

ACCESS STATEMENT FOR PENTILLIE CASTLE

Introduction

Pentillie Castle and the surrounding gardens are situated on a promontory of land high above the River Tamar. The land slopes steeply down towards the Tamar on the north, east and south. The approach driveway from Paynters Cross and the American Gardens rise above the castle to the west.

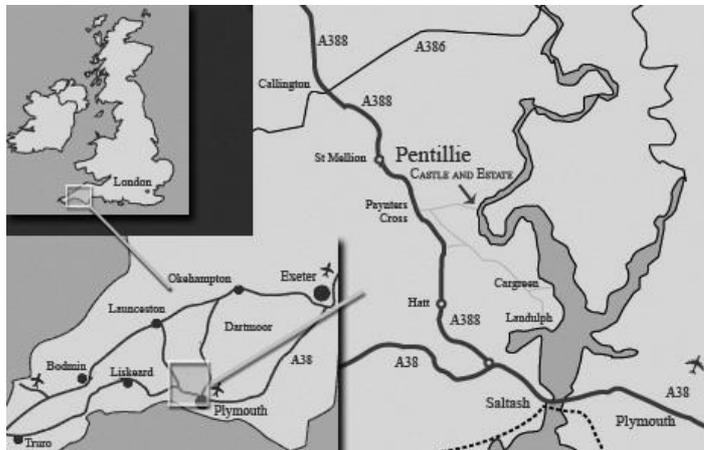


Location – Getting here

Pentillie is only 6 miles from Plymouth on the A388 between Saltash and Callington,

By Car

Half way between the villages of Hatt and St Mellion look for a road sign 'Paynters Cross'. Turn off the A388 here, go around an S bend and the gates of Pentillie are in front of you.



The post code is PL12 6QD for those with a SatNav. Directions can be downloaded from our website or sent to you on booking.

By Train

Saltash.

The nearest railway station is at Saltash (15 mins) but not all trains stop there and the station is unmanned. There is quite a steep ramp leading from the Westbound platform to the road and limited parking on this road.

Plymouth.

We recommend that Wheelchair users and anyone requiring assistance should disembark at Plymouth (25 mins) having previously requested assistance from the train operator. It is necessary to use lifts to access some of the platforms.

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By Air The two airports of Exeter and Newquay are both less than an hour away – almost equidistant from Pentillie.

Taxi We can arrange local taxis, with accessibility ramps if required, to meet you at the Station or Airport. These are often cheaper than ‘black cabs’.

Bus There is a bus service that stops on the A388 at Paynters Cross which is at the top of the drive. The walk down the drive to the castle is approximately 1 kilometre. We can provide the timetable.

Assistance

Because of the steepness of the ground surrounding the castle some areas are difficult to reach in a wheelchair or independently by those with limited mobility. Pentillie staff are available, and will guide or assist anyone in need of help.

Disabled Access to the grounds

Wheelchair access is restricted to some areas immediately surrounding the castle. There are also some steps between the terraces and in the gardens without handrails that some people may find difficult.

Parking

There is a tarmac flat car parking area large enough for 20 cars immediately in front of the front door of the castle.



While this photo shows the large parking space, we would prefer that you park a little more neatly with cars perpendicular to the curtain walls, i.e. parallel to the castle!

As we have so much parking so close to the castle, we do not reserve any specific spaces for those with disabilities. However, if you do require assistance from your vehicle, please do let us know in advance by telephoning the office on

01579 350044, and we happily reserve you a space next to the castle, particularly if we are expecting a lot of cars.

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CASTLE



A floor plan of the castle is available on the website or we can send you a copy. See figure on left.

There is a copy of this plan in the guest information folder in your room. This clearly marks your room and nearest exit points from each room.

Alarms The fire alarm is an audio visual system, and is checked weekly, usually Friday mornings. It is monitored by the fire brigade. We have a vibrating alarm clock available for guests to borrow.

Facilities

Television There are televisions with DVD players in the Morning Room and in the Cellar Games Room and in all the bedrooms. There is a selection of DVD's available in the games room. Sky Sports is available.

