



DENBIES'

WINE ESTATE

Access Statement
Denbies Wine Estate,
London Road, Dorking, Surrey RH5 6AA

Introduction

Denbies Wine Estate aim to provide excellent products and services to our visitors and continually monitor and maintain levels of satisfaction and make the necessary changes as and when required. Our mission is to provide a quality experience to all; we are committed to providing accessibility for all our visitors through the estate, the Visitors Centre and associated facilities and as detailed below:

Pre-Arrival

Access Statement with detailed information available on our web site (please see contact section below)

Fax and email available (please see contact section below)

Outdoor Nature Trail commentary available in written format

Loop Facility available in the main presentation cinema for the Indoor Tour and Wine Tasting experience

Five Tour & Events Coordinators available to register any special requirements prior to a visit (please see contact)

Four standard wheelchairs (not electrical) available for customer use.

Free entry to the visitor's centre with gift & wine shop, large servery style restaurant, picture gallery, fine dining restaurant on the third floor and access to the performing arts library.

Coach Parties welcome (11ft 10' bridge height limit)

Arrival & Car Parking Facilities

Entrance to the vineyard is accessible from the A24; signposted the 'Vineyard' and a map is available in printable format from the web site

The main driveway through the vineyard and up to the Visitors



DENBIES' WINE ESTATE

centre is two car width; is one way access; ample space for wide vehicles including coaches and minibuses

Signage, has large, clear text with contrasting colours and placed at suitable heights for all to see

Disabled parking for eight cars; located at the main reception and shop entrances

Light posts situated throughout the whole of the car parking area for night visibility and activated via a timer to accommodate seasonal changes.

Light posts situated at the pathways leading to the main reception area; sensor lighting on the external wall leading from the shop and to the left and overspill car parking area.

Drop down kerbs leading from disabled parking area for easy access of wheelchairs

Surface of pavements and main designated walking areas are levelled concrete and with a light gravel texture to avoid slip when wet

Door handles on external doors are easy to grip and accessible from wheelchairs

Main Entrance, Reception & Ticketing Area

Drive up and 'drop off' access at main entrance to the visitors centre

No steps, but dropped kerb access onto main designated walking area which is levelled concrete and with a light gravel texture to avoid slip when wet

We have official disabled sign to prompt wheelchair bound customers to request staff assistance through the double glass doors leading into the main reception area.

Large doormat flush to the floor directly at reception doors to absorb water and avoid slipping when wet

Open and spacious lobby area accommodating wheelchairs

Lighting is a combination of natural (through the glass double entrance doors) and diffused electric light

Seating available for approximately six people whilst waiting for the scheduled indoor wine tours

Large entrance leading off from the reception area which goes directly into the Gift & Wine Shop



Signage, has large, clear text with contrasting colours and placed at suitable heights for all to see
Door handles at wheelchair height allowing access to other hallways and corridors leading from main reception area

Public Areas - Hall, Stairs, Landing, Corridors etc

Floor surfaces in the corridors leading up the public stairwells and to main walking areas leading into other function rooms and suites are laid with quarry floor tiles.
'Safe Haven Fire Evacuation' area located on the first floor next to the largest function room (Denbies Suite) and in the public stairwell.
'Safe Haven Fire Evacuation' area located on the third floor at the fire exit door and in the public stairwell
All areas inside the visitors centre are non smoking however, there are dedicated smoking areas located in the external pavilion area

Public Areas - Sitting room, lounges, lobbies etc

Bench seating available in the reception, outdoor seating at the front of the building

Public Toilets

One disabled toilet in the corridor leading directly from the main reception area and next to two other toilets both male and female.

This unit has a toilet at 42.5cm high and small washbasin with two push taps; soap dispenser above; one soil bin and automated hot air hand drier.

There are 2 vertical support rails either side of the toilet on the opposite side to transfer.

The two other toilets are situated next to the Conservatory



DENBIES' WINE ESTATE

Restaurant all with level entry and 90cm wide entrance doors. Ladies consist of 7 toilets at 42.5cm high; full length vanity unit at 80cm high; full length mirror above with 7 washbasins; taps and soap dispensers and 2 automated hot air hand driers. At the entrance to the toilets there is a pull down baby changing table and a large roll tear paper towel for coverage for nappy changing.

Gents consist of 3 toilets at 42.5cm high and 3 urinals; unit at 80cm high with 4 washbasins, soap dispensers and one automated hot air hand drier.

Access to all WC's is level quarry tiles with no steps.

First floor toilets are accessed via the passenger lift from the ground floor and through one double door. Level quarry tiles leading to the toilets and level access through two single doors both 90cm wide.

Ladies consist of 2 toilets 43cm high with a vanity unit at 80cm high; full width mirror above; 3 washbasins and soap dispensers and 2 automated hot air hand driers.

