, male and unisex access toilet facilities.

All shops and restaurants are individually owned and managed businesses. Listings of all establishments and contact details can be found on The Trentham website and in the Trentham Shopping Village leaflet for individual enquiries.

Please visit the [individual webpages](#) of each café and restaurants on site to see whether they can cater for your particular dietary needs.

## **Gardens and Lakeside Walk**

Admission charges apply for entry to the Gardens and Lakeside Walk. After walking through the Gardens Entrance and over the bridge you will find the Gardens are split into four areas:

**Lakeside Walk** – Just over a 2 mile circular walk with access to Miss Elizabeth passenger boat.

**Italian Garden** – 80,000 perennials planted in the Italian Garden, in over 400 varieties, in 70 flower beds and covers 10 acres

**Upper Flower Garden** - The Upper Flower Garden has been restored based on the original layout of Sir Charles Barry's design. The horticultural schemes it once contained were considered to be amongst the most innovative and horticulturally trend setting in the country, and we hope to continue this reputation.

**Eastern Pleasure Ground** – Floral Labyrinth and Rivers of Grass covers 7 acres and was designed by internationally acclaimed Dutch garden designer Piet Oudolf.

**Western Pleasure Ground** – Italian Garden Tearoom, Children's play area with accessible swing and new Toddler Zone, 12 beautiful show gardens, which gives inspiration on a domestic scale, Hide and Speak Maze (wheelchair accessible) and Barefoot Walk covering 5 acres.

The majority of the grounds are level and wheelchair and pushchair accessible with benches and picnic areas positioned throughout.

Pathways around the Gardens are made up from compressed gravel with a thin layer of small gravel; we ensure the levels are maintained to be wheelchair and pushchair friendly. Where we have varied gradients due to the historic provenance of the garden – these have fixed gravel with epoxy resin or alternative paths are sign posted.

The mile long lake, designed by 'Capability' Brown, provides a circular walk just over 2 miles. Directional signage is in place to advise which pathways are not suitable for wheelchairs and pushchairs and provide alternative routes. The Miss Elizabeth Passenger Boat is our electrically powered, ecologically friendly, 42 seat catamaran which sails on the mile long lake. Just a 321 metre walk from the Gardens Entrance to the North Jetty, tickets can be purchased from the Gardens Entrance or on board in addition the garden admission. The boat set sails from the North Jetty within the Italian Gardens on the hour and from the Southern Jetty half past the hour. The catamaran is pushchair and wheelchair friendly, with a low level entrance ramp and 83cm wide door.

Our resident Trentham Fern Miniature diesel engine train travels ¾ mile along the beautiful lake. The carriages are open sit-astride miniature passenger trains. In addition to the gardens admission charge tickets can be purchased from the Gardens Entrance and directly from staff operating the train.

***We offer you a warm welcome and look forward to meeting you.***

For further assistance please phone 01782 646646 or email [enquiry@trentham.co.uk](mailto:enquiry@trentham.co.uk)

The Trentham Estate

Stone Road

Trentham

Staffordshire

ST4 8AX

Garden Entrance 01782 646646

Management Suite 01782 657341

[www.trentham.co.uk](http://www.trentham.co.uk)

*Information correct at the time of publishing 2018.*