

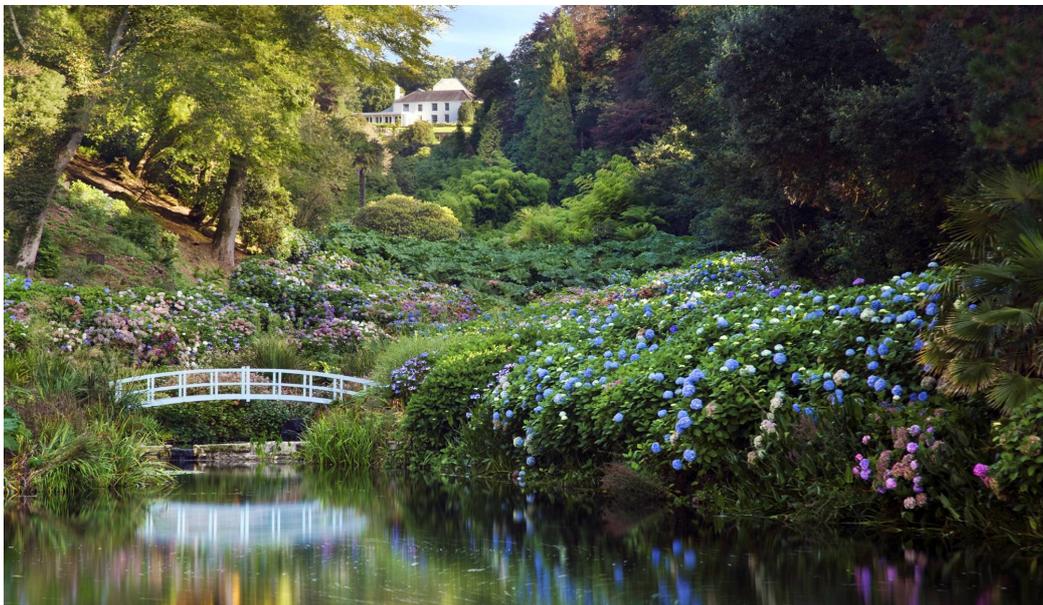
Our Access Statement

Trebah Garden

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.

About Us

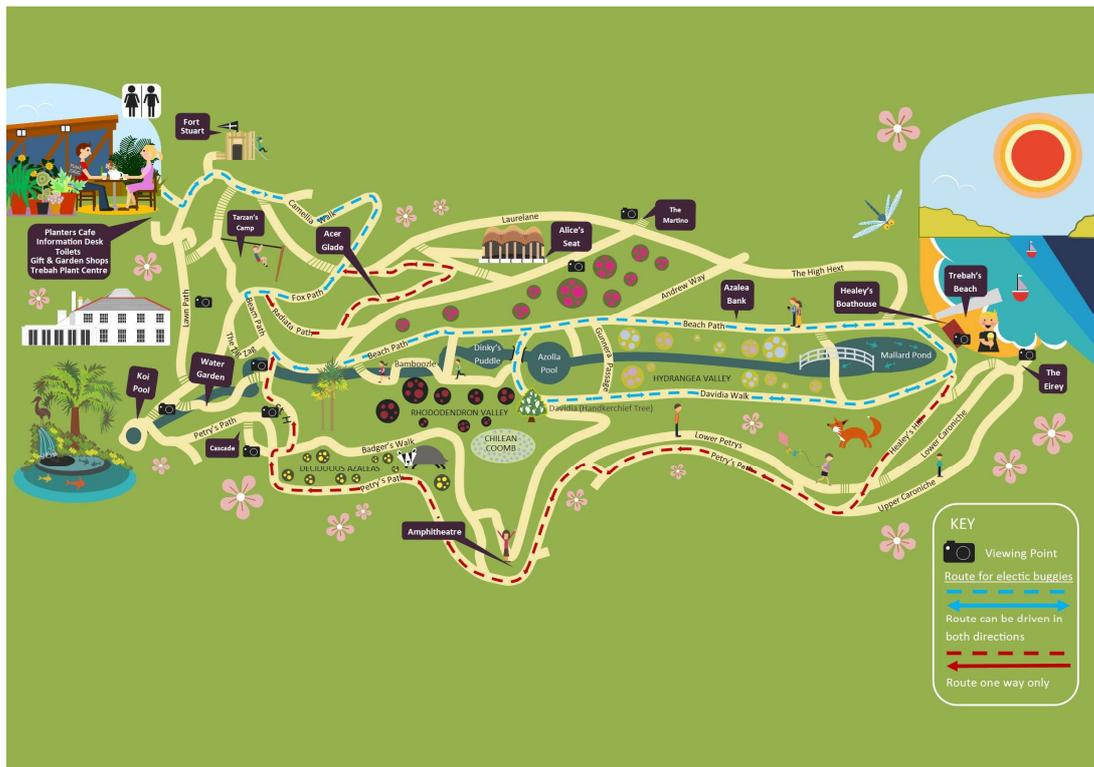
Trebah is a sub-tropical ravine garden with a coastal backdrop, set in the North Helford countryside outside of Falmouth. The visitor centre is fully accessible, on a single level and contains no steps. It is situated at the top of the valley garden that drops to a beach below.