Internet There is free WiFi access throughout the castle.

Phone A house phone, 01579 351184, is available for guests to use for both incoming and outgoing calls.

Entry to the Castle

All doors and openings on the ground floor are more than 3 feet wide allowing easy wheelchair access.



Front Door, West. There is a small 2" step and the bottom rail of the door frame to negotiate but wooden ramps are available and will be set up whenever required.

Back Door, North. This door is situated to the left of the front door and approached through a paved courtyard. Access is level with no restrictions.

Loggia Door, South. This French window can be reached by following the gravel path around the lawn from the car park. There is a 2" wooden rail to go over, but ramps are available.

Terrace Access. All these doors have two or three steps which are not fitted with handrails.

Ground Floor Public Rooms

The ground floor is all on one level, and has no steps. All the ground floor public rooms have wide doorways (more than 3 feet) that are easily accessible by wheelchair. There is a unisex toilet suitable for use by wheelchair users.

First Floor

The first floor bedrooms are only accessible by using the front and back stairs. The stairs are wide enough to walk two side by side and there is a handrail on one side. There is a third sitting area on the first floor landing, with more sofas and armchairs.



Ground Floor Bedroom

There is a bedroom on the ground floor (Warren Suite) that has been designed specifically for disabled use. Our architect is an MS sufferer who uses both sticks and a wheelchair on occasion, and he was especially interested in making sure that this room was designed as well as possible. The room is therefore fitted out for use by anyone with limited mobility, or in a wheelchair.



The bathroom is laid out as a wet-room with a height adjustable shower and shower seat. It complies with the recommended standards.

The colour contrasts within the room also comply to the recommended standards for those with visual impairments.

The bed can be a double or two singles and can also be raised on blocks, so that a hoist can be used.

All furniture is easy to remove from the bedroom if more space is required.

There are call alarms fitted in the bedroom and shower room.

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Bedrooms

All the bedrooms have different layouts, but are all well lit. Most bedrooms can be twin or double configuration apart from Dewhurst. All bedrooms are carpeted and comply with visual contrasting colour requirements.

All bathrooms are well-lit with non-slip laminate flooring in the bathrooms. Some have separate walk-in showers, other rooms have showers over the bath. Please tell us your preference.

The bathroom in the Dewhurst suite has four steps leading to it and a tile floor.

The baths in the Howard and Victor bedrooms have a fitted handrail and there is a bidet in the Tillie bathroom.

Pictures of bedrooms and bathrooms are available on our website <http://www.pentillie.co.uk/staying-at-pentillie/pentillie-nights>. You can select your room, all of which are named after members of the extended Coryton family.

Bedding

Beds are usually made with duvets and a mixture of feather and hypoallergenic bedding. Rooms can be entirely made up with hypoallergenic bedding, or sheets and blankets as required. Please ask.

Cellar Games Room

This subterranean room has a small billiard/snooker table, a football table, a large TV and comfortable leather armchairs and a sofa. It is normally accessible from inside the castle by a flight of stairs with a handrail on one side only. However it can be entered from outside at the Tennis Court terrace level by a shallow ramp and only two steps. We can direct and assist you.



Office and Courtyard

The Office and Courtyard rooms, consisting of the Boot, Garden and Staff Rooms, are all accessible by wheelchair. Additionally there is a unisex, disabled toilet facility directly accessible from the courtyard.

Swimming Pool

Access to the swimming pool, adjoining the courtyard, is restricted by a narrow door and stairway and is therefore is not easily accessible by wheelchair. However there are wide steps at the shallow end of the pool making it easy to get in and out once you have got there.

