



ENGLISH HERITAGE

## Stonehenge Accessibility Guide

### Contact Details

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### Introduction

This access guide is designed to help you plan your visit to Stonehenge. If there is anything further that you need to know or if you have specific access requirements you would like to talk to us about, please get in touch and we will try to make your visit as easy as possible.

### Points to Note

- All visitor areas are fully accessible to visitors who use wheelchairs, pushchairs and small mobility scooters.
- Visitors using larger wheelchair or mobility scooters are asked to speak to customer services so we can advise on access.
- All paths are level or have ramps and are hard surfaced, with the exception of approximately half of the path around the monument, which is mown grass or plastic path with grass growing through.
- There is a slight incline on the return to the car park and coach park from the visitor centre.
- Wheelchairs are available to borrow from the main ticket booth and Group Admissions, subject to availability at the time.
- There is a range of accessible WC facilities throughout the site. Please see **5** for further details.
- A variety of languages is spoken by site staff; if you need assistance, please ask.

### 1. Arrival and Parking

### 2. Toilets and Changing Places

### 3. Visitor Orientation Area

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## 16. Site map



## 1. Arrival and Parking Facilities

- The car park is located at the end of Loverose Way. What Three Words location `///owners.modifies.backup`
- The car park is open air/surface.
- The car park surface consists of tarmac.
- There are 15+ designated Blue Badge parking bays available.
- The Blue Badge bays are clearly marked and signposted.
- The surveyed Blue Badge parking bay dimensions are 241cm (width) x 366cm (depth).
- There are no hatched/marked zones.
- The nearest designated bay is 100m from Visitor Centre.
- The nearest designated bay is 100m from the Visitor Centre.
- The most accessible route from the Blue Badge parking has slight ramps or slopes and bollards.
- The most accessible route from the Blue Badge parking has a very easy slope and bollards.
- There is a help point with intercom facility on the edge of the car park.
- There is a help point with an intercom at the edge of the car park.



*Blue badge parking spaces with visitor centre in the background*

## 2. Toilets and Changing Places Facilities

All toilet facilities are fitted with hand driers, and the flooring is either polished concrete or, at the monument, stone tiling. Walls are plaster or stone tiles, and there is compact fluorescent and natural lighting throughout.

The main toilets are at the Visitor Centre and at the Group Admissions point in the coach park. The Changing Places toilet is at the Visitor Centre.

### Visitor Centre

- The accessible toilet is located between the men's and women's toilets to the right of the visitor centre, along the front edge of the building. There is one accessible toilet with touch screen entry. It has right hand transfer to the toilet.



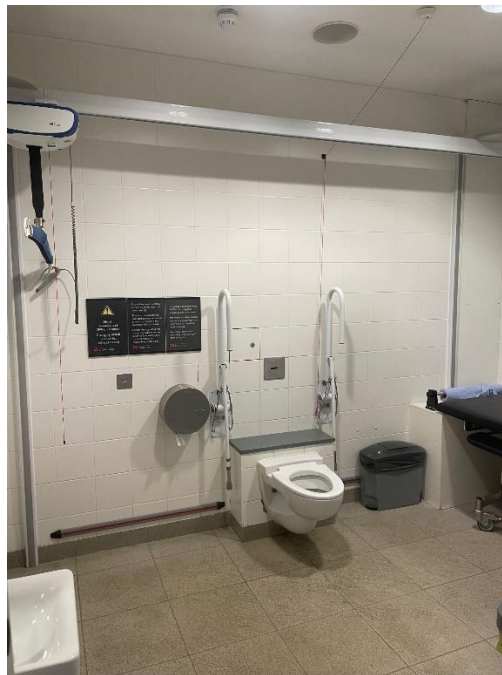
- There are 17 toilets in the women's facilities, two of which have larger cubicles with a standard toilet and outward opening doors. The one on the left has a sink inside the cubicle.
- The men's has 11 urinals and 11 cubicles with standard toilets.
- A dedicated baby changing room is located in the same area, with fold down changing bed, a chair and sink.