Due to the topography of the garden there are steep sections and steps to some paths, making wheel chair use difficult. We recommend that wheelchair users and those less steady on their feet or have difficulty climbing hills book one of our motorised “Tramper” vehicles before visiting by calling us on 01326 252200.



For those who intend to bring their own wheelchair or motorised vehicle or child pushchair please consider if it is suitable for steep hill use and able to operate on uneven surfaces. Full training is given to those wishing to use our “Tramper” vehicles. 80 % of the garden can be accessed and viewed avoiding steps and a wheel friendly route map given. Please be aware access to the beach is via narrow steep steps that have no handrail.



We offer large print literature and will happily supply magnifying sheets. In the near future we hope to install hearing loops at the entrance as well as in the cafe and shops.

The cafe staff will do their utmost to cater to your dietary needs. Gluten free, vegetarian and vegan products are always available.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01326 252200 or email mail@trebah-garden.co.uk.

Before you meet us:

- Due to our rural location the nearest main line train stations is 14 miles away in Truro, an accessible taxi can be booked from here on 0800 1695473
- There is a public bus stop at the entrance to Trebah, which is serviced, by First Great Western, currently the 400 service runs from Truro and the 35 runs from Falmouth and Helston. Bus times vary seasonally and can be infrequent so be sure to plan your journey. Up to date times and services can be obtained from the Traveline 0871 200 2233.
- The route to Trebah does include some country lanes
- The majority of our literature is available in large print, do call us on 01326 252200 to arrange postage

Car Parking and Arrival:

- Parking is Free
- Our car park is 150m (165 yards) from the visitor centre
- Trebah has a large tarmac car park and also makes use of a gravel car park in busy times. Field parking is occasionally used for large events.
- Nine blue badge parking spaces are available in the tarmac area
- For those who have pre-booked buggies, car parking is provided in the training area, directions will be given on booking
- Access from the car park is down a slight incline, there are no steps between the car park and visitor centre
- The visitor centre is accessed via double automatic doors, the opening is 2m (6 feet) wide

Main Entrance, Reception and Ticketing Area

- Tickets for the garden can be purchased just inside of the visitor centre
- Entry to the visitor centre, cafe and shops is free
- The floor is concrete and level throughout
- Seating is available in the cafe area
- All areas are well and event lit
- Low counters are provided at the entrance desk and in the shops
- We have no glass screens that would impair lip reading
- Registered disabled visitors and their carer are given half price entry
- Push wheel chair loan is available within the visitor centre
- Free access is given to a viewing area of the valley for those unable to use the pathways



Within the reception area

- Interpretation in this area is mostly in large print, magnifying sheets are available if required
- Background music is only played during the Christmas period and sometimes during special events or on arrival when performance is taking place
- None of the displays contain flashing lights or images
- The access door to the garden is 1 m (3 feet) wide, wider access is available
- Doors throughout are of a medium weight, staff are always happy to assist if necessary
- Benches can be found throughout the garden
- Pathways within the garden are loose gravel and can be uneven so sensible walking shoes are recommended
- Some areas of the garden are in shadow from thick vegetation
- Portable hearing loop available at the entrance

