



WADDESDON MANOR

ACCESS GUIDE



Introduction

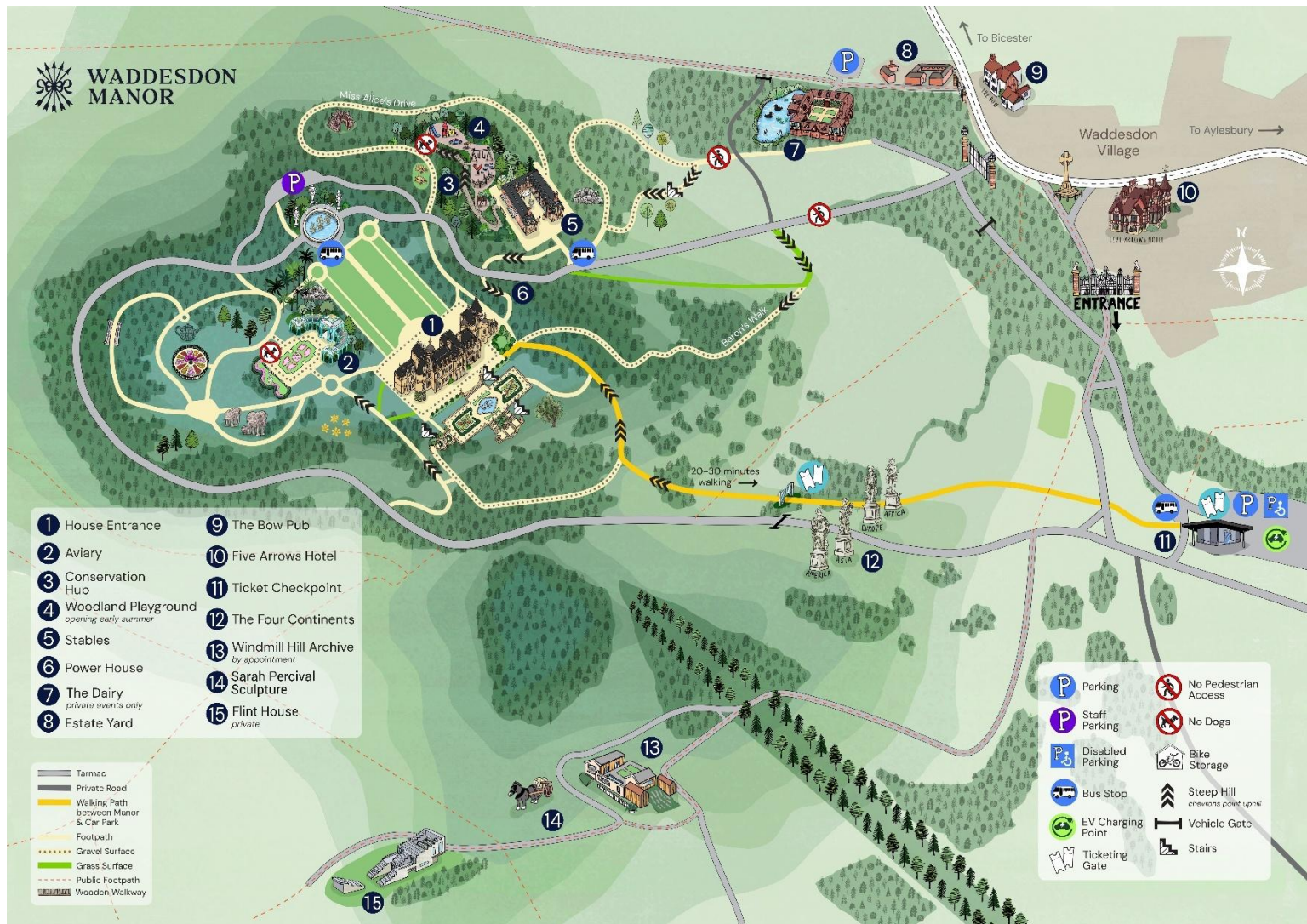
This Access Guide provides a general overview of accessibility at Waddesdon Manor. We welcome all visitors and strive to make everyone's visit as comfortable and enjoyable as possible.

