

Access Statement for Hergest Croft Gardens

Accessibility Statement

We are committed to making Hergest Croft Gardens as accessible as possible for all visitors. We welcome people of all ages and abilities and continually work to improve accessibility throughout our site. That said, steep gradients and some rough ground make certain areas of the 70 acre site unsuitable for wheelchair users or those with limited mobility.

About Hergest Croft Gardens

The Gardens comprise approximately 70 acres with several distinct areas, which are laid out clearly on the website: hergest.co.uk. They are set on a hill, which rises from 200m at the lower end of the Kitchen Garden to over 300m at the top of the Maple Grove.

There is a Tearoom, Shop and an Accessible Toilet, all located within Hergest Croft, the building which is at the heart of the Gardens.

Access and Parking

- **Two accessible parking spaces** are available in the main Hergest Croft Gardens carpark, situated (and well signed) on Ridgebourne Road.
- The distance from the carpark to the entrance is approximately 200m.
- A **drop-off point** is available outside Hergest Croft, just a few metres from the entrance. To reach this, drive up Ridgebourne Road, passing the main Gardens carpark on your right. Take the next turning to the left over a cattle grid and park in the designated space in front of the house. If possible, after drop-off, the car should be parked in one of the accessible parking places reserved in the Gardens carpark. However, if the driver is the visitor requiring accessible access, then the car can be parked at the drop-off point for the duration of the visit.

Entrance and Reception

- Main entrance access: level access into Reception, the Gift Shop, Maples Tearooms, the Accessible Toilet and the Plant Sales area.

Paths and Garden Areas

Visitors should be aware that, as a garden and outdoor environment, some areas may present natural challenges.

- **Accessible paths** are clearly marked on the map, which is available on the website. A paper copy of this map will also be given to you on arrival, and the receptionist on duty will be very happy to advise you on the best route to take.
- **Accessible paths** are stone paths with chippings, and are more than wide enough for a wheelchair or mobility scooter to pass – there is generally space for another person to walk abreast of a visitor in a wheelchair.

- The **recommended route** for wheelchair-users starts at the end of the Hergest Croft drive, just before and immediately to the left of the cattle grid as you are facing the exit. After an initial slope, the inclines/declines on the rest of this route are gentle.
- There are **step-free routes** between the Croft, including the terrace, and other parts of the Gardens.
- **Other paths** shown on the map might be accessible depending on the weather and the type of mobility vehicle being used.
 - The path between the Croft and the Kitchen Garden is tightly mown and is usable when the ground is dry. There is a slight slope from the Croft down to the Kitchen Garden. In the Kitchen Garden, there is a mixture of chipped paths and closely mown grass paths. There are numerous benches here as well.
 - The paths through the Azalea Garden and the Maple Grove are mown grass with some scalpings/wood chippings in places. There is also a steep slope leading up to the Millenium Bench. These are **not recommended** for wheelchair use but are accessible to sturdy mobility scooters **when the ground is dry.**
 - Be aware that the paths in the Azalea Gardens and Maple Grove include some uneven surfaces, significant gradients, tree routes and seasonal mud.
- Due to steep gradients, tree roots, unavoidable steps and narrowness, paths in Park Wood are not suitable for wheelchairs or mobility scooters.

Seating and Rest Areas

- There are benches in the Gardens. The receptionist can advise on the location of these.

Accessible Toilets

- Accessible toilets are located in Hergest Croft through a door leading from the Gift Shop.
- The accessible toilet has
 - wheelchair-access
 - twist locks
 - grab rails
 - emergency alarm cord
 - baby changing facilities

Mobility Assistance

- There is **one wheelchair** available for loan
- Advance booking is not essential but is recommended at busy times
- Visitors are welcome to bring their own mobility equipment
- Should you need any assistance while visiting Hergest Croft Gardens, our friendly staff will be more than happy to help – just ask!

Assistance Dogs

- Assistance dogs are welcome throughout the Gardens and Tearoom. In fact, all dogs (on leads) are welcome.
- Water bowls are available at Reception and on the Maples Tearoom terrace

Contact Information

If you have questions, need assistance planning your visit, or wish to provide feedback, please contact:

Tanya Parkes, Estate Secretary

Telephone: 01544 230160

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Website: hergest.co.uk

Statement Review

This accessibility statement was last reviewed on 8 June 2026 and will be reviewed annually or whenever significant changes are made to the site or facilities.