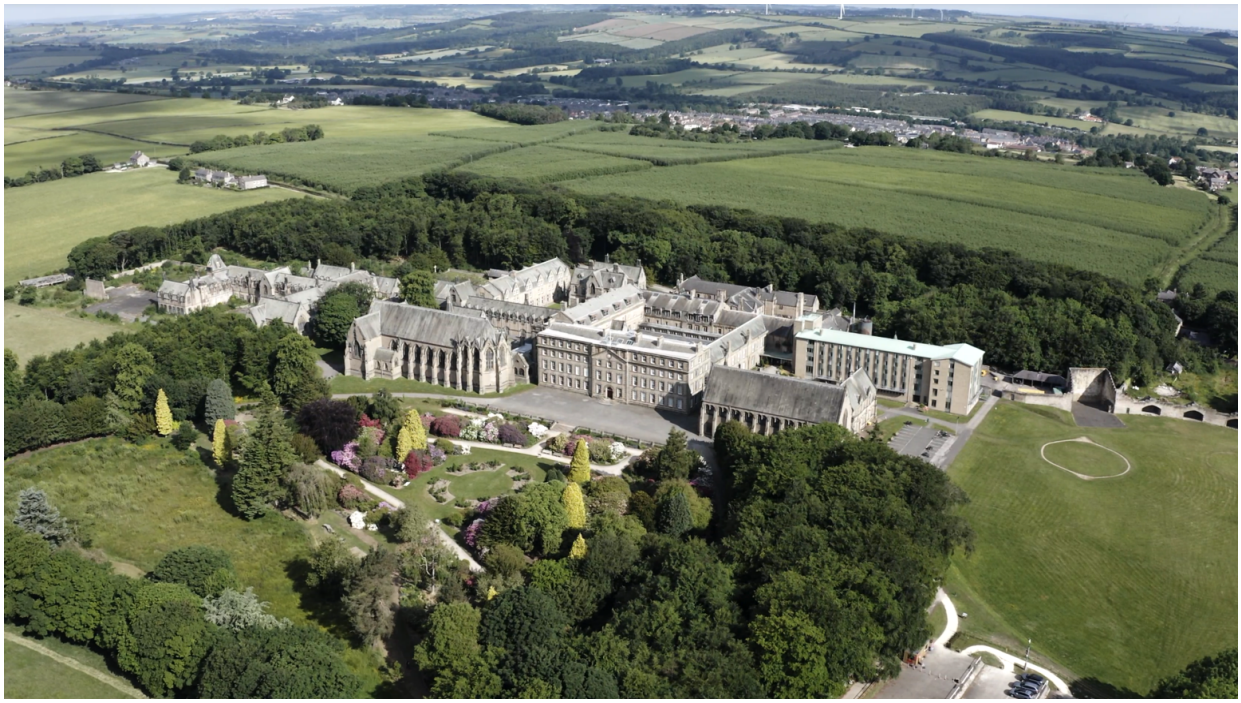
Accessibility Guide
Ushaw Historic House, Chapels & Gardens

E: enquiries@ushaw.org T: 0191 373 8500 W: ushaw.org
Duty Manager/Security: 07591 916557



Welcome

Ushaw is situated in the countryside 4 miles from Durham City. Whether you're here for a self-led or guided tour; to visit our café and shop; to enjoy an event or exhibition; or to attend a commercial conference or meeting, we guarantee an experience beyond belief.

We have access for wheelchair users for a large part of the site and can cater for other access requirements on request.

Please get in touch if you require any further information about specific access issues, or need advice on planning your visit.

Getting Here

Ushaw Historic House, Chapels & Gardens
Woodland Road, Durham

Ushaw is a large estate, and using postcodes DH7 7DW or DH7 9RH will not take you directly to our main entrance. For the most accurate directions, we recommend using What3Words: ///hopefully.help.develop

Travel by taxi from Durham Railway Station

- The nearest train station is Durham Station, which is 4.2 miles from Ushaw Historic House
- Pratt's Taxis (0191 386 4040) have a wheelchair accessible vehicle in addition to standard vehicles - if wheelchair access vehicle is not required several other local taxi companies serve the Railway Station
- Accessible taxis should be booked in advance - to access the buildings using a wheelchair please ask to be dropped off at our East Entrance.

