

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 Bircham Windmill

Introduction

Bircham Windmill is based in the countryside about a half of a mile from Bircham village, on the highest ground in Bircham to accompany for the windmill. It is a small hill with gradual approach. Bircham Windmill is a member of the Visitor Attraction Quality Assurance Scheme. Most areas of Bircham Windmill is accessible by wheelchair, except climbing the windmill as this requires to climb up ladders to reach the top so this ability is needed. The shop in the bakery and in tearooms is also wheelchair accessible. The Garden is flat and has a concrete footpath which runs from the tearooms until the gated entrance. The garden itself is a grassy area which is mainly flat and has a paved walkway around the edge which allows access to the animals and to see the cheese room. It is all wheelchair accessible including all benches and seating areas in the Garden. The bakery and tearooms also provide wheelchair access, both have paved pathways to their entrances which require no steps up or down, they are flat. Inside the Tearooms, there are two steps down into the Gallery however, the Gallery can be accessed from the outside by a wooden sliding door so therefore is still accessible for wheelchair users. All four toilets are accessible for wheelchair users and they have a paved footway leading to them, however, we do provide a disabled toilet. The attraction opens to the public between 10am and 5pm.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01485578393 or email info@birchamwindmill.co.uk.

Pre – Arrival

- The nearest station is at King's Lynn which is 14.2 miles from the cottage. Taxis are available at the station, to get from the station to the cottage, it will cost between £30 and £40 by taxi. By car the journey is 19 minutes. There is staff help available at King's Lynn station, please contact the Helpline 0800 0582844 before the day of travel to ensure arrangements are in place. There is step free access to all platforms and booking office and ramps available for train access. Wheelchairs are also available at this station.

- There is also a bus service to Bircham village and the mill is situated about ½ a miles walk from the bus stop. The bus goes via Hunstanton and takes 2 hours 20 mins. It is the 402 Bus.
- The roads are all tarmac in Bircham village as is the approach to the mill but as we are situated in the countryside the roads are the smaller country lane styles. The village also have pavements. To plan your journey simply enter your postcode and ours, which is PE31 6SJ to get directions.

Car parking and Arrival

Car parking is situated on site of the Windmill and is available for several cars with disabled parking for 2 cars and 1 minibus, it is a few steps to the entrance of the tearooms which is where you buy your tickets to proceed to the garden and the Windmill. We do not charge anyone for parking. The car park is level and consists of gravel, it is even to walk on and easily accessible for wheelchair users. The car park is open so has direct lighting from the sun, there is no man made lighting. People can be dropped off at the entrance of the very short walkway to the tearooms which is slightly sloped but accessible for wheelchair users. The walkway to the tearooms also provides a wooden handrail and there are no steps. The doors are manual, the entrance of the tearooms includes 2 sliding doors and a door that pulls towards you. All doors are fairly light and easy to open and close. The only steps in the attraction are the two that lead down into the Gallery and the steps to climb the Windmill.



Car park



Car park entrance

Main entrance, Reception and Ticketing Area

The main entrance and ticketing area has direct access from the car park, there are no steps to the ticketing area or the access to the tearooms. All floors are level throughout and are either paved or grassy as well as wooden floor board in the Tearooms. The area is well lit and has fluorescent tubing to provide light as well as through windows. The lower counter area is situated in the bakery but all counter areas can be accessed by wheelchairs and are about waist height. The payment area in the tearooms is completely open, there is no glass and we can offer people pens and pads to write things down. We do not offer a wheelchair loan scheme. Seating is available in all areas of the Windmill, there is many places to sit in the tearooms and Gallery and there are places to sit outside either on the grassy area or at the metal tables in the paved area by the entrance and the bakery.



Tearooms entrance door

Main entrance and ticketing area

Paved entrance with wooden hand rail.



Attraction

Bircham Windmill is self-guided but information leaflets are handed out with tickets and there are various signs around the attraction which explain various things about the windmill. The print of the signs is large and some include illustration so they are easy to read. The mini museum in the garden has a TV which plays information about the Mill but this may include some flashing light. No background music is played and the only sounds will be of people chatting or the slight noise of the dishwasher behind the entrance or ticketing area. Seating is provided throughout the attraction, benches and metal seating areas are provided in the garden areas and wooden tables are provided in the Tearooms and Gallery. The floor is paved to the entrance, the Bakery and to the gated garden but the garden area is grassy with a pavement area to allow access to the animals and the museums as well as the cheese room. The floor in the Tearooms is wooden floor boards as well as the Gallery but the floor in the bakery is paved. All areas are flat and accessible by wheelchair. All areas are well lit and have fluorescent tubing lights or ceiling lights/ spotlights including the museums, the Bakery and Tearooms.



Bakery entrance



Bakery entrance

Mill ladder for
climbing the mill



Public Toilets

There are four public toilets, two are situated behind the Gallery and accessible from the car park and the other two are situated in the Garden. One public toilet is disabled and provides baby changing, but all four toilets are unisex. Toilets can be accessed through the Gallery door which is a push door or through the garden which is grassed. Both WC's have level flooring and rails are provided in the disabled toilet. The disabled toilet has a door which opens towards you and is manual. All taps are manual and they have a lever that you push or pull. Wheelchairs can either pushed into the toilet or left outside to the left hand side of the WC. The toilets have ceiling fluorescent tube lights and are well lit. The floor is non slip laminate and level. The path to the toilets is paved or grassed and even making it easily accessible.



