

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 Sefton Park Palm House

Introduction

- The Palm House is located in the Grade 1 listed Sefton Park.
- It is a stunning Victorian glasshouse hosting extensive tropical plant collection including key specimens from the Liverpool International Botanical Collection.
- The Palm House is all on one floor (apart from the toilets which has lift access). Access to the Palm House is via a flat, concrete slip road which leads straight to the gates. The pathway around the Palm House is flat gravel.
- We are a member of the Visitor Attraction Quality Assurance Scheme.
- There are 2 disabled parking spaces in front of the entrance gates for use by Blue Badge holders only. There is an accessible entrance with a ramp; all around the Palm House is flat for easy access and there is a lift for anyone who needs to gain access to the disabled toilet and we also have a hearing loop. Guide and assistant dogs are also allowed.
- A security guard or welcome host is on hand during opening hours in the Palm House should you require any assistance.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0151 726 9304 or email kate.martinez@palmhouse.org.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website. Alternatively you can plan your

journey by car or public transport using a journey planning website; simply enter your postcode and use L17 1AL for a satellite navigation for us (NOT our actual postcode which is L17 1AP as that brings you out at the wrong side of the iron bridge which you cannot drive across).

- The nearest railway station is St Michaels. This is a 20 minute walk away. We have available phone numbers for accessible taxis. A taxi from the city centre will cost approximately £10 and will take about 15 minutes.
- Bus numbers 80, 80A and 176 leave from Renshaw Street outside Lime Street Station every 10 minutes to Ullet Road. It is an approximate 15 minute walk to the Palm House and taxis are also available from here. Ask for the Sefton Park stop.
- Alternatively Bus Number 82 goes to Aigburth Road, from here it would be best to take a taxi to the Palm House. If you prefer to walk down Lark Lane and across the park it would take approximately 15 minutes.
- There is a flat, paved slip road that leads to the gates of the Palm House. The area surrounding this road is grass park land which can be uneven and slightly hilly.
- Information about the events held at the Palm House is printed and distributed in our Event Guide. The events are also listed in the What's On section of this website.

Car Parking and Arrival

- Parking is available on the access road leading up to the Palm House. There is space for 55 cars. Parking is free during our events.
- There are two disabled parking spaces next to the gate leading into the Palm House. There is no fee charged at any time.
- Cars are parked on an access road which is flat, level and tarmacked.

- Once the Palm House gates are entered there is a flat pathway around the building which is covered in fine gravel.
- The main entrance has 3 steps, however there is an accessible entrance with a ramp very close by.
- Cars can be parked during an event on an access road which is lit by street lamps after dark. When the Palm House is open with no event however a parking permit is required.
- People can be dropped off at the gate to the Palm House, which does not have any kerb at all.
- When entering the Palm House during opening hours the main gate will be left ajar. There is then a pathway to the main gate. Three steps lead up to the main entrance. The door into the Palm House may then be closed, depending on the weather, however there is a security guard or welcome host who can open it for you if needed, just knock on the window.
- The Palm House is a circular building with 4 entrances. The second door has a ramp with a handrail on both sides.
- The entrance door needs to be manually opened. They are light and open away from you into the Palm House.
- If there was ever a problem with the ramp entrance, access can be gained by coming around the side of the Palm House.
- It is 35 metres from the disabled parking to the main entrance and 55 metres from the disabled parking to the ramp.
- Clear door opening width is 6 feet wide.

Main Entrance, Reception and Ticketing Area

- The main area is situated on the ground floor, after climbing 3 steps outside to reach the main door. Alternatively you can go in a different entrance which has a ramp leading to the door. The Palm House is all on one floor. The only reason to go to a different floor is to use the toilets. Which are only closed to the public prior to evening events. The toilets can be accessed via a lift and there is a disabled toilet which is available at all times the building is open.
- The floor of the whole of the Palm House is levelled throughout. Once inside there are no steps around the Palm House.
- There are benches around the Palm House to sit back, relax and enjoy the Palm House.
- The floor is concrete painted white.
- The Palm House is evenly, well lit by 70 w uvc flood lights.
- The desk containing all our literature, for example events brochures and leaflets, is low level suitable for wheelchair users.
- There is no payment desk as admission to the Palm House is free.
- For some events there is a charge, these events will be ticketed through the Palm House ticket provider: Ticket Quarter (www.ticketquarter.co.uk). When the Event is a private hire ticketing may be run through a different ticket provider.