## Changing Places

- The registered Changing Places toilet facilities are located to the right of the Visitor Centre, along the front edge of the building.
- The Changing Places facility including accessible toilet, a change table a hoist and a sink. This has RADAR key access.
- The width of the door opening is 106cm.
- The dimensions of the facility are 347cm (width) x 218cm (depth).
- There is lateral transfer space on both sides of the toilet.
- The transfer space on the right as you face the toilet is 90cm.
- The transfer space on the left as you face the toilet is 46cm.
- There is a push button flush on the wall above the cistern.
- There is no horizontal grab rail for the toilet.
- There is no vertical grab rail for the toilet.
- There are dropdown rails on both sides of the toilet.
- The toilet seat is 45cm from the floor.
- There is a wall mounted toilet roll holder.
- The toilet roll holder is 67cm from the floor.
- The changing bench is free standing and height adjustable.
- The length of the changing bench is 180cm.
- The facility hoist is powered overhead and accesses all areas.



*Accessible toilet at Visitor Centre*



*Changing Place at Visitor Centre*



### Group Admissions

- There are 22 women's toilets, 2 men's cubicles and 8 urinals.
- An accessible toilet is located between the two toilets. It has a right hand transfer.
- A baby change area is located in the lobby between the toilets.



*Accessible toilet at Group Admissions*

### Monument

- 3 unisex toilets and an accessible toilet are available for emergency use upon request. A member of staff can direct visitors if these toilets are needed.



*Accessible toilet at Monument site*

### Education room:

- There are 2 toilets, one of which is accessible. Walls are painted white and there are white tiles in the sink area. The floor is yellow. The accessible toilet is right hand transfer with grab rails on both sides.



*Accessible toilet in the Education Room*

### **3. Visitor orientation area**

The visitor orientation area is an outdoor space covered by a high roof in the centre of the building where visitors can access the ticket booth, the café, shop, membership and the Exhibition. This leads through to the rear of the Visitor Centre, where visitors can find the shuttle bus to the monument, visit the Neolithic houses and the path to walk to the monument.

- There are hard, even paths from the visitor car park and the coach park down to the Visitor Centre. Both have a slight upwards incline on return. The surface in the orientation area is limestone paving.
- There is natural lighting in this area.
- The ticket counter is located at the centre of the covered area, as you approach the Visitor Centre.
- There is step-free level access to the counter.
- The queue width is between 120cm and 150cm and there is no need to turn.
- There is not a separate wheelchair accessible queue lane.
- The height of the counter is 108cm.
- There is a lowered section at the counter.
- The height of the lowered section is 74cm.
- The counter has glazed screens which may affect the ability of someone to lip read.
- There is a clearly signed fixed hearing assistance system.

### **4. Audio Guides**

- Audio guides are available in 13 languages and can be downloaded to visitors' own smart phones.
- An audio described tour is available via the English Heritage Stonehenge Audio Guide App.



App Store



Google Play Store

- Tactile maps are available to borrow on request.

## 5. Group Admissions building

- Visitors using the Group Admissions building usually arrive by coach or minibus. The closest coach bays are around 20m from the building.
- Right hand drive coaches park in a drop off bay, from where there is level access to the rest of the site. There is a slight incline on the return from the visitor centre.
- Left hand drive coaches needing raised, level egress should park at the far ends of each bank of bays so visitors can exit directly on to the path.
- There are two doors at the front of the building, each 1050mm wide; the entry door opens inwards manually, and the exit door opens outwards manually.
- Flooring is a dark grey coloured vinyl with a slight texture.
- The walls are white, and there is a mural of Stonehenge on the south internal wall.
- There are 3 till points with counters 1100mm, and one with a counter height of 787mm. The lighting inside the ticket booth is compact fluorescent.
- Hearing loop facilities are available at all tills.
- Customer toilets, including an accessible toilet and a baby change facility, are available at the back of the Group Admissions building (see 3).

