

BUCKLER'S HARD

ACCESS STATEMENT

This document 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 our visitors.

Maritime Museum & The Buckler's Hard Story | Historic 18th Century Cottages
Woodland Trail | St Mary's Chapel | Tea Rooms | River Cruises

INTRODUCTION

Buckler's Hard takes its adherence to the Equality Act seriously, and as such is committed to providing the best possible accessibility for every visitor.

Due to the historic nature and riverside location of Buckler's Hard, some areas are less accessible to visitors with limited mobility.

This document details the steps we have taken to ensure all visitors have the best possible experience at Buckler's Hard.

GENERAL INFORMATION

Staff at Buckler's Hard: Buckler's Hard staff undertake regular training in accessibility awareness and disability issues to ensure the highest standards of customer service are met at all times.

Guide Dogs: Assistance dogs are welcome and can be used to access all areas of the site, including the River Cruise subject to timetable.

Your Feedback: Buckler's Hard welcomes all visitor comments regarding accessibility as we continue to look for ways to improve the experience for future visitors.

We look forward to welcoming you. If you have any queries or require any further assistance please phone 01590 616203 or email visit@bucklershard.co.uk.

TRAVEL DIRECTIONS

Buckler's Hard is situated in Hampshire. It is located within the New Forest National Park near the village of Beaulieu between Bournemouth and Southampton.

By Road: Beaulieu is well signposted from all major routes. From the M27 exit at junction 2 and follow the brown and white tourist signs towards Beaulieu. At Beaulieu Village, follow the brown and white tourist signs to Buckler's Hard. For Sat Nav, please use the postcode SO42 7XB. We recommend you follow the brown signage when in vicinity.

By Bus: There is no scheduled bus service directly to Buckler's Hard, although there are bus services to Beaulieu. A seasonal service operates for the 6 weeks of the summer school holidays. For further information visit www.thebeachbus.info

By Rail: The nearest mainline station is Brockenhurst. Taxi companies operate out of Brockenhurst, the cost of a one-way journey to Beaulieu being approximately £30. Please phone National Rail Enquiries on 08457 48 49 50 (24 hours a day) or visit nationalrail.co.uk to plan your journey to us.

By Ferry: The Hythe Ferry crosses Southampton Water and can be used to connect with bus services from Hythe to Beaulieu. Please phone 02380-840722 or visit hytheferry.co.uk.

CAR PARKING & ARRIVAL

Car Park: Large signs direct vehicles from the road and into the car park. The disabled car parking facility is located close to the principal visitor entrance (less than 50 metres). There are three allocated spaces on a gravel surface, if unavailable there is plenty of parking in the same area. The approach route to the admissions point and tearooms is kerb free paving slabs with a slight down hill gradient with plenty of passing space (see image).



Reception & Admissions:

A ramp is provided to the entrance of the admissions points (see image) with a small threshold onto a well lit level surface.



The admission desk is at a lower level to allow comfortable use for wheel chair users and a hearing loop is available.

Toilets:

A large suitable separate WC is provided for people with disabilities. This provides enough space for wheelchair users and ambulant visitors. (See image)



The floor surface is slip- resistant. There is an emergency assistance alarm with reachable reset and activate controls. Fixtures and fittings are clearly visible using tonal contrast and are suitably located. Washbasin taps are controlled by lever operated taps.

Tea Rooms:

There is a small ramp at the entrance to the Tearoom and a small step at the entrance threshold.



Staff awareness is good and they look out for when a member of the public might need some help. The service counter has dual heights and is suitable for various users.

THE MARITIME MUSERM & BUCKLER'S HARD STORY

The route from the ticket office to Museum entrance is a 50 metre clearly defined gravel path with a slight downward slope. The main Museum entrance is accessed via a suitably wide and shallow ramp.



An additional accessible entrance has been added to enable visitors to reach the lower sections of the Museum. This door has an intercom, which visitors use to contact reception staff to open the door.



There are a number of sets of internal stairs throughout the Museum. There is a floor plan of the museum at the reception desk, and a visual aid available for areas not accessible in a wheel chair.

There is good contrast between floor surfaces in each of the main areas of the Museum to indicate each section.

Display boards are set at appropriate heights for all users.



Seating is provided at various points around the Museum.

THE VILLAGE STREET

The village is accessed by loose gravel paths. These can cause difficulties for Wheelchair users, and there is also a steep slope to negotiate which goes down towards the river.



SHIPWRIGHTS COTTAGE

The ground floor of the cottage is accessible, however the upper floor is only accessed via a small staircase, therefore the upper floor display area is featured in the visual aid available at the Museum Desk.

ST MARY'S CHAPEL

The chapel is accessible to wheelchair users. It is a relatively small area (see image).



WOODLAND TRAIL

The walk is through woodland and as such the area is difficult to access for visitors with mobility difficulties.



There are three entrances to the walk, each with a varying degree of accessibility. The paths are constructed from path gravel.

SHIPWRIGHT SCHOOL & LAUNCHWAYS

There is a concrete drive way which is accessed from the gravel road which lays between the row of Cottages. The drive is on quite a steep slope therefore visitors in wheel chairs will need to be assisted in this area of the attraction. Access to view the

Shipwright's workshop is via a level grassed area adjacent to the concrete driveway.

RIVER CRUISES & EMBARKATION JETTY

We welcome disabled visitors on board the River Cruise, but for safe access a degree of mobility is needed. Due to the jetty and vessel design, adults who use wheelchairs must be able to walk (assisted if necessary) for a few steps to access the vessel and leave during an emergency evacuation. Crew can assist but are not permitted to lift occupied wheelchairs. Each wheelchair must be accompanied by an attendant to assist the disabled person in the event of an emergency on board. We regret that both manual and electrically propelled wheelchairs cannot be carried due to difficulties that might arise in the event of an emergency.

RIVERSIDE WALK TO THE DUKES BATH

The walk to the Dukes Bath House is at the bottom of the village, it is along a level gravel path which runs alongside the river.