Attraction (displays, exhibits, rides etc.)

- The Palm House has a “V.Box” which can be used for free. This gives a plethora of information about the Palm House. It can be accessed through 6 access points via a QR code. Information can be enjoyed via visitors mobile or other personal device following instructions on access point. Or explained via our Welcome Host.

- When the café is open background music is played from a small radio speaker. This is not audible around the whole building but localized to the café area.
- There are no displays with flashing lights.
- There are benches sporadically spread throughout the Palm House for visitors to sit on.
- The floor surface is concrete painted white.
- The Palm House is evenly, well lit by 70 w uvc flood lights.

Public Toilets

- Access to toilets is available except before an evening event, the disabled toilet is always available. The toilets are downstairs at basement level. There is a lift to gain access to the downstairs and the disabled toilet. Worst case scenario in case of an issue with the lift there is access around the outside of the building. Once exiting the lift there are no steps, it is a walkway which has a slight downhill slope.
- The disabled toilet is unisex and separate from the gents and ladies toilets. This is normally left unlocked, however in the unusual circumstances this may be locked at the discretion of security on large events. Please knock on the office which is next to the toilet and a member of staff will be delighted to help you.
- The disabled toilet is accessed via a lift and then a passage way. All steps can be avoided.
- The width of the door to the disabled toilet is 41.5 inches.
- When looking at the toilet, there is a 34 inch space to the left hand side of the bowl.
- The height of the floor to the seat is 18 inches.

- There are vertical grab rails to the right hand side of the seat.
- Guests are alerted to an emergency via a fire alarm which includes both sound and flashing lights.
- There is a red alarm cord to alert if you need any assistance.
- There is an alarm within our accessible lift that can be pressed should an emergency arise or for any reason the lift stops. There is a telephone available for communicating with our duty manager if for any reason the lift stops. The lift can be easily reset and our duty managers have been trained and will facilitate this.
- The toilet is well lit by a fluorescent light, and has an emergency light installed in case the lights ever trip.
- The floor is non slip laminate.
- The disabled toilets have a lever tap.

Grounds and Gardens

- The Palm House is set in beautiful grounds. The Palm House building is set in the centre with a surrounding circular, even, fine gravel pathway and the gardens the other side of the pathway.
- The gardens have lawn areas which are even and accessible. There are benches placed all the way around the pathway to sit on.
- There are stunning statues, including the famous Peter Pan statue which is accessible via a pathway all the way around.
- The pathway is firm, fine gravel and even.
- The pathway is 28.5 feet wide.

Additional Information

- We have a set of evacuation procedures which is to exit out of the nearest of the 4 entrances (1 of which has a ramp) and leave out the front gate to meet by the roundabout in front of the Palm House.
- We welcome assistance dogs.

Contact Information

Address (Inc postcode): Sefton Park Palm House Sefton Park Liverpool
L17 1AP

Telephone: 0151 726 9304

Email: kate.martinez@palmhouse.org.uk

Website: www.palmhouse.org.uk

Hours Of Operation: 10.00am – 5.00pm in summer; 10.00am - 4.00pm in winter.

Local Accessible Taxi: Phoenix (0151 733 5555) and Merseycabs (0151 298 2222) have accessible taxis available. Alpha Taxis (0151 722 8888).

Local Public Transport: The nearest railway station is St Michaels. This is a 20 minute walk away. We have available phone numbers for accessible taxis. A taxi from the city centre will cost approximately £10 and will take about 15 minutes. Bus numbers 80, 80A and 176 leave from Renshaw Street outside Lime Street Station every 10 minutes to Ullet Road it is an approximate 15 minute walk to the Palm House and taxis are also available from here. Ask for the Sefton Park stop. Alternatively Bus Number 82 goes to Aigbuth Road from here it would be best to take a taxi to the Palm House otherwise it would be to walk down Lark Lane and across the park which would take

approximately 15 minutes. There is a flat, paved slip road that leads to the gates of the Palm House. The area surrounding this road is park land which is grass which can be uneven and slightly hilly. Information about the events held at the Palm House is printed out in large print and displayed on the notice board.