## 6. Cafe

- The café is approximately 100m from the car park, and the coach park.
- Access from the orientation area is via sliding doors which are automatic, and 1200mm wide.
- Access from the front of the building is through 3 sets of outward opening, double doors, each 1050mm wide, two with access push pads, and one with automatic opening.
- The floor is polished concrete and is level throughout
- The area is lit by natural light from large windows and compact fluorescent lights.
- The café's maximum capacity is 197 diners indoors.
- The furniture is mostly moveable, except for the tables in the area with bar stools and at the windows.
- There is a combination of high stools, bench seating and moveable seats with arm rests and backrests.
- All tills have induction loops.
- The counter is 1250mm high and there are 2 lowered retractable counters at the left and right of the counter which are 740mm high
- Staff are available to assist with carrying trays to tables.





- A range of food for a variety of dietary requirements is available.
- There is background music in this area.



*Counter area in cafe*

## **7. Neolithic Houses and outdoor exhibition area**

- There are five replica Neolithic houses.
- Two houses contain replica items and are open when volunteers are available, and two are empty and open all day. The fifth house is for storage.
- The houses have wattle and daub walls, thatched roofs and polished chalk floors which are slightly uneven in places.
- The doorways are low in order to be historically accurate, and care should be taken when entering. The minimum height is 1610mm, and the minimum width is 940mm.
- The houses have no windows and are lit by natural light from the doorway, so can be dark inside.
- The ground around the houses is bound gravel and slightly uneven in places.



*Path from visitor centre to Neolithic houses*





## 8. Membership Area

- The membership area is accessed from the orientation area by automatic sliding double doors 1200mm wide.
- There are 2 tills each of which have induction loops.
- The floor is polished concrete with a large, flat, rubber edged mat.
- There is furniture around the walls and a clear central space.
- The area is lit by natural light from large windows and compact fluorescent lights.
- The main counter is 1100 mm high, and there is a low counter at the left side which is 770mm high.

## 9. Gift Shop

- The shop is approximately 140m from the car park, and access is towards the rear of the orientation area.
- The circulation space in the centre of the shop is accessible for wheelchairs and staff are available to assist, should they be required.
- The queue width for the main checkouts is under 120cm and the width at each turn is under 150cm.
- The height of the payment counter is 100cm.
- There is a lowered section at the counter.
- The height of the lowered section is 75cm.
- The counter has a television and patterned/distracting backgrounds which may affect the ability of someone to lip read.
- The floor is polished concrete and is level throughout.
- The area is lit by natural light from large windows and halogen lights.
- The shop can be accessed from the orientation area through 2 consecutive sets of automatic sliding double doors 1200mm wide.
- The shop can be accessed from the rear of the building through two sets of outward opening, double doors, each 1050mm wide, one with access push pad, and one with automatic opening.



*Interior of gift shop*



## 10. Exhibition

The Exhibition consists of:

- A 360-degree audio-visual presentation showing the changes which allows visitors to experience the changes which have taken place to the monument over time, as if they're in the centre of the stones. There are flashing lights at one point.
- An audio-visual presentation showing the changes which have taken place in the wider Stonehenge landscape over time.
- 4 tactile models of the different phases of development of Stonehenge.
- 4 easy access video screens with sound, text and BSL translation.
- A large gallery with 5 cases of artefacts, each of which has a low level video display, tactile objects, and text in 4 sizes and degrees of complexity.
- The audio descriptive tour gives information about the contents of each case
- A temporary exhibition area with low lighting.
- The floor is polished concrete and is level throughout.
- There is a combination of natural light through tinted windows, and LED lighting. This is kept to a low level to protect the artefacts and to allow the audio visuals to be seen clearly.
- Seating available in this area includes benches.
- The tour is self-guided with an audio-tour downloaded to a smart phone available but volunteers/staff are available to provide additional information.
- There is step-free level access throughout the tour.



360' experience in exhibition display



Display cases in exhibition Audio visual display

## 11. Walking route to the Monument

- The walking route is signposted at the rear of the visitor centre.
- The Monument is 2km, or 1.5miles from the Visitor Centre.
- 100m is hard path, and there is a gate on to the road.