Travel by public transport from Durham City

- Gateshead Central Taxis Bus **Service 52** from Durham City (Durham Millburngate Stand A) runs a limited timetable every 2.5hrs Monday to Saturday, daytime only with no service from early evening - This bus stops directly outside Ushaw's main driveway
- The Arriva Service 48 is more frequent, however the closest stop to Ushaw is Bearpark (Aged Miners Homes) it's then a 15-20 minute walk to Ushaw
- If travelling to Durham by train, you can catch a bus connection to Ushaw which is 0.2 of a mile walk (down a small hill) from the Railway Station
- From the bus drop-off at Ushaw, cross the road to the main driveway - there is 0.25 mile walk to the Main House Entrance via a tarmac driveway

On Arrival Parking

- **If wheelchair / level access is required** - park at the East Entrance, there are 4 accessible parking bays at the East Entrance
    - On arrival: Follow signs for Blue Badge parking. You will reach a set of black gates—press the buzzer on your right, and a member of staff will open them for you
    - On Exit: The black gates will open automatically. Please drive slowly to ensure the sensor is activated
    - If you require any assistance, please call +44 7591 916557
- **If wheelchair/ level access is not required** - Please park in the Visitor Centre Car Park and follow the level route to the Main House on foot
- The Visitor Car Park surface is tarmac - on the first level (left of/ adjacent to the timber Visitor Centre) there are 10 accessible bays
- The lighting in the car park is LED



Visitor Centre Car Park

The Visitor Centre

- During visitor opening hours admission tickets can be purchased from the Visitor Centre
- A ticketing window is located on the car park side of the building, the bottom of the ticket window is H110cm

- When parking at the East Entrance, visitor tickets can be purchased from the Reception (located at Main House Entrance) route has level access along a corridor from the East Entrance



Ushaw Visitor Centre

Walking from the Visitor Centre Car Park to the Main House Entrance and Reception

- The pathway has a slight incline
- The pathway is surface-dressed with a bound aggregate finish
- Pathway is W1.8 x L50 metres



Pathway to Main House from Visitor Centre (slight incline)

The East Entrance



The East Entrance - Fully Accessible/ Level Access

East Entrance is level for wheelchair/scooter/buggy etc. and is surfaced with hardwearing matting, thereafter the floor of the corridors are stone-slabs

When parking at the East Entrance Accessible Bays:

- The doorway is a maximum of 10 metres from the parking bays
- The car park surface is tarmac
- Entrance doorway is W80cm
- There is a bell for entry, or ring Duty Manager/ Security

This entrance allows level access to:

- The Main Reception/ Admission Desk (along a stone-slab corridor)
- The Visitor Route
- The lift to the 1st floor accommodation is adjacent to the East Entrance

