

Botanic Garden

Durham University



Introduction

As part of Durham University, the Botanic Garden shares the University's commitment to widening access. We constantly seek to improve the quality and accessibility of our Visitor Attractions and welcome feedback from our visitors. We have tried hard to make the Botanic Garden as accessible as possible, and hope you find this document helpful in planning your visit. As a starting point, please consult the Map below, along with a Suggested Route (avoiding steps and steep slopes) around the Garden.

- [Map of the Botanic Garden](#)
- [Suggested Route Map](#)

Pre-arrival

The Garden can be contacted using the following methods.

- Post:

Botanic Garden,
Durham University,
Hollingside Lane,
South Road,
Durham DH1 3TN

- Visitor Centre Phone: 0191 334 5521
- Email: botanic.garden@durham.ac.uk

The website has been tested against WC3 web content accessibility guidelines and fonts can be enlarged. For more information please see: www.durham.ac.uk/website/accessibility.

The Garden is situated approximately one mile from Durham city centre, where the city bus and train stations are located. It is approximately 15 minutes' walk up hill.

Bus numbers 5 and 5a from the city centre run up South Road. The nearest bus stop is Collingwood College. The Garden entrance is a 5 minute walk up-hill from the main road.

For local bus information please phone Arriva on 0871 2002233.

The nearest Shopmobility scheme is the Prince Bishop's Shopping Centre, in central Durham.

Taxi firms with wheelchair accessible taxis operating in the local area are:

- Mac's Taxis - 0191 384 1329
- Paddy's Taxis - 0191 386 6662
- TDK Travel (minibus hire) - 01388 818284
- www.tdktravel.com tdkminibus@aol.com

Arrival and Car Parking

The Botanic Garden has two entrances

There is an entrance from the Howlands Farm 'park and ride', where there is ample free parking. We suggest you use this entrance, especially at busy times.

There is also a smaller car park with approximately 30 spaces which can be accessed along the narrow Hollingside Lane off South Road, which passes through the grounds of Grey College.

A car parking space can be reserved by telephoning in advance.

The Botanic Garden car park is free of charge.

Assistance is available at the Botanic Garden car park and can be arranged by speaking to Garden staff in advance.

The surface in the car park is gravel.

Rear access to vehicles can be obtained once parked in the designated disabled spaces.

There are no speed bumps or traffic-calming measures.

There is no barrier at the Botanic car park.

No contact telephone number is displayed in the Botanic Garden car park.

Assistance dogs are welcome and dog bowls can be obtained from the café. Clear signage is available, but it is not tactile or Braille.

There is no intercom, call button or bell at the Garden entrance.

The Visitor Centre and Glasshouses are easily accessible by wheelchairs. The paths to the rest of the Garden are generally good, but due to the nature of the Garden are quite steep in parts and not suitable for wheelchairs or motorised scooters.

There is no covered walkway but the car park is immediately outside the entrance.

The car park is NOT well-lit at night.

Main Entrance, Reception and Ticketing Areas

The Botanic Garden has two entrances. Entrance to the Visitor Centre is via a gently sloping concrete surface. There is no handrail or specific lighting to the entrance.

There is no separate reception or ticketing area.

Assistance for entry can be provided on request.

There is no music.

A pad and pen are available from Reception if required.

There is no entry phone or voice communication system.

The Visitor Centre area is lit using bright spotlights and there is good contrast between the pale grey coloured floor and the wood reception desk, with black contrast strips at floor level.

Tours and guides can be pre-booked.

There are double entrance doors. One door is usually propped open during opening hours; both doors can be opened if required.

- The Visitor Centre is manned 10.00 to 16.00 from in Winter (November - February)
- The Visitor Centre is manned 10.00 to 17.00 in Summer (March - October)

There are no hand rails or grab rails in the reception area.

The reception desk is 90cm in height.

The floor is level throughout the reception area. The reception measures approximately 3m x 7m.

Admissions price signage is clearly displayed on the counter in large print.

Water bowls are available for assistance dogs.

The distance from the Visitor Centre to the Park & Ride Kiosk Entrance is approximately 360 paces (around 300m).

Automated turnstile at Park and Ride Entrance

Current Season Ticket holders will receive their new season tickets and full instructions in the post.

Visitors with swipe cards can use either the turnstile or gate to enter or leave the Garden, those with wheelchairs, pushchairs or small children are advised to use the gate. Please use the 'push to exit' button to release the gate when you wish to leave the Garden.

