

Kelmarsh

Hall & Gardens



www.kelmarsh.com

NOTES FOR VISITING GROUPS

1. AVAILABILITY

1.1 Group visits can be accommodated on weekday throughout the year, particularly in the afternoons.

1.2 The gardens are open to the public Tuesday, Wednesday and Thursday afternoons from Easter until the end of September. We particularly welcome groups on Thursday afternoons for House Tours.

2. GROUP NUMBERS

2.1 The minimum number for a private tour of the house is 17 people.

2.2 The minimum number for a private tour of the garden is 12 people.

2.3 The minimum number for a tour of both house and garden is 12 people.

3. PARKING

3.1 Coach Parking

Coach drivers can be assured that the gates at the top of the entrance drive at Kelmarsh are wide enough for all coaches, although their negotiation does require careful handling. We suggest that the coach comes down the drive, stops at the mouth of the circular drive and drops off the passengers. Coaches must not be driven round the carriage drive as they damage the turf. Rather than have the coach in full view from the house during the visit, we ask that the driver then parks down the North Drive. Coaches can be turned round in the entrance to the carriage drive, being careful not to drive on the turf. Shortly before the group is due to leave, the coach can return to the drop off/pick up point.

3.2 Car Parking

Groups arriving by car should park in the car park signposted and located on the right of the drive. Blue badge holders and those cars carrying passengers who may find it difficult to walk from the car park can park in front of the house.

4. ACCESS

4.1 House

Entry to the house is generally up a flight of 8 steps, however a stair lift has been installed for wheelchair users to give visitors access to the ground floor: please ask a member of staff for assistance. Once in the Hall, the rooms open to the public as part of the 'House Tour' and 'Lifestyles at Kelmarsh' tour are all on one level and the floor surfaces are suitable for wheelchair access. Light portable chairs are available for those who might need to sit on the hour long tour. However, the additional Croome Court exhibition and tour is located in rooms on the first floor, which is accessed by a flight of stairs with a half landing and balustrade.

4.2 Gardens

Access around the gardens is mostly good but inevitably there are uneven surfaces and steps. Box hedging and steps do restrict wheelchairs in places, and the gravel paths can be tiring for the helper. Benches are available in most areas of the garden.

5. HEALTH & SAFETY ADVICE FOR VISITORS TO THE GARDENS

In order to make your visit as safe as possible, please note the following points:

There are uneven surfaces in some parts of the garden.

The gardens are true to type so please be aware of all the usual garden hazards.

Plants should not be touched as some may be poisonous or cause irritation.

There are greenhouses and a lake in the grounds so extra care should be taken near these, especially where children are concerned.

There are vehicles and machinery regularly passing along the drive so please take care when approaching this area.

6. TOILETS

Single sex toilets are located in the visitors centre and there is a toilet with disabled access, this is signposted and located adjacent to the visitors centre.

7. CATERING

7.1 Tea, coffee and cake can be provided but must be pre-booked.

7.2 If you require lunch/alternative refreshments, then please enquire prior to booking re the availability of this in the Tea Room. Alternatively for those groups who wish to have lunch/supper in the area, there are a number of local pubs which provide good food and can cater for larger numbers. Details can be supplied on request.

8. PAYMENT

8.1 Final numbers must be confirmed at least 10 days before the visit date and an invoice will be sent based on those figures. Cheques should be made payable to 'The Kelmarsh Trust'. Payment can be made by Debit and Credit Card, this will incur a small administration fee.

8.2 Tea, coffee and cakes are paid for individually on the day.

9. CANCELLATION

9.1 The Estate Office should be notified as soon as cancellation becomes necessary. In the event of cancellation, payment will not be due unless the cancellation occurs within 48 hours of the visit date and could reasonably be expected to have been avoided.

9.2 Although every effort will be made to avoid its necessity, Kelmarsh Hall reserves the right to cancel a visit.

10. GIFT SHOP

There is a small selection of gifts available, including souvenirs, guidebooks, postcards, honey, plants and small range of relevant books. These are available to purchase in the visitors centre and tea room.

11. CONTACT

If you experience any problems or delay in getting to Kelmarsh the following number should provide contact with a member of staff:

Estate Office 01604 686543