

Accessibility

The Eaton Estate aims to provide an enjoyable experience for all visitors. Please be aware, however, that the gardens are part of a private home and are only opened to the public four times per year when they are made available for charity fundraising.

The information below 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 visitors.

Visitors with mobility impairments

Gardens

The gardens extend to 88 acres and all paths are gravel. The route around the garden is a distance of 1.2 miles. Most of the gardens are level ground and accessible to visitors who use mobility equipment however regrettably Camellia Walk and some other areas can only be reached via steps. Please find a map of the gardens within this section which details the accessible route, provides details of distances between key points and pinpoints steps and any areas that are not accessible. Further maps of the garden are available at the event entrance.

DIAL West Cheshire, a disability charity based in Chester, will have a stand at this event close to the Entrance Gate (West) offering FREE hire of mobility equipment, including mobility scooters. Please note that these mobility scooters (i.e larger wheels) are better suited to the garden's gravel paths, compared to smaller-wheeled equipment and wheelchairs. Please allow a few minutes to complete a brief registration process before using the equipment available. All customers will be given instruction in the safe use of equipment and must demonstrate their competence to use such equipment. DIAL West Cheshire reserve the right to decline the hire of equipment if there is any doubt about a customer's ability to operate mobility equipment safely.

Equipment cannot be pre-booked and will be made available on a first come, first served basis on the day.

All mobility scooter users (including people with their own equipment) are advised to proceed at slow speed, particularly when turning on gravel surfaces (to avoid risks of tipping over).

Dogs

Assistance dogs are welcome to accompany their owners around the gardens, in all the indoor exhibits and in all refreshments areas. There are water bowls for dogs available at various locations. Please ensure your dog is kept on a lead and under control at all times and, if necessary, please clean up after your dog.

Eaton Railway

As Eaton Railway is a heritage railway and regrettably there are no fully accessible carriages. The railway staff are on hand however to assist passengers into carriages when appropriate but mobility equipment would need to be left at the platform or in the ticket office.

Refreshments areas

The main refreshments area is located at the courtyard, is under cover and is fully accessible. There are moveable chairs set at all tables. Please ask a member of staff if you require assistance. Open air refreshments points are located on level ground next to the railway ticket office and in the open courtyard near Eaton Chapel. Ice cream vans are located on level hard standing at the garden entrance and near the Camellia Walk. A mobile coffee and sandwich unit is located in the gardens near the displays area. There is a slight downward slope to this unit. Regretfully the Parrot House building in the gardens is only accessible up several steps.

Car parking

The area located directly next to the event Entrance Gate (West) – and close to DIAL West Cheshire's disabled access stand - is reserved for Blue Badge holders and is clearly signed, as noted on the map (point 5). All parking is on grass. Parking is free.

Toilets

There is an accessible toilet located at the Courtyard and also an accessible toilet in the gardens near the display area (these are noted on the map (points 10 and 36).

Exhibits

A Life in Uniform Exhibition

The main entrance to this exhibition is via two sets of small steps: upward steps and then steps down into a small building, however wheelchair users are able to enter the building at the opposite end which is on level ground. There is signage in place and volunteers are on hand to direct visitors. The outdoor section of the exhibition, featuring a display of military vehicles, is on level ground.

Carriage Museum

The Carriage Museum is accessed via a small ramp (a very gentle downward slope).

Eaton Chapel

Eaton Chapel is accessed via several steps, however there is a temporary ramp in place for wheelchair users (upwards incline).

Family History Room

The Family History Room is accessed via a small ramp (upward incline). It is a small room which can become busy. The exit to this room is on level ground.

The Former stables

The accessible entrance into the former stables is off the open courtyard area and is clearly signed. The ground is level throughout but the corridor is quite narrow and is one way only. The exit is at the end of the corridor next to the Stud manager's office and is clearly signed.

We hope you found all the information necessary in relation to accessibility above. However, if you have any other questions, please get in touch via the Contact us section of this website.