The distance from the Park & Ride Kiosk Entrance to the Visitor Centre is approximately 360 paces (around 300m).

If you are planning to park your vehicle in the Park and Ride car park you must leave your registration number with the staff at the Visitors Centre to avoid receiving a parking ticket.

If you have any queries please contact botanic.garden@durham.ac.uk.

Public Areas – General

Public access around the Garden is on one level. There are no stairs or lift in the Visitor Centre.

All flooring surfaces are polished linoleum. The immediate access area is carpeted.

Signage throughout the Garden is clear and generally black text on white background. Some exhibition signage feature pictures and diagrams though this is limited to certain exhibits. The Garden does not currently have any Braille signage.

A variety of seating is available around the Garden to cater for the needs of our visitors.

The entire Garden is non-smoking.

Public WCs

Lavatories are located on the ground floor, immediately to the left as you enter the Visitor Centre. The route is clear, being 95cm wide at the narrowest point.

The facilities are clearly signposted from the reception area by use of black text on white background signage. The signs on the doors to the individual WCs are pictorial.

In addition to ladies' and gents' facilities, there is a unisex accessible bathroom with toilet, hand basin and baby changing table.

Flooring in all the WCs is blue linoleum. There is a blue contrast strip around the base of all the walls. The walls in all the facilities are pale blue but in the accessible WC the walls have been tiled in white around the bottom half to provide a stronger contrast.

Access to the accessible WC is via a single leaf door, 1.45m wide, which opens outwards and to the left using a vertical grab bar and can be closed from inside using a horizontal grab bar at 90cm from the floor.

The toilet seat in the accessible WC is 45cm high; it is positioned in one corner so that when sitting on the toilet transfer on and off would be to the user's left. There is one fixed vertical grab rail and one fixed horizontal grab rail on the right hand (wall) side at 70cm height. On the left, transfer side, there is one hinged support rail at 65cm when lowered.

The sink in the accessible WC is wall hung with nothing below it, positioned at 70cm from the floor. It has a lever operated thermostatic mixer tap. The vertical grab rail is immediately to the right of the sink.

There is no adult changing table, nor an emergency pull cord, and no flashing light fire alarm for individuals with hearing disabilities.

There are 2 coat hooks, but no shelves.

Total floor area in the disabled WC measures 2.5 x 2 metres.

The cubicles in the ladies' and gents' facilities are 1 x 2 metres. The sinks are built into units whose tops are 85cm from the floor. All taps are lever operated thermostatic mixer taps.

Café

The dining area is uniformly lit by ceiling spotlights.

There is 1 metre clearance around the tables.

The 18 tables, each with three chairs, are moveable and 73cm high. The tables have three supporting legs, the chairs have arms.

Crockery is white, in contrast to the counter.

Ingredient labelling is provided on all of the home-made products for those with food allergies. Some bakery items do not have food allergy information.

The till's total display is visible to the customer.

The café is located in the reception area, immediately inside the main doors. Service is from the counter, but table service can be provided if required.

The toilets are easily accessible from the café, being immediately left of the reception area.

There are seven picnic tables of the standard wooden a-frame type as you enter the garden.

Shop

The shop is located in the reception area and assistance is available to customers if required. The counter is 90cm high. The display shelves are at a variety of heights from ground level upwards.

Price labels are printed, but not in large print. There are currently no braille labels.

Assistance is available on request, and can be pre-booked.

The till's display is visible to the customer.

Lighting is bright and uniform.

General Information

- Opening Hours Summer: 10am - 5pm
- Opening House Winter: 10am - 4pm

The Garden is closed between Christmas and New Year.

Guided tours are available, but must be pre-booked. Likewise, assistance can be provided if booked in advance.

Interpretation boards are provided for most plants, and are clear and easy to read, some are illustrated. At this point they are only available in English and not available in braille.

There are no barriers, turnstiles or other obstacles to entry to the Garden. The Garden has a website, it provides a virtual tour of the green space.

Additional Information

- Fire exits are clearly signposted
- Assistance dogs are permitted in the Garden.
- Gardeners are trained first-aiders.
- The University security service can be called in emergencies.

We welcome feedback from visitors on this statement and any other aspect of our service so that we can strive to continue to improve.

Please speak to a member of staff during your visit, contact us either by phone 0191 334 5521 or email botanic.garden@durham.ac.uk.