

Access Statement for RHS Garden Harlow Carr



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

Introduction

The garden is 58 acres and sits in a valley, showcasing planting which reflects the surrounding Yorkshire countryside. Since the RHS acquired the garden back in 2001, considerable development has taken place to establish a network of suitable footpaths around the garden and provide infrastructure and facilities for the many thousands of people who visit each year.

Pre-Arrival

- Full details and maps of how to reach us can be found at: <https://www.rhs.org.uk/gardens/harlow-carr/plan-your-visit-to-harlow-carr/how-to-get-here>
- Accessible transportation options including train and taxi can be found at: <http://www.visitharrogate.co.uk/visitor-info>
- Please feel free to contact us in advance of your visit to help you make the most of your day. Tel: 01423 565418

Car Parking and Arrival

- Free car parking is available all year and accessible parking is clearly signposted.
- Twenty six accessible parking bays are available from between 60m-125m from the garden entrance.
- Car Park 1 (adjacent to the main garden entrance building) offers eighteen accessible parking bays immediately on your left as you enter the car park from the road all of which are clearly marked.
- Eight additional accessible parking bays can be found in Car Park 2; they are clearly marked. A gentle hard standing sloped ramp takes you from the road crossing down to the garden entrance.
- A drop off/collection point is available on Crag Lane, adjacent to the shop building approximately 50m further down the road, past the entrance to Car Park 1. From here there is a short flight of steps or a hard standing ramp to the main garden entrance.
- A tarmac surface can be found in the main car park which leads down to the garden entrance. If parking in Car Park 2, a compliant ramp leads you from the car park to the garden entrance.
- Seating is available outside the main garden entrance.

Main Garden Entrance and Ticketing Area

- The entrance to the garden and admissions area is on the ground floor, through an accessible automatic door. Toilets, including an accessible toilet, are located in the admissions area. We have three till points in the entrance, two of which have lower sections of desk to accommodate wheelchair users.
- Unfortunately attendants cannot be provided however, one essential companion is admitted free of charge per wheelchair user, blind or partially sighted visitor or other person whose disability necessitates an essential companion.
- A larger print version of our map can be provided; please ask a member of staff at the entrance.
- Once tickets have been purchased or membership card shown, visitors can pass through a set of accessible, automatic doors in the admissions hall where they will find a flight of steps down into the garden. Located to the right of the steps is a compliant ramp with a hard standing tarmac surface.
- Additional seating is located on the terrace before the steps/ramp into the garden.
- We have three mobility vehicles and five wheelchairs available for hire from the garden entrance. There is no charge for this facility and a full induction will be provided with the mobility vehicle prior to issuing. We strongly advise booking ahead in the summer months to avoid disappointment. Tel: 01423 724681
- Visitors are welcome to bring their own personal mobility vehicles to help them get around.
- Registered Assistance Dogs are welcome in all areas of the site including Bettys Café Tearooms, the Shop and Plant Centre and the garden itself.
- Puppies in Assistance Dog training are also welcome on site.
- Portable induction loops are available on request for use at the entrance and Harlow Carr Shop and Plant Centre till points.

The Garden

- A map of the garden can be found here:
<https://www.rhs.org.uk/Gardens/PDF/Harlow-Carr/Harlow-Carr-map>
- The red and yellow dotted route is our suggested route for push wheelchairs and has a hard surface path with a very light covering of pea gravel. Due to the garden sitting in a valley and some relatively steep gradients, we regret that not all of the garden is accessible by push wheelchair.

- The solid red route is our suggested route for mobility scooters and provides access to the majority of paths around the garden.
- Inclines around the garden are indicated on the map with arrows showing the direction of the incline. Please take extra care on the steeper slopes.
- There are a number of steps on site, but alternative routes or ramps are provided.
- Our mobility vehicles are for garden use only. Should you require assistance from the car park to the entrance, the loan of a manual wheelchair can be arranged. For safety reasons, at the discretion of our staff, we reserve the right not to issue scooters in bad weather or if the staff member feels the driver is not competent enough to drive the vehicle.
- There are approximately 200 benches sited around the garden at regular intervals. These are of varying height with most offering arm rests.
- Woodland paths are hard-core and not suitable for push wheelchairs. A map showing suggested routes for wheelchair users and mobility vehicles is available at the main entrance or can be downloaded from our webpage.
- The Alpine House is fully accessible with double doors which are propped open and a level hard standing surface inside. Benches are located inside.
- The Bird Hide is accessible to mobility vehicles, however due to the path being hard-core, we regret it is not suitable for wheelchairs.

Exhibitions in the Old Bath House

- We host exhibitions in the Old Bath House throughout the year. The building is fully accessible via a compliant ramp with a clear door width of 900mm/35inches.
- It is fully accessible for smaller mobility vehicles and wheelchairs.

The Bramall Learning Centre

- The two-storey building is accessible from the garden via automatic doors.
- Access to the first floor is via a fully accessible lift located in the foyer.
- Toilets are located just off the foyer on the ground floor and also on the first floor.
- The Library is located on the ground floor with double doors that are propped open during operating times.

Toilets

- Unisex accessible toilets are located at the main garden entrance, Bettys Café Tearooms, the Shop and Plant Centre and also in the Bramall Learning Centre. Ambulant disabled WCs are located in the garden near the Old Bath House and Tea House.
- All accessible WCs are fitted with a red alarm cord.
- Accessible WCs in the Learning Centre are located on the ground floor. An additional accessible WC can be accessed via a lift from the ground floor to the first floor. The lift is fully accessible.

Catering

- Bettys Café Tearooms are our caterers on site. The entrance to the restaurant/café is adjacent to the garden entrance and is easily accessed from the car parks. Push wheelchairs are available for use within the Tearooms and there is sufficient space around the restaurant/café for both mobility vehicles and wheelchairs.

Shop and Plant Centre

- A path from the garden leads you directly to the Plant Centre and Gift Shop. Alternatively, it can be accessed before going in to the garden via a separate entrance visible from the car park, with level access and double automatic doors.
- The Garden Room within the bookshop is unfortunately not suitable for wheelchair access due to the steep gradient of the ramp. All other areas of the Shop and Plant centre are fully accessible and staff are available to assist with taking any purchases back to your vehicle.

Additional Information

- Emergency alarms are by audio only. Dedicated fire marshals and staff will follow evacuation procedures and ensure a sweep of allocated areas during emergency evacuations.
- Water bowls for dogs are available outside the main garden entrance.
- An emergency number is provided on the map issued at the entrance.

Contact Information

Address: RHS Garden Harlow Carr, Crag Lane, Harrogate HG3 1QB
(for SAT NAV please use HG3 1UE)

Telephone: General Enquiries 01423 565418

Wheelchair + mobility vehicle bookings: 01423 724681

Email: harlowcarr@rhs.org.uk

Website: www.rhs.org.uk

Opening times: Seasonal – detailed times can be found on our website.

Local Taxi firm: Blueline Taxi 01423 530830.

We look forward to welcoming you to RHS Garden Harlow Carr. If you have any queries and require assistance in advance of your visit please telephone 01423 565418 or email harlowcarr@rhs.org.uk