Gents consist of 1 toilet at 43cm high and 3 urinals; unit at 80cm high with 3 washbasins; soap dispensers and one automated hot air hand drier.

1 disabled toilet with toilet at 43cm high; two vertical support rails to the right as seated of the toilet; one small hand basin with two push taps; soap dispenser above; one large soil bin and one automated hot air hand drier.

Conservatory Restaurant & Gallery Restaurant

Conservatory Restaurant is counter service. The shelf that holds the trays as customers work their way through the restaurant is at 87cm height.

The restaurant is accessible from the Gift and Wine Shop or the corridor leading from the reception area and toilets. There is wheelchair access from both areas and Served staffs are clearly distinguishable in white shirts, blue Denbies aprons, name badges and are available to take trays of food and drink to tables for customers as and when required

Table service can be offered where needed



DENBIES'

WINE ESTATE

Menu options are displayed on chalk boards with overhead picture lighting directed onto them.

The restaurant has a high, pointed glass conservatory style roof providing vast amounts of natural light into the main seating area with tropical plants.

Chairs and tables are movable with central support table columns to enable wheelchairs to be positioned directly underneath and seating to accommodate larger groups.

There is background music which can be turned up or down on request

We are able to cater for vegetarians, gluten free, wheat free, dairy free, nut free and sugar free diets on request

The Gallery Restaurant is a fine dining restaurant and is accessible by the passenger lift from the ground floor reception area. It is plated service and all Denbies waiting staffs are distinguishable in uniforms and name badges and are on hand for assistance.

The floor of the restaurant is carpeted with a dining area up to a total amount of 60 seated.

Tables and chairs are movable and at a height to enable wheelchairs to be positioned directly under the table and to accommodate larger groups.

There is background music which can be turned up or down on request.

We are able to cater for vegetarians, gluten free, wheat free, dairy free, nut free and sugar free diets on request

The disabled toilet is accessible from the restaurant via the lift to the ground floor.

Laundry

Not Available

Gift & Wine Shop

Opening Hours - Monday to Friday 9.30am to 5.30pm (Jan-March 5pm); Sunday 11.30am to 5.00pm



DENBIES'

WINE ESTATE

Access is through an entrance 252cm wide (with no doors) directly from the reception area.

The shop area is large and spacious, guide dogs welcome. Display shelves are at low level with wheelchair access for all areas of the shop floor and through into the Served restaurant. Some items for sale may be out of reach; the staff offer assistance

Bright display spotlights illuminate all areas of the shop. Access for wheelchairs through all areas of the shop and leading directly into the food service and seating area of the Conservatory Restaurant

Treatment room/s

Not Available

Leisure Facilities

Not Available

Outdoor Facilities

There are 265 acres of Vineyard which are accessible to members of the public from the kerbed pathways and the driveways in and around the visitors centre

Large flat grassed areas for public use that are accessible from the main car park areas

The outdoor Pavilion area where musical/seasonal events are held is accessible via double doors from the side corridor leading from the main reception area and down a concrete slope onto a flat concrete and light gravel surface.

External wooden chairs and tables with legs on each corner are located around the pavilion and wheelchairs can be positioned underneath

Retractable awnings are rolled out for shading customers from the sun as and when required

An external bar is located in the left hand corner area of the outdoor pavilion area where a selection of food and drink is served. This is accessible via a concrete and light gravel ramp



Conference & Meeting Rooms, Banqueting Facilities

The Conservatory Restaurant is the largest function room and can accommodate up to 400 people. This is accessible from the main reception area on the ground floor and as detailed in the Restaurant section

Cubitt Room is situated and is easily accessible from the Conservatory Restaurant on the ground floor and accommodates 20 people. The glass and wooden framed door can accommodate standard wheelchairs, has carpet underfoot with a central chandelier light. There are windows situated along the full length of the room which lets in natural daylight from the conservatory glass roof and which gives you views of the conservatory restaurant overlooking the fish pond and fountain.

Denbies Suite accommodates 175 people; on the first floor and accessible from the ground floor reception area via the passenger lift; through two sets of double doors level carpet tile floor; large windows to the left providing natural and diffused electric strip lighting above

Garden Room accommodates 130 people; on the ground floor; is accessible from the main reception area through three sets of double doors with wooden flooring and diffused strip lighting. There is an open bar area where alcohol and soft drinks can be served and at the height of 110.5cm.

There are wooden framed doors with windows top and bottom opening outwards onto a stone terrace with two steps down onto the outdoor pavilion area of concrete and light gravel surface which can be accessed from the corridor leading out of the Garden Room and via the sloped ramp as detailed in outdoor areas section.