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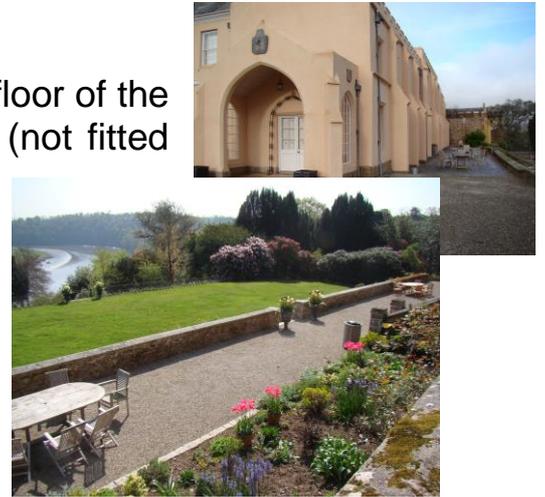
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TERRACES

Upper Terrace

The upper terrace, at the same level as the ground floor of the Castle, can be accessed directly via 2 wide steps (not fitted with handrails) from the Main Stair Hall and the Dining Room. Wheelchair access is either around the castle from the car park or from within via the Loggia doorway.

The views from this terrace are exceptional, and are among the best that can be enjoyed from anywhere on the estate.



Middle Terrace

This is only accessible by steps down from the Upper Terrace or upwards from the Lower Tennis Court Terrace - it is not possible to gain wheelchair access.

Lower Tennis Court Terrace

The main access route from the Castle is down two wide flights of steps that have a parapet wall but no specific handrail. There is an alternative route for wheelchair users around the outside of the courtyard buildings following the signs to staff parking. This route can be followed by wheelchair or car. There is a wheelchair accessible toilet in the Pavilion Building at the north end of this terrace.

GARDENS

We will give you a map of the gardens on arrival or can send you a copy. We will mark the best possible route around the gardens for you, depending on your mobility and determination and possibly the 'horse-power' of your wheelchair!

Please remember that we are there to help you get around as we want you to enjoy Pentillie as much as we do.



East Garden (towards the River)

This path is quite steep and the path surface is not very even. There are a number of steps in several different flights and these do not have handrails. Sadly this lovely route is not suitable for wheelchair users or those with limited mobility.

American Gardens

The paths and steps in these gardens make disabled access difficult but possible. The advice and assistance from a member of the Pentillie staff should be obtained before venturing into them.

Kitchen Garden

Having not been cultivated for over 30 years, the garden rested under a blanket of weeds and brambles...until June 2012. That summer, with the help of Natural England, the walls were restored, and from there work started on constructing a new Victorian-style greenhouse. This project is now completed. Through this regeneration of the kitchen garden we hope to provide the Castle with a proportion of the fruit, vegetables, herbs and flowers that it requires.

The kitchen garden is not suitable for anyone with limited mobility as it is set on the side of a steep hill. There are plans to improve access in the near future.

Mausoleum

The Mausoleum is a fair uphill walk from the Castle but wheelchair users can get there. However we recommend that everybody not in the first flush of youth is accompanied for this walk. There is an estate four wheel drive vehicle available if you would prefer to make this journey in style!

The Lime Avenue, and Best Walk are both suitable for those with limited mobility. Both are spectacular, offering different elements of the garden.

The Lime Avenue does rise to a hill, but the Best Walk remains flat all the way to the orchards which are spectacular at most times of year, most notably, the spring.



In Winter 2012, restoration work begun on the Mausoleum. The walls have been re-pointed, strengthened and cleared of ivy. The crumbling castellations have been rebuilt. When stabilising the floor, William May-Somerville and his team of builders very excitingly discovered the brick floor roof of a vaulted structure. For more details on the discovery of Sir James Tillie click [here](#). Sir James' statue has since been restored by specialists. The Mausoleum's full restoration was completed in April 2013.

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SERVICE DOGS

We normally do not allow dogs inside the castle as one dog marking his territory often leads to another doing the same. However, we will happily welcome service dogs. They can be accommodated throughout the downstairs of the Castle (floorboards), including the Warren bedroom, and in the heated Boot Room. Limiting the access of dogs does mean that the castle and upstairs bedrooms remain allergy free.

All printed documents are available in large format. Please contact the office on 01579 350044 for more details.

January 2014

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