

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.

Access Statement for RHS Garden Rosemoor

Introduction

The garden is situated in the Devon countryside, 1 mile south of Great Torrington. Although the garden is surrounded by steep valley sides the garden and its approach only have mild inclines and all major paths are hard standing. The garden is equipped with hearing loops, 8 manual wheelchairs and 3 mobility vehicles, which are available to book in advance.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01805626810 or email rosemooradmin@rhs.org.uk.

Pre-Arrival

- The nearest train station is Umberleigh (20 mins drive)
- Taxi service is available from R&D Taxis 01805 622 707
- Stagecoach bus 5B arrives and departs at the garden approximately every 2 hours www.stagecoachbus.com
- A £3.50 green travel discount is available for those arriving by public service bus
- Large print maps are available at the garden entrance

Car Parking and Arrival

- Free car parking is available all year
- 26 accessible parking bays are available from between 50m and 125m from the admissions desk

- A drop off zone is available at the entrance, there are no curbs
- Flat hard standing paths are provided from both car parks to the entrance.
- The main car park which includes the accessible parking in entirely tarmacked
- The overflow car park consists of hard standing bays to the exterior with a large grassy interior providing additional parking in peak times
- shaded parking is available approximately 200m from the admissions desk
- The main car park is lit by elevated lamp.
- The admissions kiosk is permanently staffed
- Doors are manual but generally propped open during opening hours. Staff are available to assist with access as required
- All doors/entrance gates have a minimum opening width of 800mm or 31.5 inches

Main Entrance, Reception and Ticketing Area

- The admissions desk is on the ground floor of a single storey building. There are steps down from the car park but smooth access paths are also provided
- the visitor centre, shop, plant centre and restaurant are all on one level
- Seating is available both inside and immediately outside of the visitor centre
- the flooring is of quarry tile
- Lighting is provided by a variety of wall and ceiling mounted LED and fluorescent lights which are undergoing a piecemeal conversion to LED
- The admissions desk has a signed hearing loop
- The admission desk is accessible to all
- Carers are admitted free of charge when facilitating a visit
- Free push wheelchairs are available on request and may be booked in advance

Attraction (displays, exhibits, rides etc.)

- All events and exhibitions are fully accessible with clear door access widths of 900mm 35 inches

- Events and exhibitions are held in either the Garden Room or Lecture Hall. Both have flat and level access and are hard standing
- Lighting is provided by a variety of wall and ceiling mounted LED and fluorescent lights which are undergoing a piecemeal conversion to LED

Public Toilets

- Toilets are available at the overflow car park, in the visitor centre and at Rosemoor House
- All locations have an accessible unisex WC available
- Accessible WC's are all lockable and are fitted with an emergency alert facility. Red alarm cord
- All accessible WC's are on the ground floor with no issues to access
- Doors to accessible WC's have a minimum width of
- Kiosk WC has a 1100mm wide space to the left hand side. An adjustable grab rail is available to the left hand side. The seat is 460mm from floor level
- Visitor Centre WC has a 1100mm wide space to the left hand side. An adjustable grab rail is available to the left hand side. The seat is 420mm from floor level
- Rosemoor House WC has a 1100mm wide space to the left hand side. An adjustable grab rail is available to the left hand side. The seat is 420mm from floor level
- Emergency alarms are by audio only. Dedicated fire marshals with pre-allocated zones sweep their area for visitors during emergency alarms
- Lighting is sensor operated and is provided by wall mounted LED and fluorescent lights which are undergoing a piecemeal conversion to LED
- Flooring is either quarry tile, or non-slip laminate
- Taps in accessible WC's are large lever mixers. Other toilets have IR sensor taps
- Hand driers are a mixture of traditional hot air driers, forced air driers and Dyson air blades

Catering

- Catering facilities are on the ground floor with no obstacles to access

- The door openings are at least 890mm 34 inches
- The restaurant is fully accessible by wheelchair
- We ask that mobility vehicles are left outside the restaurant
- Tables offer a floor to underneath clear height of 660mm
- Flooring is either quarry tile, or non-slip laminate
- Lighting is provided by a variety of wall and ceiling mounted LED and fluorescent lights which are undergoing a piecemeal conversion to LED
- Gluten free meals are available daily but are not prepared in a gluten free environment
- The restaurant is counter service
- Menus are provided by blackboard with each item labeled in situ. Staff are also available to identify or describe our food
- Tables have a light oak finish and crockery is plain white
- The nearest WC is in the visitor centre, approximately 20m from the restaurant till points

Shop and Plant Centre

- The shop is all on the ground floor and has no obstacles to access
- The smallest door opening is 850mm 33.5 inches
- The entire shop and plant centre is accessible by wheelchair but we ask that mobility vehicles are left outside.
- The counter is not low but is accessible to all and staff are on hand to assist if required
- Displays are by modular shelf with islands dotted though the shop and various wall shelving units
- There is no background music or hearing loop
- Staff are permanently on hand to provide any assistance required.

Grounds and Gardens

- the grounds are a mixture of formal and informal gardens spread over 65 acres, all of which are accessible by hard standing tarmac or bonded pea gravel path
- There are 4 picnic areas available at the overflow car park, learning centre, Brash play area and Copse play area
- There are a number of steps on site but all are avoidable with ramps or alternative routes provided

- Path width varies greatly across the site but all are accessible by wheelchair. specific maps are available for wheelchair and mobility vehicles users
- There are approximately 80 wooden benches spread across the site
- Woodland paths are accessible by 'Tramper' mobility vehicle and have hardcore based footpaths which are not suitable for wheelchair users

Additional Information

- Visitor Services team members have undertaken Disability Awareness training with Living Options Devon who provide our 'Tramper' mobility vehicles
- Emergency alarms are by audio only. Dedicated fire marshals with pre-allocated zones sweep their area for visitors during emergency alarms
- An emergency telephone number is available on permanent large maps located across the site
- Assistance and guide dogs are welcome on site
- A shaded parking and exercise area is provide at the overflow car park.
- Dog water is available on request.
- Signage backgrounds are soft pastel green with white pictograms.
- Mobility vehicles can be charged at the visitor centre on request
- Windsor House B&B in Torrington has accessible accommodation 01805 623 529
- Rosemoor House Holiday Apartments offer semi accessible accommodation 01805 626 810

Contact Information

Address (Inc postcode): RHS Garden Rosemoor Torrington Devon
EX38 8PH

Telephone: 01805626810

Email: rosemooradmin@rhs.org.uk

Website: rhs.org.uk/rosemoor

Hours Of Operation: 10-6 April - September inclusive 10-5 October
- March inclusive

Local Equipment Hire: www.countrysidemobility.org 01392 459222
www.gonorthdevon.co.uk 01271 328866

Local Accessible Taxi: R&D Taxi 01805 62707

Local Public Transport: Stagecoach Bus www.stagecoachbus.com
01392 42 77 11