The Main House Entrance



The Main Entrance

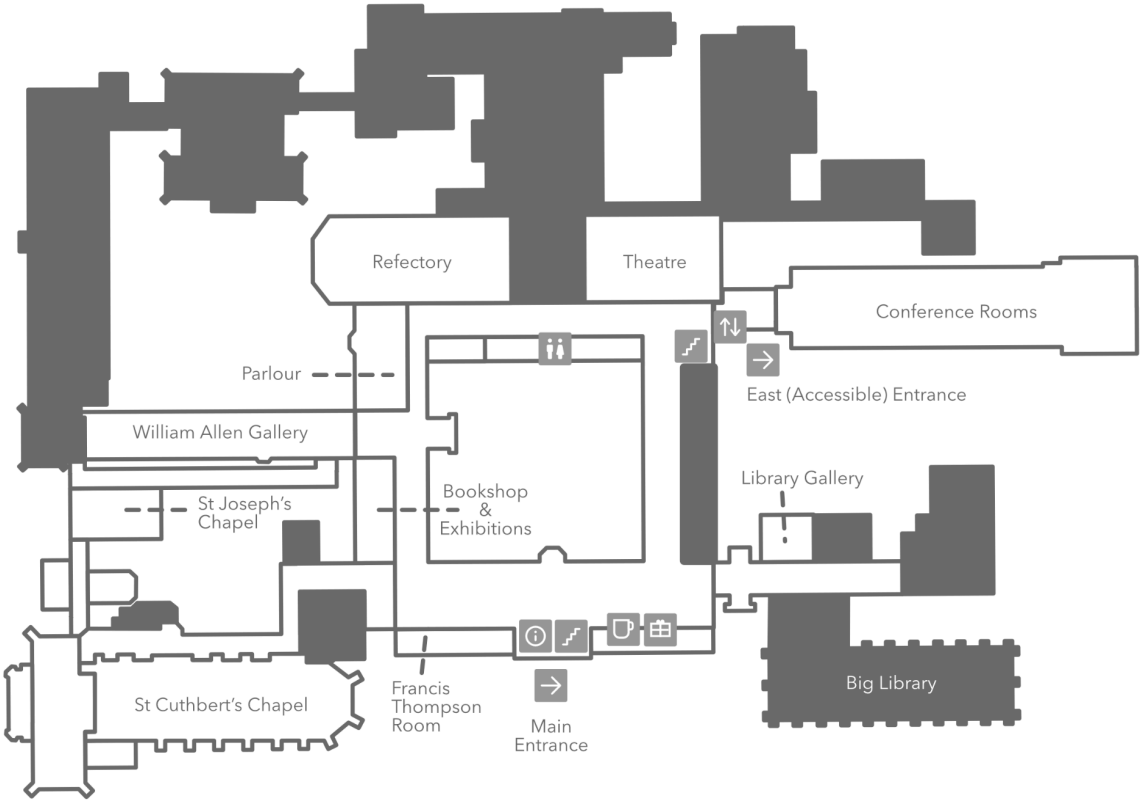
The Reception is staffed during open hours, and located in the area adjacent to the Main House Entrance

- Admission Desk
- Audio Visual Screen for upcoming events, with subtitles
- There are 5 steps at the Main Entrance which are equipped with handrails on both sides
- Initially, there is an entrance lobby with slabs and hardwearing matting
- As you enter the Reception there is a large flat rug, thereafter the floor of the corridors are stone-slabs

This entrance gives level access to:

- **The Main Reception**
- **The Visitor Route**
- **Lift Access** to the first-floor bedrooms - the lift is adjacent to the East Entrance, or along a stone slabbed corridor from the Reception

The Visitor Route



Ground Floor Visitor Route

Level access is available to all areas listed below:

- Ambulacrum (the corridor around the Main House)
- Chapels Complex
- Pre-loved Bookshop
- Victorian Schoolroom
- Pugin's of Ushaw Exhibition
- William Allen Gallery
- Parlour
- Refectory
- Toilets
- Theatre
- Café

Ambulacrum (corridor around the Main House ground floor): double doorways at various points on the route - Min W80cm; Max W160cm

The Francis Thompson Room: doorway W84cm

The Cloisters: doorway min W106cm; Cloister corridors min W140cm
The lighting in the Cloisters is quite dim, and there is a small section of uneven tiles en route to the Chapels



Cloister Corridor with uneven tiles en route to the Chapels

The Chapels

- **St Cuthberts Chapel:** Ramp at entrance sizes W215cm x L120cm
  Entrance door min W140cm;
  Wheelchair access to the Altar area is unavailable; however, it can be accessed by 3 steps, or viewed from the Nave (level access)
- **Sacred Heart Chapel:** Ramp access W76cm x L90cm
- **The Lady Chapel:** Ramp access W76cm x L90cm
- **The Memorial Chapels:** Two steps
- **The Stations of the Cross Chapels:**
  - **St Charles Borromeo:** doorway W85cm;
  - **The Oratory:** entrance 1 step
    Both can be viewed from the W196cm corridor
- **St Joseph's Chapel:** doorway W137cm, flooring is non-slip commercial



Ramp Entrance to St Cuthbert's Chapel

The Library

- Entrance into the Library Wing has 4 steps with handrail on the left (as you enter). Lift access is available to the Library Gallery only.
- Corridors are stone-slabs
- The Library Gallery: Doorway is W80cm



Lift access to Library Gallery

- Ushaw's Big Library is accessed via 40 wide, shallow steps. We are actively working to improve accessibility across all areas and appreciate your understanding.