The Ranmore Suite accommodates 60 people; on ground floor; accessible from main reception area through double doors; carpet tile floor; large windows facing out onto the pavilion outside space providing ample natural light and diffused electric strip lighting

The Cellar is located in the basement, accommodates 150 people and is accessible via the main passenger lift from the



DENBIES' WINE ESTATE

main reception area on the ground floor and stairs from reception. There is terracotta style tile flooring throughout. This is a dual function room and is used for wine tasting during the day therefore the lighting is described as 'atmospheric'

Board Room accommodates 16 people on the first floor; is accessible from the main reception area via the passenger lift and through the Denbies Suite or via the stairwell leading from the Conservatory Restaurant; does not have direct wheelchair access, requires access through another function room; carpet tile floor; no natural lighting and window glass replaced by mirrors; diffused strip lighting above

Fire Evacuation Procedures displayed on all walls of function rooms are available in large print format on request

Chairs used in all function rooms are movable and tables allow wheelchair access underneath

Clubs & Entertainment

Not Available

Bedrooms

Denbies Guest House is situated on the estate; is accessed from the main driveway leading up to the visitors centre turning left and then right onto Bradley Lane; located in the original Farmhouse.

One disabled parking space positioned left of the main entrance; level concrete path leading through front level garden and up to the main front entrance with a concrete slope leading to main front door 80 cm; level entrance through front ; carpet through hallway; leading into small reception area; 2 inch wooden slope into lounge/breakfast service area; through double door open access into glass conservatory with natural light; double glazed plastic and glass doors with step down into garden (20cm wide) and spectacular views of the vineyard in garden which expands left with outdoor mobile wooden garden furniture and parasols.

There is wheelchair access throughout all ground floor level areas.



DENBIES' WINE ESTATE

Conservatory has vertical blinds that can be open and closed as and when required.

Movable chairs and tables for serving breakfast; accommodates wheelchairs underneath tables.

Breakfast service is a combination of self and plated; staff available for assistance as and when required, 24 hours access in the case of an emergency

Access via the staircase and landing (carpeted) to 5 upstairs double bedrooms with ensuite; no lift available. Each room consists of double bed (height 60cm); lights either side of bed with light switches built into the headboard; vanity unit (height 71cm) with wheelchair access underneath; kettle; television; low level mirror (height 34cm) from top of vanity unit; wall mounted full mirror; two movable single chairs and single door access of 70cm wide leading to bathroom.

2 Downstairs bedrooms (as detailed above) accessible directly at entrance hall with ensuite; wheelchair access through doors of 70cm wide and the same for access through into bathroom.

Upstairs Ensuite Bathrooms for all 7 rooms

5 upstairs bathrooms with integral shower; hand basin 78cm high; toilet 40cm high; shelf over sink; integral hairdryer; soap dispenser; saving light with pull cord; central covered light.

Downstairs Ensuite Bathrooms

Room 1 left of the hallway; level access into bathroom; bath with 53cm depth and handles inside and central of bath; sink (78cm high); toilet (40cm high); shelf above sink; soap dispenser and integral hairdryer above and to left of the sink; shaving light with pull cord; central covered light.

Room 2 right of the hallway; level access into bathroom; bath with 53cm depth no handles inside; sink (78cm); toilet(40cm high); shelf above sink; soap dispenser and integral hairdryer above and to left of the sink; shaving light with pull cord; central covered light.

Communal Toilet



Accessible from main corridor in small reception area; level access through single door (70cm wide); shower in the corner; step up into shower (30cm high); sink (78cm high) toilet (40cm high); integral hairdryer; shaving light over sink.

Self-Catering Kitchen

Not Available

Caravans, Holiday Homes & Twin Units

Not Available

Touring Facilities (Holiday Parks)

Not Available

Boats - Narrow Boat, Cruiser & Hotel Boat

Not Available

Attractions & Tours

Indoor Winery Tour and Tasting consists of a 360 degree cinema full colour presentation with commentary and music; Loop system available for commentary. Cinema can be accessed from reception area through two sets of double doors; through electronic opening double doors into large circular presentation area with level carpet flooring. Accommodates 40 people standing; four wheelchairs maximum (three available for use). Chairs are available for those that require seating and on request.

Once presentation is completed, customers leaving the cinema are walked through the winery where they get **a full** commentary to view the equipment used in today's wine production. The journey ends in the cellar and we recommend that customers phone prior to their visit particularly if in larger groups to ensure there are adequate resources to transfer up to



4 wheelchair users onto the people carrier and to ensure that all customers enjoy the wine tasting experience and that they are transferred to the wine cellar safely. For customers that are unable to walk through the winery for , the wine tasting and cellars can be accessed via the passenger lift from the ground floor reception area.