Inside the toilet



Entrance to disabled toilet

Catering

The tearooms provide food: cakes, pastries, sandwiches and hot food. The Tearooms has level access and there are no steps to the entrance only through into the Gallery which can be accessed by a sliding door through from the Garden. The Tearooms has large spaces between the tables to allow access for wheelchairs and pushchairs and seating area are all situated on level flooring. Tables consist of wood in the Tearooms and Gallery with wooden chairs and there are wooden picnic benches outside in the Garden area and metal table and chairs with arms situated outside the Tearooms and Bakery. The Garden areas are exposed to direct sunlight but shade is provided with metal tables situated outside the Tearooms and Bakery. The lighting in the Tearooms and Gallery consists of fluorescent tube lighting, spotlights and ceiling lights so is well lit. Sunlight can also come through the windows in both the Tearooms and Gallery. Bircham Windmill can cater for many dietary needs, we sell gluten free cakes and various lunch foods and we sell many vegetarian options. Bircham Windmill provides self-service and

table service, you have to order at the till situated in the Tearooms and any cakes or drinks are placed on a tray for you to take to the table. All hot food as well as cold food such as sandwiches are made in the kitchen behind the Tearooms and then a member of staff will bring it to your table. Menus can be found on tables or the till and many options are written on blackboards above the Tearooms till. Staff can also read out menus to customers if need be and can give guidance in what food can cater for a specific dietary requirement/ Food is displayed in cabinets or chillers as well as the hot cupboard for pastries. Crockery is stainless steel and self-service, there are no table cloths on tables. The WC's can be accessed through the door in the Gallery which is push or back through the entrance into the car park, they are situated directly behind the Gallery.



Access through sliding door through to Gallery.



Steps through into gallery

Shops

Bircham Windmill has two gift shops, one in the Bakery and one in the Tearooms. Both are easily accessible by wheelchair and are fairly large spaces so pushchairs and wheelchairs can be easily wheeled through. A low counter area is provided in the bakery but both tills in the Tearooms are of waist height for an average heighted person. The display racks in both the Tearooms and Bakery consist of shelving units and turning post card stands. They are of floor to ceiling in height and anything that cannot be reached by a member of the public, a member of staff would be happy to help get it for you. There is also a chiller in the bakery which sells drinks and cheese and can be accessed by wheelchair. The chiller has plastic panels to keep the cold air in which these can easily be moved out the way to allow access to the chiller. Staff are happy to give assistance to anyone that needs it and are happy to

give guidance to where gifts are based in the shop. No background music plays in either gift shops so members of staff can be easily heard.

Grounds and Garden

The Garden allows access to the animals; sheep, horse, donkey, rabbits, guinea pigs, goats and chickens, play area which includes a sand pit, mini museums, milking parlour and cheese room. The Garden also has many picnic areas some of which provided under trees. The surfaces are mainly flat but can be a bit undulating. The surface of the footpath leading to the garden is paved and the grounds outside the Tearooms and Bakery is also paved with slabs. The pathway is plenty wide enough for a wheelchair. There is seating provided at regular intervals throughout the grounds of Bircham Windmill and the garden. The garden is all open plan with no narrow pathways.



Paved pathway leading to garden

Additional Information

Staff are trained to assist in evacuation in case of a fire and emergency fire exit signs and emergency are situated in the Tearooms which are in large print and in colour. We welcome all dogs but other than assistance guide dogs none are allowed in the Tearooms or bakery but can go in the Garden and outside entrance area as well as the metal seating area. All dogs must be kept on a lead. Bircham windmill provides water bowls for dogs situated in the Garden area and in the metal seating area outside the entrance to the Mill. There are various signs situated around Bircham Windmill, all in large print on a coloured background. Some include illustrations and all are easy to read. We do not provide any areas where a mobility scooter can be charged but all areas of the Mill are accessible by mobility scooters except for climbing the Windmill as these is accessed by ladders. Bircham windmill can provide accommodation; Humphrey cottage which sleeps 4 and 2 shepherd's huts which sleep 2 but one can sleep 3. All of these have access statements. Other

accommodation is provided throughout North Norfolk close to Bircham Windmill.

Contact Information

Address (Inc postcode): Bircham Windmill, Snettisham Road, Great Bircham, King's Lynn, Norfolk, PE31 6SJ

Telephone: 01485578393

Email: info@birchamwindmill.co.uk

Website: www.birchamwindmill.co.uk

Grid Reference: TF606 3272

Hours Of Operation: Tourist attraction open from 10-5, tearoom open 9-5, telephone contact 8-8 or 24 hours in the event of an emergency.

Local Equipment Hire: Shopmobility in King's Lynn 01553 770310

Local Accessible Taxi: Steve's taxi service 01485 540019

