

Disability Access Statement: Ness Botanic Gardens

Date: April 2019

Please find below an overview of the accessibility of Ness Gardens for our disabled visitors. If you have any specific questions or would like to request a specific reasonable adjustment please contact us on email: nessgdns@liverpool.ac.uk or by telephone: 0151 795 6300.

Further information on planning your visit is available below.

Pre-Arrival

Please feel free to contact us in advance of your visit to help you make the most of your day. You can contact us by email: nessgdns@liverpool.ac.uk or by telephone: 0151 795 6300.

Full details and a map of how to reach us can be found here:

<https://www.liverpool.ac.uk/ness-gardens/plan-your-visit/getting-here/>

Public transport options including train and buses can be found here:

<https://www.liverpool.ac.uk/ness-gardens/plan-your-visit/getting-here/>

Local taxi companies include:

Thunderbird Taxis: 0151 336 3999

Neston Taxis: 0151 336 1555

Accessible Car Parking

There are 13 Accessible Parking Bays available in the main visitor tarmacked car park. 9 bays are located in Car Park 1A which is located on the right of the main site entrance and is in front of the Visitor Centre. These bays are approximately 30-52m from the main entrance. 4 bays and 2 family bays are located in Car Park 1B which is located to the left of the main site entrance. The route from these car parks to the main entrance is via a low incline, paved pathway.

Additional standard car parking is available in overflow Car Park B and Car Pak C. Please note that these are located 200m and 460m respectively from the Visitors Centre and are both grass surface parking. The route from Car Park C requires the crossing of Denhall Lane road.

Coach Park and Drop Off Point

The Coach Park and Drop Off Point is located approximately 35m form the Visitor Centre. The route includes a low incline ramp and a zebra crossing. The car park surface is a mixture of tarmac and MOT, and form of crushed concrete.

Visitors Centre

The Visitor Centre houses the Admissions Desk, Café, Gift Shop, Plant Sales and event spaces. The entrance to the Visitor Centre is step free via automatic doors. There are three till points in the entrance, all of which have lower sections of desk to accommodate wheelchair users.

One registered carer or essential companion is admitted free of charge per paying disabled guest. We can make arrangements for visitors who, through exceptional circumstances, need more than one carer. Please contact us in advance to discuss your specific needs.

Access to the Gardens is step free through the Visitors Centre. From the Visitors Centre access to the Gardens is via a steep downslope. An alternative entrance to the gardens is via a gentle downslope from Car Park A. Please ask at the Admissions Desk if you would prefer to access the Gardens via the alternative entrance.

Alternative Formats of Documents

As standard a large print version of our map is available, please ask a member of staff at the Admissions Desk for a copy. Other documents are available in alternative formats on request. Please contact us by email nessgdns@liverpool.ac.uk or telephone 0151 795 6300 to book to request alternative formats before your visit.

Mobility Scooters and Wheelchairs

We have two manual wheelchairs available to borrow from the Admissions Desk free of charge. Wheelchairs must be returned before 4.30pm on the day. We recommend that wheelchairs are booked in advance, particularly in the summer months. Please email nessgdns@liverpool.ac.uk or telephone 0151 795 6300 to book.

We do not have available mobility scooters to borrow, however visitors are welcome to bring their own. If you need to charge your scooter please ask a member of staff where the closest electrical socket is located.

Assistance Dogs

Registered Assistance Dogs are welcome in all areas of the site including the Visitor Centre, Gardens, Café, the Gift Shop and Plant Sales. Puppies in Assistance Dog training are also welcome on site. Water for assistance dogs is available from the Botanic Kitchen Café.

Induction Loops

Portable induction loops are available on request in our event spaces. Please ask the event organiser to provide. If you will require a loop during your visit we recommend letting us know to ensure one is available by contacting us via email: nessgdns@liverpool.ac.uk or by telephone: 0151 795 6300.

The Gardens

A map of the garden can be found here on the accessibility page of our website: <https://www.liverpool.ac.uk/ness-gardens/plan-your-visit/accessibility/>

The solid line is our suggested route for buggies, prams, wheelchairs and mobility scooters. This route has a hard surface, with some gravelled areas and provides access to the most popular areas of the Gardens.

The dotted line represents a route which may be unsuitable for buggies, prams, wheelchairs and mobility scooters.