Public Toilets

- All of our toilets are situated in the Visitor Centre
- Our accessible toilet is unisex and doesn't require a key
- There is level entry to all toilets
- The width of the door to our accessible toilet is 84cm (33 inches)
- It has a clear space to the right of the toilet when facing the WC
- The WC is 46cm (18 inches) from the ground including the seat
- There are both horizontal and vertical grab rails on either side of the WC
- Should the fire alarm sound the accessible toilet has a red flashing light
- If guest require assistance a red pull cord is provided
- The WC is brightly and evenly lit
- The WC has a quarry tile floor
- The taps are lever operated

About our Cafe

- Our Visitor Centre is open plan so the cafe is easily accessed on level ground
- Outdoor seating is provided on a level terrace with patio slabs and further picnic bench style seating on a gravel area can be accessed via a ramp
- The doors to the outside seating area can be opened to a 2m (6 feet) opening
- There is ample room between tables for wheel chairs, prams and pushchairs
- Our Trumper motorised buggies are not suitable for use in the Cafe or Visitor Centre, a parking area is provided outside and standard wheel chairs are available on loan
- The cafe has unfixed table and chairs
- Chair seats are 45 cm (18 inches) high
- Tables are 70cm (28 inches)
- The cafe has a solid floor
- The menu always includes gluten free products; vegetarians and vegans are catered for. If you have specific dietary needs these can be discussed on the day or prior to the visit by calling 01326 252200
- The fixed menu is presented on large signs at the entrance to the café and above the till points, it is also available on a printed card to view at the tables. Daily Specials are displayed on a blackboard and can be provided as a photograph on a tablet with notice. This image can be enlarged to suit the viewer. A member staff will be willing to read the menu or the specials aloud should that be of help
- The Cafe uses white crockery which contrasts with the blue and green tables
- All toilets are adjacent to the cafe and can be accessed on the level

