

Accessibility Statement

(updated March 2019)

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Introduction

Cumberland Lodge is an educational foundation tackling social divisions by promoting creative thinking and inclusive dialogue. Based in a seventeenth-century building in the heart of Windsor Great Park, the charity is supported in its work by renting its facilities for use as a residential conference centre. We strive to make the stay of all visiting guests, whether they are visiting with an external organisation, or part of an event run by Cumberland Lodge, comfortable, pleasant and safe. With this in mind, we have a dedicated accessibility policy which we are continually reviewing in order to be as safe and inclusive as possible for all guests.

Getting here and away

Cumberland Lodge is in a relatively isolated situation, in the heart of Windsor Great Park and is, therefore, not appropriate for all purposes. The house is not readily accessible by public transport. Upon booking, we will send you confirmation, travel guidance and instructions for arrival and registration. If you have mobility or other accessibility requirements that will affect your journey to the Lodge and your arrival here, please do get in touch and we will do our best to make the necessary arrangements to make your visit as easy and comfortable as possible.

The nearest railway station is Egham on the Waterloo to Reading line. At Waterloo there is level access from all platforms to the main concourse and level access to the station via Station approach, Waterloo Road, and the station reception (for taxis). There are also ramps for train access and staff help is available from station reception. Disability assistance can be arranged by contacting South Western Railway on 0845 6000 0650 between 6am and 10pm, or by emailing customerrelations@swrailway.com. At Egham Station there is level access to Platform 1 (for trains towards London) and step-free access to Platform 2 (for trains towards Reading) via a separate entrance and short ramp (approx. gradient of 1:20). There is also step-free access between platforms via the street and level crossing with full barriers. Please note that there is no ramp for train access at Egham station.

There is a taxi-rank at Egham station or we can pre-book taxis for you. We do not recommend using Uber (or similar services) to travel from Egham to Cumberland Lodge as these often get lost in the Park.

If you are traveling from Heathrow or Gatwick Airport, we recommend pre-booking a taxi as this is both easier and cheaper than getting a taxi from the rank at the airport. We would be very happy to pre-book taxis for you.

On arrival at Cumberland Lodge, we can meet you from your vehicle if needed and provide any necessary assistance. Our reception desk in the main building is staffed from 7.30am - 21.45pm. Outside of these hours, or if the desk is unattended, there is a doorbell for access to the building and a buzzer on the reception desk, these will call the Night Porters who will be able to assist you.

Car parking and access to buildings

There is plenty of free car parking available at Cumberland Lodge. Our parking and driveways are gravel and are generally level. There are two designated disabled parking spaces directly next to the main entrance. If you need to drive close to any of our main buildings in order to unload we will be happy to assist you. If you need us to ensure that your car is parked close to a particular building, please do let us know.

There are three main buildings on the Cumberland Lodge Campus – the Lodge, the Mews and Groom's House. None of our buildings have steps at the entrance but there is a small threshold to cross at the main entrance to the Lodge. Groom's House and The Mews have

powered door openers. Access to all buildings is by electronic proximity card (also coded to open your bedroom door if staying overnight). At the entrances there are coir mats and beyond this tiled or carpeted surfaces.

General information

Cumberland Lodge was built in 1652 and hence it is unfortunately unable to accommodate all accessibility and mobility needs. **Please do discuss any requirements, questions and concerns with your agreed point of contact when making your booking. If your booking was arranged by an external organisation, please contact Cumberland Lodge on 01784 432316 and we will assist you.**

All buildings are on two or more floors. There is a lift in the main Lodge building only. Bedrooms in the Mews and Groom's House are only accessible via the stairs. Corridors in all buildings are wide and doors generally have at least 730mm clear opening.

Lighting

Interior lighting using a combination of spotlights and LED panels is generally of a good level but it is more subdued in the historic areas of the main house. If additional lighting is required, please let us know and we will try to arrange supplementary lighting. At night there is low-level external lighting, sufficient to prevent walking into obstructions but less bright than urban street lighting.

Telephones, wifi and hearing loops

We do not have special telephones but staff will be glad to assist you with communications where possible. Free wifi is available throughout the campus. There is a hearing loop at Reception (see below for information on hearing loops in conference rooms).