Some areas of the garden feature relatively steep gradients (Terraces, Rock Garden and Pingo areas), water features and pathways which may not be accessible to all. Some of our paths, including the Pine Woods, are wood chip and may not be suitable for manual wheelchairs. There are a number of steps on site and are primarily located in the Rock Garden and Terraces.

Seating

There are approximately 100 benches sited around the garden at regular intervals, as well as a number of deckchairs. There are picnic style benches located on the Picnic Lawn and Children's Play Area.

Viewing points

There are a number of viewing points around the Gardens, with varying levels of accessibility. The primary viewing points are:

On the entrance lawn, looking towards Wales.

This viewing point it is accessed by a gentle grass incline.

To the right of the entrance pathway, looking over the herbaceous border.

This viewing point is a sandstone construction and is accessed by a number of steep steps.

Other buildings and event spaces

The Alpine House

Access to the the Alpine House, in the Potager, is step free, however the entrance width may be narrow for larger wheelchairs or scooters

Mickwell House, including the Bulley Room, Library and Conference Room.

The entrance to the ground floor is step free. The route to The Bulley Room is step free, and the route to the Conference Room is via two internal ramps. The Library is located on the first floor and is accessed by two flights of stairs. There is 1 Unisex Toilet on the Ground and First Floor. There is no Accessible Toilet within the Building.

Visitor Centre

Hulme Room and Deck Area

The Hulme Room is located in the Visitor Centre. The route to this room is carpeted and via a ramp down to the lower level or a step. Access to the room is via a platform lift or steps. This lift can only be operated by members of staff, please speak to a member of staff if using this room. Alternative access is possible via an external door.

Lecture Theatre

The Lecture Theatre is located in the Visitor Centre. The route to this room is carpeted and via a ramp down to the lower level or a step. Spaces for wheelchairs and scooters are

located at the back of the Lecture Theatre. Alternative wheelchair space is available at the front via an external entrance door.

Garden Buildings

Coach House

Access to the main entrance is step free via automatic doors. There are no accessible toilets within this building. The closest toilets are in the Garden Toilet building.

Potting Shed

The entrance to this building is step free. It is only open to the public for specific events.

Accessible Toilets

Unisex Accessible Toilets, male toilets and female toilets are located in the Visitors Centre and in the Gardens Toilets near the Coach House. Additional male and female toilets are also located in the Coach Car Park and beside the Bulley Room, all of which require step access. There is a baby changing table in the accessible toilet in the Visitor Centre.

Botanic Kitchen Café

Botanic Kitchen Café is our onsite catering outlet. The entrance to the Café is via the Visitor Centre. Manual wheelchairs are available for use within the Café. If you require assistance ordering food or carrying it to your table please ask a member of staff for assistance.

During busy event days, the kiosk in the garden may be open and is accessed via steps. Staff are available to assist where possible.

Gift Shop and Plant Sales

The Gift Shop and Plant Sales room is located in the Visitor Centre. The majority of the Plant Sales area is paved, however there are some gravelled areas. If you require assistance carrying sale items back to your car please ask a member of staff at the Admissions Desk for assistance.

Additional Information

Emergency alarms in the Visitor Centre and Mickwell House are by audio only. Dedicated fire marshals and staff will follow evacuation procedures and ensure a sweep of allocated areas during emergency evacuations. If you require assistance during an emergency evacuation please let staff know on the Admissions Desk.

If you require emergency assistance and cannot locate a member of staff, please call the Campus Support team on 0151794 3252 or 0151 794 2222. These numbers are also noted on the map provided on entry and on signs located around the site.

Contact Information

Address: Ness Botanic Gardens, Neston Road, Ness, Cheshire. CH64 4AY.

(for SAT NAV please use CH64 4AY)

Telephone: General Enquiries between 9am – 5pm, 0151 795 6300

Wheelchair + mobility vehicle bookings between 9am – 5pm, 0151 795 6300

Email: nessgdns@liverpool.ac.uk

Website: www.liverpool.ac.uk/ness-gardens

If you have any comments on accessibility at Ness, please contact us:

Telephone: 0151 795 6300

Email: nessgdns@liverpool.ac.uk

Or by speaking to a member of staff when you are visiting us.