

# Trebah Garden Access Statement

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Trebah Garden, Mawnan Smith, Cornwall, TR11 5JZ

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The logo for Trebah Garden, featuring the word "Trebah" in white and "Garden" in green, set against a dark blue background.

## Introduction

Trebah is a 26 acre Cornish sub-tropical garden with over four miles of footpaths and a coastal backdrop.

As a valley garden, the route down and back up is very steep and therefore we do not recommend manual wheelchairs.

Trebah continually works to ensure that all visitors can gain the most from their visit and have the best possible access to our facilities and services.

If you have any access needs, including using your own mobility scooter, please call us on 01326 252200 before visiting.

## Arrival & Parking Facilities

Trebah is best accessed by road via Penryn/Falmouth, where brown road signs lead you towards Mawnan Smith

The car park has varying surfaces including compacted gravel and tarmac, with a downward tarmac slope towards our visitor centre.

We have 9 disabled parking spaces for badge holders near to our Visitor Centre

We do not have any electric vehicle charging points on site

## Access To The Visitor Centre

Our Visitor Centre is designed to provide easy access for all of our visitors.

The main entrance door opens automatically to 2m (6 feet) and the low counter at the Entrance Desk is 76cm (30 inch) high. The access door to the Garden is 1m (3 feet) wide and wider access is available.

The floor in the Visitor Centre is concrete and level throughout. Benches can be found in the Visitor Centre and seating is also available in the Cafe.

A low counter is provided at the Entrance Desk

Push wheelchairs are welcome in the Visitor Centre, Cafe and Shops. Please ask a member of our Entrance Team if you would like to borrow Trebah's push wheelchair whilst in the

Visitor Centre. This is not recommended for use in the garden due to the topography, which includes steps, steep inclines and tight corners.

We offer large print literature and will happily supply magnifying sheets.

Interpretation in the Visitor Centre is mostly in large print and none of the permanent displays contain flashing lights or images. Occasional exhibitions and Christmas decorations contain these and we have a TV playing garden-related content without sound in the Visitor Centre.

Doors throughout are of a medium weight and staff are always happy to assist if necessary.

There is a portable hearing loop available at the Entrance Desk. Background music is played during winter, Christmas and sometimes during special events or on arrival when a performance is taking place.

### **Access To The Court Garden**

The Court Garden is a new walled garden at Trebah. It is situated between the car park and the Visitor Centre and is free to enter.

There is a downward step-free slope from the car park towards the Court Garden and the Court Garden itself is step-free and suitable for wheelchairs and electric mobility scooters.

The paths are made of compacted gravel and number of benches are available to sit on. The site has a paved, sheltered area at the back of the walled garden with additional seating. The planting in the Court Garden is mostly at eye level or lower.

### **Access To The Cafe**

Our Cafe is in the Visitor Centre and is easily accessed on level, solid ground. The doors to the outside seating area can be opened to 2m (6 feet) wide.

The cafe has unfixed table and chairs - chair seats are 47 cm (18.5 inches) high, tables are 74cm (29.5 inches). There is ample room between tables for wheelchairs and pushchairs

Due to their size, our Tramper motorised vehicles are not suitable for use in the Cafe.

Outdoor seating is provided on a level terrace. Further seating in a lower area can be accessed via a ramp.

The Cafe menu always includes gluten and dairy free products and vegetarian and vegan diets are also catered for. If you have specific dietary requirements these can be discussed on the day or prior to the visit.

Menu boards can be found at the entrance to the cafe and on the walls. We recommend taking a photo on your phone before taking a seat. A member staff will be willing to read the menus aloud, should that be of help.

## Access To The Garden

The garden is situated in a valley which descends down to our private beach. The route down and back up is very steep and therefore we do not recommend manual wheelchairs.

Some areas of the garden are in shade from thick vegetation and there are many benches throughout the garden

Our beach is accessible by a motorised wheelchair or child's pushchair but please note not to drive on the sand and keep to the concrete.

Pathways within the garden are made of compacted gravel or resin and can be uneven with loose chippings. Sensible walking shoes are recommended.

There are several areas with tables, including on the beach, as well as patches of grass where visitors can picnic.

All paths are signposted in the garden, with the map below available to download from our website or to pick up in leaflet form in our Visitor Centre.



## Access To The Shops

Our shops are located in the Visitor Centre and are accessed on level, hard ground. The low counter at the Garden Shop is 76cm (30 inch) high and the low counter at the Gift Shop is 71cm (28 inch) high.

Care is taken so that wheelchairs and pushchairs can fit between fixtures and fittings.

Some racks and shelves are reasonably high, but staff will happily assist should items need to be passed down.

Our Plant Sales area has gravel on the ground but is level.

Background music is played during winter, Christmas and at some special evening events.

## Access To Public Toilets

At Trebah, we have male, female and a unisex accessible toilet which includes baby changing facilities. There is level entry to all toilets and all toilets are brightly and evenly lit. All are situated in the Visitor Centre with no toilets anywhere else on site.

The width of the door to our accessible toilet is 84cm (33 inches) and the toilet is 46cm (18 inches) from the ground, including the seat.

The accessible toilet has a clear space to the right of the toilet when facing it. There are both horizontal and vertical grab rails on either side of the toilet. A red pull-cord is provided, should a visitor require any assistance. Should the fire alarm sound the accessible toilet has a red flashing light.

## Mobility Vehicles

Our Trumper mobility vehicles are available to hire from 10am for all day use and must be pre-booked. To book, please call the office on 01326 252200 and press 1, or email mail@trebah-garden.co.uk.

These vehicles cannot access the visitor centre, therefore please bring any other walking aides that you might require.

If you intend to use your own vehicle, please consider if it is suitable for steep hill use and able to operate on uneven surfaces.

Please see the notes below to inform your decision:

- Your vehicle needs an approximate clearance of at least 125 mm or 5 inches to get over the gravel bumps
- You will need a fully charged battery
- All paths are compacted gravel with loose chippings, and some have a new resin surface - please note that some areas are steep
- All vehicles MUST stay on the designated routes given to you by our entrance staff
- Please note – DO NOT drive on the shingle or sand whilst accessing the beach area. Please keep to the large concrete area
- The accessible route is NOT on the Children's Trail routes
- Footpaths vary in width, but most are about 1m (3 feet) wide
- There are many benches throughout the garden
- Please be aware, when travelling up hills weight will transfer to the back of the vehicle, so please avoid heavy items being stored on the back i.e. bags

## Manual Wheelchairs

Due to the topography of the Garden there are steep sections, steps to some paths and water drainage bumps, making manual wheelchair use difficult.

If you have any questions about access needs, including using your own mobility scooter, please call us on 01326 252200 before booking.

## Further Information

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](mailto:mail@trebah-garden.co.uk).

- All staff are trained to Welcome Host standard, many have first aid training and 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 and biodegradable doggy bags are available free of charge
- Dog bins are located at regular interval around the garden and on the beach
- Routes suitable for wheelchairs are marked clearly on our map, which can be requested at the entrance desk.
- We do not have facilities to charge electric vehicles
- The Budock Vean Hotel is our nearest accommodation provider with disabled facilities

## What we expect

- Dogs are very welcome at Trebah, but must be kept on leads at all times, including on the beach
- Please treat all of our staff and volunteers with respect during your visit
- All visitors must have vacated the garden by closing time
- Please keep to designated paths when going around the garden

We look forward to welcoming you Trebah