

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 Hole Park Garden**

### **Introduction**

Hole Park Garden is situated in the heart of the Weald of Kent between the pretty villages of Benenden and Rolvenden in a beautiful area of the High Weald. The 16 acre garden is located within 250 acres of parkland which surrounds it. For more than 100 years, four generations of the Barham family have been nurturing and improving these extensive gardens which are a delightful mix of formal, meadow and woodland gardens adjacent to which is one of the most beautiful bluebell woods open to the public in the country. Visitor should allow at least 1.5 to 2 hours to walk around the garden using our free guide and map.

You can also enjoy our tea room located in the Coach House where morning and afternoon tea, cream teas and light lunches are available and a small gift stall selling souvenirs and gifts. Group bookings are a specialty, each group is personally welcomed by the Owner who also conducts tours of the garden in addition to the Head Gardener.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01580 241344 or email [info@holepark.com](mailto:info@holepark.com).

### **Pre-Arrival**

- For full details and maps of how to reach us please see the directions on our website. Alternatively you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info) by simply entering your postcode and ours, which is TN17 4JA to get directions.

- The nearest railway station is Staplehurst (9 miles). Taxis are available at the station. If you require a taxi to meet you, you should book this in advance. [www.maidstonetaxicompany.co.uk](http://www.maidstonetaxicompany.co.uk) 01622 8900003
- The nearest bus stop (request) is at the drive entrance - ask the driver for the Hole Park stop. Bus 297 Tunbridge Wells to Tenterden (Arriva). All buses can accommodate one wheelchair.

### **Car Parking and Arrival**

- There is plenty of parking on site for cars.
- The main parking area is immediately beside the tarmac drive, cars pull off the drive onto a grass verge. The overflow car parking is in a parkland setting which has a grass and in places, uneven surface.
- Parking is free.
- There is a drop off point at the garden entrance to the front of the house.
- Parkland trees afford shaded parking suitable for those with pets. Pets may be exercised in the parkland but are not permitted in the garden itself, Guide Dogs accepted.
- Coaches should proceed to the front of the house where passengers should alight. The coach should then go to the designated coach parking area located on hard standing adjacent to the garden workshops.

### **Main Entrance, Reception and Ticketing Area**

- The main entrance and ticket area is situated to the front of the house on the forecourt.
- There is seating on benches.
- Wheelchairs can be hired (FOC) from this point. Pre booking is recommended to avoid disappointment.

- Ticket sales are made from a table at the front of the house; it is manned on busy days but may be on a self-help basis. Please place your money in the box and collect a guide map.
- Children enter at reduced prices, please see website for current rates.
- Care and disability groups should contact the office prior to visiting to discuss complimentary entry tickets.

### **Attraction (displays, exhibits, rides etc.)**

- A free guide with colour map is available to visitors on entry showing a clear route around the garden together with a brief explanatory text.
- Guide book is available for purchase.
- Information board adjacent to WCs provides updated visitor information.

### **Public Lavatories**

- Public lavatories are located in the Stable Courtyard close to the Coach House tea room.
- There are two WCs in the Ladies and one WC and 2 urinals in the Gents.
- The separate unisex disabled WC is located adjacent to the public lavatories.
- Entry to this WC is via a ramp and level surface.
- The door is 910mm wide
- There is space for a wheelchair to the right of the WC
- The seat is 590mm height from the floor
- There are hand grab rails to the right and a drop down rail to the left. (as you sit)
- In an emergency, there is a red alarm cord.
- The flooring is non-slip laminate

## **Catering**

- The tea room is located in the Coach House on ground floor level with additional seating in the tented area and garage function room.
- The entrance door is 1040mm wide with ramp to clear threshold.
- Service is self-service using a tray; help is on hand to assist with carrying trays.
- Tables in the tea room are well spaced apart with upright chairs with no arms.
- Lighting in all areas is natural daylight with overhead lighting used.
- The flooring in the tea room is vinyl with a large carpet centrally fitted with anti-slip underlay.
- The menu is clearly displayed and staff is on hand to help out where necessary.
- There are four double doors to the garage function room, all glazed and offering good lighting throughout.
- China contrasts in colour with the wooden tables.
- Wheelchair access available to all tables.
- Special dietary needs can be catered for and in particular, gluten free. Any other dietary requirements should be phoned through before visiting.

## **Grounds and Gardens**

- The gardens are 16 acres of formal, meadow and woodland gardens with paths that have inclines. Path surfaces are a mix of stone paving, brick, tarmac, gravel, woodchip and grass.
- There are numerous benches and seating areas throughout the garden.
- Main pathways are minimum 1000mm wide and the majority of the garden is accessible by wheelchair.

- Advice is given to wheelchair users at point of entry with regard to appropriate routes and ground conditions prevailing.
- Between the pathways are areas of lawns, grass and undulating banks within the woodland.
- Wheelchairs users will be advised not to descend the steepest areas of the woodland garden unless accompanied.

### **Additional Information**

- All of our staff receives regular training that includes disability awareness training.
- We welcome trained assistance dogs. A water bowl is available near the Coach House for assistance dogs. ( Please ask)
- Clear signage in the form of yellow painted wooden arrows show the route through the garden.
- Alternative routes are indicated by blue wheelchair icon signs as a way around two sets of steps where no ramp is provided.

### **Future Plans**

- Ongoing project to upgrade all paths to hard surface.

### **Contact Information**

Address (Inc postcode): Hole Park Garden Benenden Road  
Rolvenden Kent TN17 4JA

Telephone: 01580 241344

Email: info@holepark.com

Website: www.holepark.com

Grid Reference: TQ832325

Hours Of Operation: 11am - 6pm

Local Equipment Hire: Two wheelchairs are available for free hire which may be pre booked.