

ACCESS STATEMENT FOR FORD & ETAL ESTATES

INTRODUCTION

Ford & Etal is a traditional, working estate covering approx. 16,000 acres of countryside which can be accessed via public and permissive footpaths and bridleways, and within which there are a number of visitor attractions offering a range of educational and leisure activities for all ages and abilities. Ford & Etal Estates aims to provide a high quality experience to all our visitors by giving them such a warm welcome and enjoyable experience that they will leave with good memories; return for further visits; recommend Ford & Etal to others. Taking the time to talk to visitors is key to achieving this aim, and visitors are greeted by telephone and in person by staff committed to providing excellent customer service.

PRE-ARRIVAL

A free leaflet is available which clearly describes the main facilities, attractions, travel directions, opening times and to which venues an admission charge applies. Included in the leaflet are contact telephone numbers, email and web site addresses, and a location map of Ford & Etal. The leaflet is widely distributed to other tourism venues, accommodation providers, Tourist Information Centres and caravan parks.

Additional leaflets are also produced by some of the individual attractions e.g. Heatherslaw Light Railway, Lady Waterford Hall.

A limited amount of printed information is available in French, German, Dutch and Swedish in Heatherslaw Mill and on request from the Visitor Centre.

Ford & Etal is accessible by car:-

From the North by the A1: via the B6354 approx. 12 miles south west of Berwick-upon-Tweed: follow brown signs from the Berwick-upon-Tweed A1 bypass to Ford & Etal.

From the North by the A697: brown sign posted for Ford & Etal approximately 6 miles south of Coldstream.

From the South by the A1: Take the B6353 via Fenwick and Lowick, follow the brown signs for Ford & Etal.

From the South by the A697: Situated on the B6354 approximately 8 miles north of Wooler - follow the brown signs for Ford & Etal.

The local bus service (267) runs between Wooler and Berwick, stopping at Ford & Etal. (NB there is no bus service on Sundays/Bank Holidays).

The nearest railway station is in Berwick-upon-Tweed, approximately 10 miles from Ford & Etal Estates.

National Cycle Route 68 (Derby – Berwick) passes through the Estates (see below).

All the above information and more details about Ford & Etal Estates can be found on our website www.ford-and-etal.co.uk.

Telephone, fax and email – please see contact details below.

ARRIVAL & CAR PARKING FACILITIES INCLUDING MAIN ENTRANCE & RECEPTION

Visitors can arrive at a number of points on the Estates and there is not therefore one main entrance or reception area. However visitors are encouraged to make Heatherslaw Visitor Centre their first point of call. Most of the attractions and businesses operating on the estate are independent enterprises, over which the Estates have no direct management control.

Car parking is free throughout the Estates and is accessible to the disabled, with designated disabled parking spaces at certain locations (see below for details).

Ford Village:

Parking is available directly outside venues, on the road side. There is also a tarmac lay-by on the opposite side to Ford Shop, with parking for several cars – the road/lay-by is on a moderate slope down towards the bottom of the village.

There are no steps leading into the following: Lady Waterford Hall – accessed by a concrete ramp and all at ground floor level; Horseshoe Forge. There is one step leading into Ford shop, the outside area and patio being accessed by a flagstone path with gradual incline. John Marrin Rare Books has one step at entrance to pathway and two steps up to the door, with space inside the building fairly limited.

Heatherslaw:

There are gravel car parks, one at Heatherslaw Railway (flat surface with parking adjacent to ticket office but no designated disabled spaces) and two at Heatherslaw Cornmill, with 21 steps leading down to road next to Mill/Visitor Centre. There is also designated disabled parking adjacent to the Visitor Centre with space for two cars. Access across Heatherslaw Bridge (to the Mill/Visitor Centre) is restricted to cars only – caravans, buses and motor homes are not able to cross the bridge.

Heatherslaw Railway: The ticket office/shop is wheelchair accessible – entry and exit through same door. The train has some wheelchair accessible carriages - please telephone before visiting (01890 820244) in case there are other wheelchair users booked for that day.

Heatherslaw Cornmill, Tearoom and Gift Shop: are located in the original Mill building, a listed building that can only be accessed by stone steps. There are 7 steps leading into the Shop/Mill; 5 steps down to outside entrance and 10 steps up to Tearoom. The Mill itself is spread over 3 floors, accessed via open wooden staircases with handrails fixed to the wall.