- Visitors can go along the walking lane to the south side of the road; the only vehicles which pass are the shuttles to the stones.
- Visitors may also cross the road and go along the field path to the north of the road. The path from there is grass, with a bark chip path through the woods. This route can be uneven in places, with occasional tree roots in the woods.
- There are 4 gates on the National Trust path which can be opened with a metal latch. Some gates may occasionally be locked. The gates are difficult for a wheelchair user to open without additional help. It would be advisable to discuss with staff before setting off in a wheelchair alone.
- The ground through the gates is uneven and may be difficult for wheelchair users.
- Dogs must be kept on leads in these fields due to grazing livestock.
- The final gate leads into the Stonehenge landscape, which is National Trust, open access land. This is grassland, is uneven in places and may be difficult to negotiate in wet weather.

## 12. All-Terrain Wheelchairs

- There are three all-terrain wheelchairs available to borrow.
- These are suitable for use across the landscape, unless the ground is very muddy.
- They are located at the Visitor Centre. Ask a member of staff to borrow one.
- Seat width is 44cm, max weight 113kg.



All terrain wheelchair

## 13. Shuttle buses

- The monument is located 2km from the Visitor Centre. A visitor shuttle runs back and forth approximately every 5 minutes.
- Catching the shuttle from outside the shop requires visitors to go up a short slope to the bus. In the event of difficulty, staff can redirect people to the Groups shuttle platform, which has level access.
- The floors of the buses have a dementia friendly design.
- The buses have kneeling and ramp facilities, and can accommodate one pushchair, wheelchair or small mobility scooter per journey.

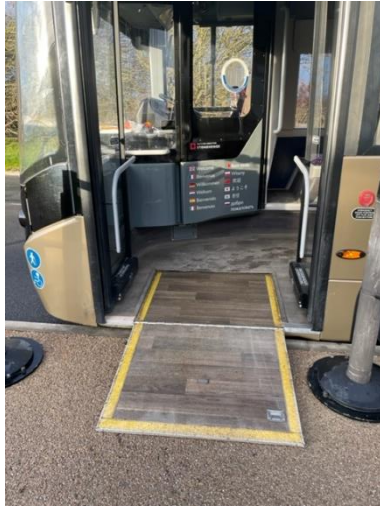




- Visitors using a larger wheelchair or mobility scooter are asked to speak to customer services so we can advise on access to our buses.



*Drop off point at monument*



*Ramp to access shuttle bus*



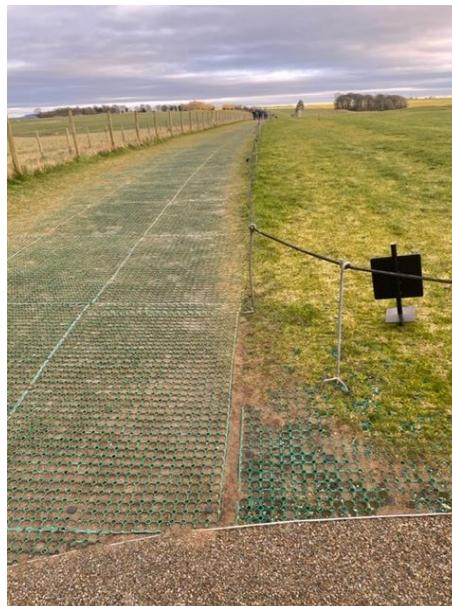
*Wheelchair space in bus*

#### 14. Monument

- There is a slight slope for around 100m from the shuttle to the monument field.
- Benches are provided on the path from the shuttle and at intervals around the monument.
- There is a level path all the way around the stones. Part of this has a hard surface, part is plastic Portapath, and around half is mown grass. The grass areas may become muddy in wet weather, but in this case, the path is usually closed off.



