

Access information

Charity Garden Open Days

The Eaton Estate aims to provide an enjoyable experience for all visitors. Please be aware, however, that the gardens are part of a private home and are only opened to the public on a limited number of occasions per year when they are made available for charity fundraising.

The information below 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 of our visitors.

Visitors with mobility impairments

Gardens

The gardens extend to 88 acres and all paths are gravel. The route around the garden is a distance of 1.9km. Most of the gardens are level ground and accessible to visitors who use mobility equipment however regrettably the Camellia Walk and some other areas can only be reached via steps. There is a one way system in place in the Kitchen Garden. Please find a map of the gardens within this section which details the accessible route, provides details of distances between key points and pinpoints steps and any areas that are not accessible. Further maps of the garden are available at the event entrances and Eaton Estate information point.

Dial West Cheshire, a disability charity based in Chester, will have a stand at this event close to the Event Entrance Gate offering FREE hire of mobility equipment, including mobility scooters. Mobility equipment is offered on a pre-book basis and reservation requests must be made when booking event tickets through the Eaton Estate website which links to Eventbrite. Please note that these mobility scooters (i.e larger wheels) are better suited to the garden's gravel paths, compared to smaller-wheeled equipment and wheelchairs. Please allow a few minutes to complete a brief registration process before using the equipment available. All customers will be given instruction in the safe use of equipment and must demonstrate their competence to use such equipment. Dial West Cheshire reserve the right to decline the hire of equipment if there is any doubt about a customer's ability to operate mobility equipment safely.

All mobility scooter users (including people with their own equipment) are advised to proceed at a slow speed, particularly when turning on gravel surfaces (to avoid risks of tipping over).

Dogs

Assistance dogs are welcome to accompany their owners around the gardens, in any indoor exhibits and in all refreshment areas. There are water bowls for dogs available at various locations. Please ensure your dog is kept on a lead and under control at all times and if necessary, please clean up after your dog.

Eaton Railway

Eaton Railway is a heritage railway and regrettably there are no fully accessible carriages. The railway staff are on hand however to assist passengers into carriages when appropriate, but mobility equipment would need to be left at the platform or in the ticket office. Railway tickets are pre-book only and must be booked with event tickets. There are no tickets available at the event on the day.

Refreshment areas

Open air refreshment points are located on level ground in various locations. Refreshments are also available at the Courtyard on level ground. In inclement weather the refreshments at the Courtyard will be relocated indoors and this room is fully accessible. Ice cream vans are located on level hard standing near the Garden Entrance and near the Long Pond. Mobile caterers are located in the gardens at the bottom of the main path. There is a slight downward slope to this unit.

Car parking

The area located directly next to the Event Entrance Gate – and close to Dial West Cheshire’s disabled access stand - is reserved for Blue Badge holders and is clearly signed, as noted on the map. Upon entering the Eaton Estate please let the car parking attendants know if you need to be directed to the Blue Badge parking area. All parking is on grass. Parking is free.

Toilets

There is an accessible toilet located along with two ambulant accessible toilets, one each in the gents and ladies along with baby change units at the Courtyard and also an accessible toilet/changing room with a ramp in the gardens near to the picnic area. These are noted on the map.

A Life in Uniform Exhibition

The main entrance to this exhibition is via two sets of small steps: upward steps and then steps down into a small building, however wheelchair and mobility equipment users are able to enter the building at the opposite end which is on level ground. There is signage in place and volunteers are on hand to direct visitors. The outdoor section of the exhibition, featuring a display of military vehicles, is on level ground.

Family History Room at the Courtyard

Due to the nature of the cobbles at this location which prevents a ramp being installed safely, access for wheelchair users is from the Open Courtyard side, where the entrance is on level ground.

We hope you found all the information necessary in relation to accessibility above. However, if you have any other questions, please get in touch via the Contact us section of this website.