Heatherslaw Visitor Centre: has a double door that opens to allow wheelchair access. The Visitor Centre is at ground floor level and has full disabled access. For visitors unable to access the Mill building there is a subtitled DVD presentation with details about Ford & Etal Estates and Heatherslaw Mill. There are also interpretation boards. Visitors can be served the full Tearoom menu in the Visitor Centre – table(s) and chairs are provided.

Etal

There are two public car parks in the village – one behind Jan's Plants/Village Hall and the other adjacent to Etal Castle; both are gravelled and level. There is a designated disabled parking bay for Village Hall users. On-street parking is available throughout the village and the Black Bull Pub has a car park for patrons.

There is a tarmac footpath down one side of the village street. The path from the train terminus at Etal follows a moderate slope up towards Etal Castle with a wooden handrail all the way. There is a small step at the gate through to Etal Castle.

PUBLIC AREAS – WC

There are WCs in each village.

Ford Village has public toilets open from the beginning of April through to the end of October. Accessed via flagstone paths, there is one gents (one step down onto path) and one ladies/disabled WC. The door width of this unit is 77cm; hand basin 76cm high with 'touch free' tap; toilet height 48cm; horizontal handrail fixed on wall to right of toilet at 74cm high; moveable double horizontal rail to left of toilet at 70cm high (top rail) and vertical handrail fixed to wall to left of toilet at Lady Waterford Hall (open from mid March through to the end of October) has one gents and two ladies WCs located at ground floor level. Each cubicle is fitted with wall-mounted support rails but is not wheelchair accessible. There is one wash basin to serve the ladies WCs and one to serve the gents. There is no alarm call system. Baby changing facilities are available – please ask staff. Ford Dairy has a toilet for staff and customer use.

Heatherslaw (*adjacent to Visitor Centre*) has gents and ladies WC facilities (each with two cubicles) open from mid March through to the end of October; one cubicle in each of the gents and ladies WCs is disabled and (with assistance) wheelchair accessible – door width is 87 cm; toilet seat height 43 cm washbasin height 89 cm. Each disabled cubicle has one horizontal support rail beside the toilet, at 93 cm high.

There are baby changing facilities on the upper floor of Heatherslaw Tearoom.

Etal Village has public toilets in the car park adjacent to Etal Castle; these are open from the beginning of April through to the end of October. There is one gents, one ladies and one unisex disabled-accessible cubicle, the latter being wheelchair accessible via a concrete ramp from the car park. The door is 90 cm wide with a

horizontal hand rail on the inside. There are two vertical rails fixed to the wall either side of the hand basin and one vertical rail to the left of the toilet, as well as a moving, double handrail 16cm to the left of the toilet, rail height 55cm bottom and 73cm top. The hand basin is 74cm high and has a cold tap and hot 'touch free' tap. The toilet seat is 47 cm high. There is no alarm call system.

There are baby changing facilities (wall mounted fold-down table) in the disabled-accessible cubicle. Baby changing facilities are also available to patrons at the Black Bull pub, Etal.

OUTSIDE AREAS AND GROUNDS

A number of footpaths, bridleways and permissive paths criss-cross the Estates land. Maps and descriptions of routes are available from Heatherslaw Visitor Centre. As the paths run through fields and moorland many parts of them are not wheelchair accessible or suitable for those with walking difficulties. Staff are however always happy to give advice.

Fishing permits can be purchased from the Estate Office (01890 820224) and Ford Post Office (01890 820230).

Route 68 Berwick-Derby national cycle route passes through the Estates and there is a dedicated, off-road section running from Tindal House to Etal Village (approx 2 miles, some hills) and from Slainsfield road end to Heatherslaw (approx ½ mile, level). These paths are used by walkers and cyclists and are accessible to wheelchair users. NB – following flooding the path from Etal to Tindal House is quite rough in places and care must be taken.

A number of cycle route maps are available from the Visitor Centre, where cycle hire is also offered. Cycle racks are situated at Heatherslaw Mill and Lavender Tearooms.

Wooden picnic benches are located by Heatherslaw Tearoom, Heatherslaw Railway, Etal Castle and near the river at Etal. Bench seats are located in Ford Village, adjacent to lay-by, opposite Lady Waterford Hall and in the play park (which has a baby swing and a flat seat swing) situated just past John Marrin Rare Books. There is also a bench seat outside Etal Castle and two outside Etal Village Hall.

Grass areas in all the villages are regularly mown and available to the public as play/picnic areas - these include the paddock at Heatherslaw Mill, the area below Taylor and Green and adjacent to river in Etal, the area outside Etal Village Hall, the areas opposite Lady Waterford Hall in Ford.

