

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 Mapledurham House, Watermill and Turbine

Introduction

A very rural location yet situated just 4 miles north west of Reading, Mapledurham Estate offers visitors the opportunity to visit the Elizabethan mansion house, the last working watermill and the first hydro powered turbine on the River Thames. A tea room and small gift shop are also on offer. Visitors may arrive by boat from nearby Caversham. You should allow between 1 - 2 hours to visit the attraction but you could prolong your visit if you bought a picnic and enjoyed the attractive setting. Guides are on hand both in the watermill and house to assist visitors.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0118 9723350 or email enquiries@mapledurham.co.uk.

Pre-Arrival

- Mapledurham is 4 miles northwest of Reading, just off the A4074. Visitors may also arrive by boat from nearby Caversham. To use this services, first please check with the boat company that they are sailing (on rare occasions they may not be). They are Thames Rivercruise and can be contacted on 0118 9481088. Boats normally leave Thameside Promenade (parking available) at 2 p.m. and depart Mapledurham at 5 p.m. For those using the road to access Mapledurham, please visit our website for directions. Please note that there is no public transport to Mapledurham. The nearest train station is Reading and it would then be necessary to either walk approximately 10 - 15 minutes to the boat, or take a taxi from the taxi rank. Costs

vary but it would be approximately £15 each way from Reading station. For visitors using a Satnav to find us, please use our post code of RG4 7TR. However, please DO NOT follow Satnav instructions that direct you to The Warren - you will come up against a locked gate on a track, or those to Purley (wrong side of the river). You need to be on the A4074

Car Parking and Arrival

- There is ample parking at Mapledurham. Visitors will arrive at the main gate and be directed to the nearby car park. It takes approximately 2 - 3 minutes to walk from the car park to the first attraction (watermill and turbine). The main car park is part grass, part hard standing and there is room for some 100 cars. Further parking, if needed, is available just beyond the main car park and is a grassed area of several acres.
- For those arriving by boat, there is a landing stage at which the boats tie up. There is then a concrete path leading to the main gravel drive. Visitors who require parking facilities closer to the house and watermill should enquire at the entrance gates and will be directed to a disabled car parking area. This is sufficient for at least four cars. If visitors need to get even closer to the toilets, tea room, house etc. it is possible to park in the estate office complex

Main Entrance, Reception and Ticketing Area

- The main entrance and ticket area is situated just by the electric gates. There is a ticket kiosk with attendant. The attendant will sell the tickets and direct the visitors to the relevant car park etc. There is no need for the visitor to leave their car at this point. Walkers and cyclists can stop at the kiosk and purchase their tickets. We do have two wheelchairs at Mapledurham which are subject to availability. Visitors need to ask at the ticket kiosk or call in advance. There is no charge for this. Guide books are also available to purchase at this point.

Attraction (displays, exhibits, rides etc.)

- The watermill is normally staffed by the miller and his wife. They will usually offer one guided tours per afternoon whilst visitors may also visit on an individual basis. Guide books are available for sale. The miller will also escort the visitors to see the turbine as part of this tour. The door to the watermill is 84 cm wide. There is an internal door of 73 cm wide and ten stairs to the first floor and down. The stairs are slightly steep and care should be taken.
- In the house, there are guides available to assist visitors although guided tours are not offered. There are laminated information sheets in each room and a guide book is available for sale. Visitors may purchase a brief description of the house written in French or German. Visitors are asked not to use mobile phones or cameras in the house and not to touch the exhibits.
- For mid week parties, guests are taken around the house and watermill by guides rather than exploring alone.
- There are chairs available in most rooms.
- Entry to the house is gained via 5 steps or a ramp for wheelchair users. At the top of the entrance stairs there is hallway with a further ramp to gain access to the first floor. The main door width is 144cm when fully opened. Regretfully, there is no wheelchair access to the first floor. There are four steps down into the chapel in the house. Access to the first floor is gained by wide steps in three stages with a total of 33 steps (11 in each stage). Descent is via another staircase with width steps and two stages of 12 steps each. The narrowest door downstairs is that to the chapel (83 cm) and upstairs the narrowest door is 82 cm.