*Hard path to stones*



*Portapath around part of stones*



## 15. Education Space – booked groups only

- The Education Space is on the western end of the Ancillary building and is used for pre-booked education group workshops.
- There is a raised zebra crossing providing even access from the coach park.
- There is an outward opening, 1700mm wide heavy wooden door operated by staff swipe card.
- This opens on to an enclosed courtyard area with dark green, safety playground flooring, and wooden, built-in benches around three sides at 400mm high.
- A metal ramp leads up to the main door. There is a right angled turn to the right at around half way up, and a left hand turn into the building.
- There is an inward opening, manual door operated by swipe card on the front of the building, each 1050mm wide, with access push pads, opening into a foyer.
- The foyer floor is barrier flooring.
- There is an enclosed bag storage area to the left, with a door 1050mm wide.
- There is an inward opening, manual door into the classroom, 1050mm wide. This is dual swing, and holds at maximum opening.
- The floor is pale green, sheet vinyl, and is level throughout.
- The walls are plain white matt paint.
- The area is lit by natural light from windows, a skylight and fluorescent lights.
- The lights in the room can be dimmed.
- There is a wall mounted TV screen, a small kitchen area and power points on the walls at accessible height.
- The tables and chairs in the room can be moved to suit requirements.
- There are 2 WCs, one of which is accessible with a pull cord alarm, and the other is accessible height but has no handrails. Walls are painted white and there are white tiles in the sink area.



*Education courtyard with ramp to classroom*



*Education classroom*



### 16. Site maps

LOTS TO DO



Download your free audio guide to your smartphone device, using our free Wi-Fi throughout the visitor centre.



#### Key to Stonehenge landscape and World Heritage Site

Before Stonehenge 8000 BC	
1 Mesolithic Postholes	
Before Stonehenge 3700 – 3000 BC	
2 Stonehenge Cursus	3 Long Barrow
Time of Stonehenge 3000 – 2200 BC	
4 Stonehenge Avenue	6 Cuckoo Stone
5 Woodhenge	7 Durrington Walls
After Stonehenge was built 2200 – 1600 BC	
8 Winterbourne Stoke crossroads barrows	11 Cursus barrows
9 Stonehenge Down barrows	12 King Barrow Ridge
10 Normanton Down barrows	Not accessible to the general public and for safety reasons we do not advise crossing the A303 to view them.
National Trust permissive open access areas	Access gate
The National Trust is a charity, registered number 205846.	There are numerous access points across the National Trust land. Key gates are shown on the map, but others are available.
Fargo drop off point. Ask the driver to stop here if you'd like to get off and walk the remaining distance to stones.	

#### Key to visitor centre facilities

Transport	Toilets All toilet locations have an accessible toilet.
Ticket office	Audio collection point
Exhibition	Café
Shop	Dogs on leads are allowed around the outside of the visitor centre but not in monument field or on shuttle bus. To protect livestock there are restrictions on dogs on National Trust permissive open access land. Please see <a href="http://www.nationaltrust.org.uk/stonehenge-landscape">www.nationaltrust.org.uk/stonehenge-landscape</a> for details.
Parking	
Coach parking	
Motorhome parking	

#### Key to Stone Circle

Please note these are not the audio tour stops.

A The Stonehenge Avenue	G Station Stone markers
B Arrow showing solstice alignment	H Sarsen stones
C Heel Stone	I Bluestones
D Stone hole marker	J Horseshoe of sarsen trilithons
E Slaughter Stone	K Aubrey Hole markers
F Station Stones	L Bank and ditch

#### ACCESS INFORMATION

The path around the stones is accessible, weather dependent. The landscape is uneven in places and may be unsuitable for standard wheelchairs.

Assistance dogs are welcome in all areas of the site open to the public.

There are accessible toilets, baby changing and accessible changing facilities at the Visitor Centre.

You can either walk or take a shuttle bus to the Stone Circle. You can explore the rest of the landscape on foot to discover many other ancient monuments in this World Heritage Site. Please take care near roads and keep to the designated paths at all times when walking along them. While Stonehenge is managed by English Heritage, the National Trust owns the surrounding landscape.