The Main House

- **The Pre-loved Book Shop:** doorway W96cm, flooring is carpet
    - The open space inside the room may be compromised by the seating areas or, at peak times, visitor numbers
    - Bookshelves can usually be reached in a wheelchair as there is W110cm clearance in front of most of the bookshelves; our staff will help where possible any customers who require assistance to navigate between fittings in the shop
- **Victorian Schoolroom:** doorway W96cm, flooring is carpet
- **Pugin's of Ushaw Exhibition:** doorway W90cm, wooden flooring; space between exhibits is min W76cm
- **The William Allen Gallery:** doorway min W90cm, flooring is carpet - room layout may alter between exhibitions, care is always taken to ensure an accessible route can be accommodated
- **Parlour:** doorway W94cm, flooring is carpet
    - There is a min of 160cm of space either side of the centre-piece table
    - This room can be hired for social events
- **Refectory:** doorway W90cm, flooring is tiles
    - The visitor route allows for 70cm clearance between fittings/layout
    - This room can be hired for social events

North Ambulacrum Visitor Toilets

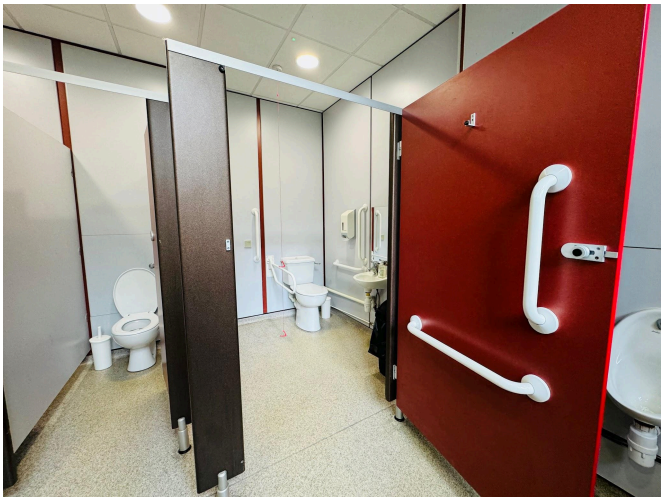
There are separate toilets for Men and Women - flooring within is hardwearing carpet in the entrances, and ceramic tiles in the main areas

Women Toilets

- From either East Entrance or Main Entrance to the public toilets, there is level access along a stone slab corridor - doorway is W100cm
- There are 6 standard cubicles - doorways W60cm
- There are 4 standard height wash basins and one lower at H60cm
- There is one accessible cubicle - doorway is W100cm; the toilet is H48cm, and when seated - there is a wall grab-rail to the right of the toilet; there is a drop-down handrail to the left of the toilet; the cubicle 200cm - there is a small wash basin in front/to right of the toilet it is H48cm
- There are baby-changing facilities within these toilets

Men Toilets

- From either East Entrance or the Main Entrance to the public toilets, there is level access along a stone slab corridor - door width is 100cm
- There are 2 urinals and 3 standard cubicles - cubicle door W60cm
- There are 4 standard height wash basins and one lower at H60cm
- There is one accessible cubicle - doorway is W100cm; the toilet is H48cm, and when seated - there is a wall grab-rail to the right of the toilet; there is a drop-down handrail to the left of the toilet; the cubicle is 200 x 200cm - there is a small wash basin in front/to right of the toilet it is H48cm
- There are baby-changing facilities within these toilets



Accessible toilet

The Theatre - capacity 260

- Doorway min W70cm
- Equipped with a hearing loop (from 1 December 2024)
- There is one step to the front row of seats and 2 level access wheelchair spaces, there is also a spacious area in front of the stage which can accommodate additional wheelchairs - however, for theatre performances please notify our venue in advance so we can best accommodate your request
- The majority of seating in the Theatre is raked
- An Audio-Visual information film is played whenever there are no performances taking place