Public Toilets

- Toilets are provided as follows:

- Car park area. There are several toilets in this area including one that is partially adapted for disabled visitors. There are brick built toilets for male and females both of which have one step for access. There is also a portacabin which can be used for those requiring more room. There is a ramp access and the door width is 84 cm. The cubicle size is 235 cm x 118 cm and the height of the seat from the floor is 40 cm. No grab rails are fitted. The floor is vinyl.
- Old Manor. There is a doorway into the Old Manor from the passageway leading to the house entrance point. The doorway is 76 cm wide. These are not our main toilets but can be used by visitors eating in the Old Manor. From the seating area, visitors will go through another door, 78 cm wide and down two steps. There are then a further five steps up and then one down into the ladies or nineteen steps up and two down to the gents.
- Portalooos in courtyard. These are now situated within the seating area of the courtyard and have been “plumbed in” to provide running water to the toilets and hand basins. They consist of both ladies and gents and are accessed by a non slip ramp which is 119 cm wide. Also in the courtyard is a disabled portaloo located within a brick structure providing more privacy for our guests. The doorway is 118 cm wide. The cubicle doorway is then 89 cm wide whilst the portaloo itself is 147 cm x 147 cm in total. The height of the structure from the floor is 47 cm. There are two grab rails, one to the right hand side of the toilet and one to the rear. The floor is non slip. Sanitizing hand gel is provided.

Catering

- The tea room is situated to the side of the main house. Credit card facilities are available at this point.
- The tea room offers a selection of sandwiches, soup, cakes, cream teas and hot and cold drinks. Visitors make their selection from the counter and carry their trays to either the Old Manor, the Coach House, the Tack Room or the outside eating

areas. Those requiring help with carrying the tray should ask at the tea room and assistance can be provided. The entrance door to the Old Manor is up three steps with no ramp. The door width is 76 cm. There are twelve picnic benches with fixed seats by the tea room.

- We also have the Coach House which is accessed by the entrance to the Stables which is 100 cm wide and then up a slight ramp. The doorway is 86 cm wide. Further seating is available in the Tack Room with the coach house area where the doorway is 87 cm wide. There is a ramp to the exit on the other side of the coach house which houses tables and chairs. There are also further tables and chairs in the courtyard at the far side of the coach house. Access to the house gardens (and then to the house itself) is gained at this point. Guests access the house and gardens via the passageway between the Old Manor and the Coach House.
- The stables are used for extra seating. The flooring is paved and uneven. There are hay bales provided for seating.

Shop

- The gift shop is located in the watermill and the access has previously been described. There are no credit card facilities.

Grounds and Gardens

- There are no formal gardens as such but rather grounds with trees and shrubs. Access is on the whole good. The drive is gravelled and then there are grassed area. There are wide gates to the front lawns. There is access to the river bank and areas where picnics are permitted although tables are not provided.

Additional Information

- The church of St. Margaret's is next door to Mapledurham. There is a car park provided by the church and visitors to Mapledurham who wish to see the church should leave our grounds via the main electric gates and walk across the road to

the church. We understand that details of the services held there are regularly posted outside.

Future Plans

- We are continually striving to provide better facilities for our valued customers at Mapledurham. The main drive has recently been repaired and the path leading to the landing stage has been constructed using concrete.
- We aim to continue to improve our services by maintaining staff training, listening to the public and generally trying to go the extra mile to ensure *every* visitor goes home happy.

- Contact Information

Address (Inc postcode):	Mapledurham House, Watermill and Turbine The Estate Office Mapledurham Reading RG4 7TR
Telephone:	0118 9723350 Contact: Mrs. Lola Andrews
Email:	enquiries@mapledurham.co.uk
Website:	www.mapledurham.co.uk
Grid Reference:	SU 67059 76652
Hours Of Operation:	Office 9 - 5 Mon-Fri but the house and watermill are open 2 - 5 Saturdays, Sundays and Bank Holidays Easter to end of September and 2 - 5 Sundays in October and for pre arranged group visits mid week.