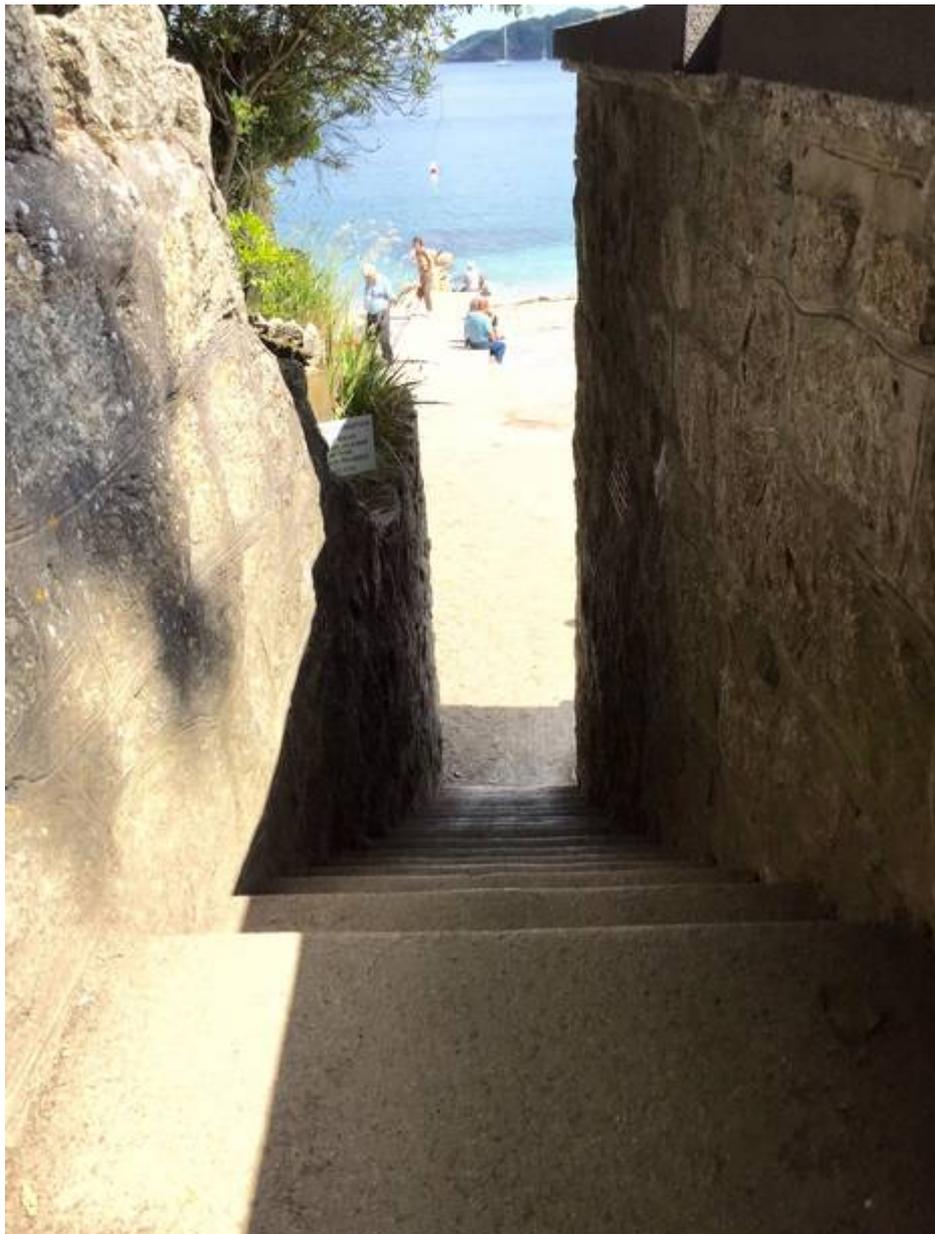
Retail

- Our shops are located in the Visitor Centre and are accessed on level hard ground
- Our Plant sales area has a gravel on the ground but is level
- Care is taken so that wheel chairs and pushchairs can fit between fixtures and fittings
- The visitor Centre is open plan so there are no doors to the shop, the main entrance opens automatically to 2m (6 feet)
- Both shops have a low counter area
- Some racks and shelves are reasonably high, but staff will happily assist should items need to be passed down
- Background music is only played at Christmas and at some special evening events



Grounds and Gardens

- The Garden is located in a ravine that drops to the beach
- It has four miles of footpath
- 80% of the footpath is accessible by motorised buggy
- Unfortunately there is no disabled access to the beach and can only be reached by steep steps (there is no handrail due to the width of the steps)
- Footpaths vary in width but most are about 1 m (3 feet) wide
- Footpaths are constructed of compacted gravel and have loose chippings
- There are many benches throughout the garden
- There are several areas laid to lawn where visitors can picnic



Additional Information

- All staff are trained to Welcome host standard, many have first aid training, the entrance and cafe staff have had deaf awareness training
- The evacuation procedure is displayed in the visitor centre and is available in large print
- We welcome assistance dogs throughout the garden and on the beach
- Dogs are provided with water bowls around the site, plastic dog bags are available free of charge
- A map highlighting dog bin locations is available
- Disabled routes are marked clearly with pictorial orange signs with a black background
- We do not have facilities to charge vehicles
- The Budock Vean Hotel is our nearest accommodation provider with disabled facilities

Future Plans

- We are researching the possibility of a funding bid to enhance all of our access with a focus on improved access to the beach. This will be a lengthy process but do call 01326 252200 for updates
- This summer we hope to trial a new carer controlled wheel chair again call for details.
- We welcome your comments should you have any ideas that could improve access or the overall visitor experience please do email us mail@trebah-garden.co.uk

Contact Information

Address (Inc postcode): Trebah Garden Mawnan Smith Near
Falmouth Cornwall TR11 5JZ

Telephone: 01326 252200

Email: mail@trebah-garden.co.uk

Website: www.trebah-garden.co.uk

Grid Reference: SW 0769 0275

Hours Of Operation: Open Daily from 10am

Local Accessible Taxi: A2B 0800 1695473

Local Public Transport: Traveline 01871 2002233