The Exhibition Theatre

Ushaw Café - capacity 60

- Doorway W80cm at entrance and between rooms
- The Café resides across 3 rooms the flooring within the first two areas is anti-slip commercial, and the 3rd room is carpet
- Access between counter and tables min W180cm, our staff will be happy to help where possible to help customers who require assistance to navigate between fittings
- A gift shop is located within, and outside of the Café - there is level access from the East Entrance to the Cafe, or with 5 steps from the Front of House Main Entrance - the gift selection outside of the Café/ in the Foyer is displayed on shelves/ racks in the corridor which is W3Metres
- We can cater for sugar-free (diabetic), vegetarian, vegan and gluten-free (celiacs) we also provide soya milk for coffee, tea and hot chocolate
- With advanced notice, other dietary requirements can be catered for
- The nearest accessible toilets are located on the North Ambulacrum/ opposite the Theatre



Cafe Entrance (photo shows average corridor width)

Guided Tours

Our House & Chapels tour include most aspects of the Visitor Route - seating/ rest spots can be accommodated with advance notice

The Gardens and Outdoor Spaces

- Access to the gardens is available via 7 steps which are directly opposite the Main House Entrance (20 Metres across a gravelled area)
- Level access can be gained from each end of the stone wall on either side of the steps
- There is a network of level pathways around the gardens

Conference Facilities

Access to this area is restricted to Commercial Customers only

East Wing Conference Rooms

Large ground floor rooms, level access - adjacent to the East Entrance

- Doorways Min W75cm

Sem 1 (capacity 36-60 depending on set-up configuration)
Lecture Room 1 (capacity 36-60 depending on set-up configuration)
Sem 2 (capacity up to 96 depending on set-up configuration)

President's Gallery Meeting Rooms

3 x small and medium-sized rooms, located above the Main House Reception, 1st floor (capacity per room is 10-25 depending on set-up configuration)

- Doorways min W80cm
- Access can be gained via a wide staircase from the Reception
- Lift to the first floor (adjacent to the East entrance) with level access to the President's Gallery via the accommodation wing
- Room set-up is flexible if we have advanced notice of requirements



Stairway to President's Gallery

Francis Thompson Room

- Doorway W80cm
- Access is through the Main House Entrance (5 steps)
- Level access is via the East Entrance, along a stone slab corridor
- Spacious room with a variety of social and commercial event options
- Capacity is up to 60

Accommodation

Access to the bedroom areas is restricted to residential customers only

East Bedrooms

Doorways W80cm

- The lift to our first-floor bedrooms is adjacent to the East Entrance
- We have 2 fully accessible twin bedrooms on this floor

West Bedrooms

Doorways W80cm

- On arrival at the West Wing (via level access from either entrance) there are 6 steps to the first-floor level
- There is a wheelchair/ mobility lift to bypass these steps
- From the first-floor level there is a lift to the bedrooms on the second and third floor
- We have one fully accessible twin bedroom on each floor

Lifts to Bedrooms:

- The lift door is W80cm
- The lift is W110cm wide and D130cm
- The lift buttons have raised numbers or letters
- The lighting in the lift is LED spotlights - the flooring in the lift is PVC non-slip material

Pilgrim Rooms

Level access at the East Entrance

- The Pilgrim Rooms are on the third floor - there is a lift in the East Entrance Reception area
- The Lift is W110cm x D80cm
- Bedrooms: Doorways W70cm
- Bathroom facilities (not ensuite) Toilet/ Shower doorways minimum W60cm
- Shower entrance step H15cm

Studio and Workspaces

Located above the Main House

- There is a lift to the first floor studios - level access to the first floor Studio Corridor is via the accommodation wing
- There is no passenger lift access to the Studio and Workspaces on the second and third floors - however there is a good-only lift to the 2nd floor
- The nearest toilet area for assistance dogs is in the Bounds garden areas (not within the internal gardens) please dispose of dog waste in the bins provided

General

We have a complimentary ticket policy for Registered Carers and Essential Companions (official ID is required)

Visual

- Glass doors with full-height windows have contrast markings
- The walls and the doors have high colour contrast
- Some parts of the venue have low lighting (see Cloisters photo)
- With advance notice, the menu is available in large print
- Our Exhibition information panels are in a minimum font size of 18

Accessibility Equipment

We welcome assistance dogs and can provide water bowls for them - please ask staff for assistance

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors
- In the case of an evacuation, all customers inside the attraction will be led to safety by a member of the team or by a member of the emergency services

Customer Care Support

- Some staff have disability awareness training
- If required, assistance can be given through the use of magnifying glasses or pens and paper