'You are Here' map boards are located adjacent to the lay-by and outside Lady Waterford Hall in Ford; at Heatherslaw Railway and Heatherslaw Mill sites; outside Etal Village Hall, Etal public toilets and on path coming from Railway in Etal.

Litter bins are available in Etal, Heatherslaw and Ford villages; dog waste bins are located at Heatherslaw adjacent to the public toilets, in Ford opposite Lady Waterford Hall and in Etal near Etal Castle/car park.

RETAIL

Ford – there are souvenirs, leaflets and items for sale in Lady Waterford Hall near to the entrance. Ford Village Shop/Post Office has a step into the building and limited space inside. Post Office Monday to Friday 0830-1230. Petal 'n Paper has 2 steps down onto long gravel path to shop entrance however it is easily accessible via entrance to Ladies' public toilets, slab path from the lane to Ladies' public toilet then along a wide path with gentle incline to wooden gate, through to Petal 'n Paper entrance. There are no steps in Petal 'n Paper although space inside is limited. Horseshoe Forge is at ground floor level.

Ford Dairy, just outside the village, has wheelchair access from the main car park via a small road past the dairy buildings – all buildings and the outside seating area to coffee shop can be accessed this way.

Heatherslaw – The Gift Shop at Heatherslaw Mill is upstairs (Mill entrance); items made by local craftsmen can be purchased from the Visitor Centre. The Gift Shop staff will also, upon request, take to the Visitor Centre a range of gifts and souvenirs to choose from for anyone unable to access the shop; this includes mill produce, bakery items, postcard and books. The railway ticket office offers gifts and souvenirs for sale.

Etal – Etal Castle shop is at ground floor level. Etal Shop/PO/Tearoom has a step into the building but can be accessed by wheelchairs through the rear of the building via the back gate, which is reached by the service road to the rear. Post Office open 0900-1300 Monday-Thursday.

REFRESHMENTS

Ford – teas are available on the patio outside Ford Shop – this is accessible via a flagstone path on a slight incline. Restoration Coffee Shop at Ford Dairy has outside seating and one step into the shop itself

Heatherslaw – Tearoom is not disabled-accessible but serves full menu in the Visitor Centre upon request – please ask Visitor Centre or Tearoom staff.

Etal – There is a step down into the Black Bull, but there are also tables outside on the tarmac and to the rear of the pub in the beer garden. Etal Shop/PO/Tearoom serves refreshments inside and outside with a large paved area to the front of the building.

ATTRACTIONS

Lady Waterford Hall, Heatherslaw Mill and Etal Castle have their own guidebooks which can be purchased in the venues themselves. Heatherslaw Railway publishes a timetable detailing train times and prices. Please contact individual venues for access

advice. There is also a Ford & Etal souvenir guide book available from various venues across the Estates.

All parts of Lady Waterford Hall are at ground floor level; Heatherslaw Mill is accessed by steps and is spread over three floors; the Visitor Centre is at ground

floor level; Heatherslaw Railway is accessible to the disabled; Etal Castle exhibition area is at ground floor level.

CONFERENCE AND MEETING ROOMS

Lady Waterford Hall and Etal Village Hall are both available to hire – contact 01890 820503 (Lady Waterford Hall) or 01890 820777 (Etal Village Hall), or visit www.etalvillagehall.org.uk

ACCOMMODATION

There are a number of bed and breakfast establishments and self-catering cottages on Ford & Etal Estates – see leaflet or website for contact details/further information.

ADDITIONAL INFORMATION

In all cases members of staff are on hand to offer assistance.

Service dogs are welcome in most venues but due to health and hygiene regulations are not permitted in Heatherslaw Cornmill.

Water bowls are provided for dogs on the Heatherslaw Mill site, at Etal Castle and at Etal Shop/Tearooms.

CONTACT INFORMATION

Address: Ford & Etal Estates, Heatherslaw Visitor Centre,
Cornhill-on-Tweed, TD12 4TJ

The Estate Office, Ford Village, Berwick-upon-Tweed
TD15 2QA

Telephone: 01890 820338 (Estate Office: 01890 820224)

Fax: 01890 820384

Email: tourism@ford-and-etal.co.uk

Website: www.ford-and-etal.co.uk

National Rail: Berwick-upon-Tweed Station (0845 7225225)
(East Coast Mainline–National Express 08717 818181; www.nationalexpress.com)

Local Bus: Glen Valley Tours (01668 281578)

We strive to continually improve our visitor services and welcome your feedback to help us with this. If you have any comments please telephone 01890 820338 or e-mail tourism@ford-and-etal.co.uk

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