Floor of the wine cellar is quarry tile and is suitable for wheelchair users. Up to three wine tasting are included in the tour and is accompanied with tour guide commentary verbally and opportunities are available for customers to ask questions. Loop not available in the cellar. Tour runs for approximately 45 minutes and once finished, customers exit the wine cellar through one double door and via the passenger lift that takes them back to the main reception area to access all other areas of the visitors centre.

The Outdoor Vineyard Tour runs for approximately 45 minutes consists of a Land Rover with three carriages which accommodates for up to 20 people per carriage. The train, when ready for departure, is situated in its designated parking area to the left of the visitors centre; accessible from the main reception area level floor and through a single door once tickets have been purchased. The train can be alighted via a step up at a height of 48cm. The passenger lift at the rear of the carriage can transport wheelchairs singularly into the carriage enabling customers to be located in the train along with all passengers. The train moves slowly through the vineyard while providing a verbal commentary of the history of the vineyard, points of interest and finally up to the highest point of the vineyard with spectacular views onto Box Hill and the North Downs en route. Printed copies of the commentary are available on request and tour guides available to answer any questions customers might have. The train returns back though the same route but down through the vineyard to its final stop back at the visitors centre. Tour Guides are on hand to ensure all passengers including wheelchair users disembark from the train safely.

Art Gallery is situated on the first floor and is accessible from the main entrance via the passenger lift; onto 360 landing area



of quarry tile floor and wall space allowing local artists to display paintings, photographs, sculptures; arts and crafts which change every two weeks. Spotlights throughout directed onto exhibits and first floor toilets accessible through double doors.

Performing Arts Library is situated within the visitors centre and accessible via double automatic double doors under the eaves and at ground level of the main entrance to the visitors centre. Please contact Peter Baxter (manager) for specific access details on 01306 887509

Grounds and Gardens

The visitors centre is surrounded by 265 acres of vineyard and spaces of open grass verge and flat areas for public access are available via the main routes in and out of the vineyard or via the main car park areas. Please note there are no picnic areas. All footpaths are clearly marked however, customers should be aware that Denbies is a working vineyard and winery therefore there will be workplace transport moving through the grounds and in and out of the vineyard vehicle park area located between the rear of the Garden Centre and the Denbies Accommodation.

Additional Information

All front facing staff has attended in-house be-spoke Welcome Host courses which included content from the Welcome All courses on dealing with less able customers and which was delivered by Tourism South East.

Contact Information

Denbies Wine Estate

London Road

Dorking

Surrey

RH5 6AA

Telephone: Main Reception - 01306 876616



DENBIES'

WINE ESTATE

Fax: 01306 888930

Minicom: Not available

Email: info@denbiesvineyard.co.uk

Website: www.denbies.co.uk

Grid reference: 16555125

Hours of operation:

Visitors Centre Mon to Sat 09.30 to 17.30

Sun 9.30 to 17.30

Hours of Operation for Office and Corporate, Banqueting and Special Events enquires:

Mon to Fri 9.00 to 5.30

Refreshment Areas - close half an hour before the above closing times

Winery Tour & Tasting - Monday to Friday on the hour from 11.00am to 4.00pm and Saturday & Sunday 10 am to 4.00pm.

Vineyard Train Tour - On the hour April – October 11.00am to 4.00pm Monday to Friday, Saturday and Sunday Tours are available from 10 am to 4.00 pm

Local carers: Not Available

Local equipment hire companies: On request via the Conference & Banqueting department - 01306 876616

Local public transport numbers:

Travel Line - for bus, coach, train, ferry - 08712002233

National Rail - 0845 7484950

Travellers with Disability - Reigate & Banstead - 01730 815518

Dial a Ride (Mole Valley) 01372 383333

Local taxi numbers: Can be obtain from the Reception Desk, please ask our Receptionist.

Future Plans

Denbies have recently completed an audit of the DDA and a report was produced highlighting recommendations and actions to enhance our current products and services and to ensure that all our customers can enjoy what we have to offer.

Key actions that are currently work in progress are listed below: To continue to implement more in-house training particularly for new members of staff.



DENBIES' WINE ESTATE

Continue to review signage and adjust where ever necessary. Maintain good lighting throughout the visitors centre, access areas. Take into account seasonal changes and daylight hours. The Denbies Accommodation to consider installing handrails to the ground level bathrooms.

Continue to review customer feedback forms regarding access and facilities at Denbies Wine Estate

Denbies Wine Estate are committed to monitoring and reviewing the DDA on a regular basis, consult with our external Health and Safety Consultant (**Standerwick Safety Partnership**) to ensure that we continue to comply with the legislation, continue to make change as and when required and to ensure all our customers can enjoy and appreciate all product and service available.

Contact Telephone and Email Address

We welcome your feedback to help us continuously improve if you have any comments please phone 01306734662 or email reception@denbiesvineyard.co.uk

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