Guide dogs

We are able to accommodate guide dogs.

Fire alarms and evacuation

Fire alarms are audible only, but on request we can provide a vibrating pillow alarm. In the event of a fire use of the lift is prohibited, therefore guests that are unable to evacuate using the stairs are advised to stay in their rooms. L34 and L35 have fire rated doors to allow the emergency services time to evacuate safely. It is not the policy of Cumberland Lodge to expect their staff to put themselves in harmful situations. For this reason the staff will not be expected to aid in evacuation – unless they can do so without putting themselves and/or other guests in jeopardy – only in co-ordination of the emergency. Cumberland Lodge has provided an evac-chair opposite the L34 and L35 and an 'Evacslider' stored on the adjacent stairwell. Cumberland Lodge would like to stress that this equipment should only be used if the operator is not putting their own safety at risk.

Conference and meeting rooms

The main conference rooms are in the Mews building. Level access is available to Flitcroft and Sandby (the two largest conference rooms) and to two breakout rooms, Greening and Wyndham. There are three steps down and up again between the foyer and the Hodgson seminar room which unfortunately prevents wheelchair access to this room and to the toilet facilities in this building. There is a fully accessible toilet in Groom's House, next door to the Mews building. In the main Lodge building, the Drawing Room and Sitting Room are on the ground floor and are accessible by wheelchair. On the first floor of the Lodge building, the Library and Chapel can be accessed via the lift. Groom's House is fully accessible on the ground floor only.

There is a hearing loop in Flitcroft, the main conference room. We also have a portable loop that can be used in seminar rooms. The meeting rooms in Groom's House are wired for hearing loops but please give notice if this required as we need to provide an amplifier and microphones.

In addition to our conference facilities, we also have an oak-framed marquee in our grounds that some groups may choose to use for meetings. Access to the marquee is via a gravel path and grass lawn. The marquee itself is paved with flagstones. If you have questions or concerns about accessing the marquee, please get in touch.

Dining rooms, bar and other public areas

All public areas in the Lodge are on the ground floor or accessible via the lift. All three dining rooms and the bar are on the ground floor of the main Lodge building. The games area and gym are in the basement of this building and can be accessed by lift. Please note the gym is unsupervised.

Dining rooms are rearranged to suit the needs of each visiting group. We are, therefore, able to accommodate mobility and other access requirements. Menus are also designed for each group and we are able to accommodate most dietary requirements. Generally we serve a fixed menu without choices, but with alternative provision for specific dietary needs.

Toilets

There are accessible toilets on the ground floor of the main Lodge building and on the ground floor of Groom's House. These facilities are unisex. Other public toilets have step access and are not suitable for wheelchair users. Emergency call systems are fitted in these facilities.

Bedrooms

We have two fully accessible bedrooms on the first floor of the Lodge (accessible via lift). These rooms have powered doors between the bedroom and corridor. The rooms both have spacious bathrooms and accessible showers. Emergency call systems are fitted in these bathrooms. Accessible bedrooms are twin rooms to accommodate a care provider if

necessary. Alternatively, there is an adjacent bedroom that can be booked for a support person. The Lodge does not have any ground floor bedrooms.

Outdoor facilities

Cumberland Lodge is surrounded by 5,000 acres of parkland, almost all of which is open to our guests. However, vehicles are only allowed to come directly to Cumberland Lodge and may not otherwise drive through the Great Park. Significant areas of the park have tarmacked or closely packed gravel roads and are accessible to wheelchair users. Our staff will be happy to advise people about walks and places to visit, weather conditions, suitable clothing or any other factors that would impact your safety or wellbeing.

Additional information

At Cumberland Lodge we have catered for people of all ages and with varied access and mobility needs. However, we do not claim to be able to accommodate all needs and may not be able to adequately cater for groups with complex needs. We will be glad to discuss individual requirements with you and will do our best to seek a good solution, wherever possible. We will be open and transparent if we are unable to meet your needs. We are continually reviewing our accessibility provision in relation to the requests of our guests.

Contact information

Cumberland Lodge, The Great Park, Windsor SL4 2HP

01784 432316

enquiries@cumberlandlodge.ac.uk

Emergency (out of hours) number: 07738 298037

cumberlandlodge.ac.uk