For more detailed information, such as floor surfaces, door widths, precise dimensions and distances, please see the **Access Specifications** PDF. There you will find photos of stairs, ramps, floors and more, so you can pre-plan your visit to Waddesdon Manor in as much detail as possible.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

For accessibility enquiries please contact enquiries@waddesdon.org.uk

Map of Waddesdon Manor



* Map not to scale

Download the map before your visit – [Waddesdon Manor Map 2026](#)

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Accessibility at a Glance



Waddesdon Manor is wheelchair accessible around the house and grounds. Wheelchairs are available to borrow on a first come first served basis. Please note, these cannot be reserved.



Visitors with disabilities may bring up to two accompanying essential companies free of charge when paying for a full price ticket. Please note, supporting documentation must be provided in person at the entrance points on site.



Assistance dogs are welcomed in the grounds, house, shops, catering outlets and on shuttle buses.



Assisted Listening is installed at the Welcome Pavilion, Manor Shop, Courtyard Coffee, and the Stables catering outlets.



Shuttle buses run throughout the day between the visitor car park and grounds. There are ramps on all the buses for step-free access. Tickets are available for Blue Badge holders and their carers free of charge. Tickets may be pre-booked with admission or on the day.



Free parking with accessible parking spaces reserved for Blue Badge holders and visitors with limited mobility.



Accessible toilets in multiple locations, including an accessible Changing Places toilet with a full hoist facility, adult-sized height-adjustable changing bed and height-adjustable sink.



The grounds include a mixture of hard tarmacked surfaces and graveled areas. Most parts of the gardens are wheelchair accessible with gentle slopes. In places, our paths are uneven with steep slopes.

There is level access to:

- Welcome Pavilion / Visitor Car Park
- The Aviary
- The Parterre and gardens around the house
- The Manor (all sides) – incl. Manor Restaurant & Manor Shop

There is sloped (can be steep) access to:

- The Stables – including Stables Café and Takeaway
- Coach House Gallery
- Wild Wood Adventure Playground

Inside the house:

- There are three floors, plus a mezzanine floor (Bachelors' Wing)
- There are ramps, a lift and stairlift for access to upper floors
- Seating at regular intervals along the visitor route
- Many rooms inside have dim/low lighting as well as red carpets
- We have a Quiet Space located within the house away from the visitor route. Please ask a member of staff for access.
- We run Relaxed House Openings once a month for anyone who would benefit from a calmer visit
- Large print information booklets are available upon request

Getting to Waddesdon Manor

By Road

For sat nav users, please use the postcode **HP18 OJH**.

The entrance to Waddesdon Manor is via Silk Street.

- **From London**
(allow 1.5 hours from Central London)
- **From Birmingham**
(allow 1.5 hours from the city centre)
- **From Oxford** (allow 45 mins)
- **From Milton Keynes** (allow at least 45 mins)



Parking

The 1,000-space visitor car park has dedicated places for Blue Badge holders (first bay on right-hand side) and limited mobility (first bay on left-hand side). No spaces are dedicated specifically to parent & child parking. On arrival, you will be directed to the Welcome Pavilion and ticket offices. The car park is open air, with a tarmac surface, central spine walking path and is free for all visitors. We recommend using our large visitor car park wherever possible. Silk Street is not a public right of way and is solely for vehicle usage.

Electric vehicles

There are four spaces in the visitor car park signposted for the purpose of electric vehicle charging, outside the accessible parking zone. These are not set within wider spaces; however, our staff are happy to assist. Sockets provided are EV Type 2 charging sockets and are free to use. Staff must activate these, so please do let them know at the Welcome Pavilion.



By Rail

Regular trains run from London Marylebone to Aylesbury and Aylesbury Vale Parkway. The nearest train station is Aylesbury Vale Parkway (AVP). A taxi or bus journey is required to get to the Manor, or you may wish to walk or cycle using the Waddesdon Greenway from AVP to the Welcome Pavilion.

To check train times, call 08456 005 165 or visit www.chilternrailways.co.uk

By Foot

Access to Waddesdon Manor from the village via foot is not recommended as there are no public rights of way that directly connect Waddesdon village to the Welcome Pavilion. Silk Street is an unlit historical road and as such is not recommended for walking. If you are staying or eating at the Five Arrows Hotel, we do recommend that you park in our large free visitor car park due to the above.

The Waddesdon Greenway connects Aylesbury Vale Parkway to the Welcome Pavilion via a tarmac path, and this can be joined at several points between the two.

Local Buses

Local Red Rose bus (16) runs from Aylesbury to Marsh Gibbon via Waddesdon. Please note this is an infrequent service and there are no buses on a Sunday. On arrival in Waddesdon village, walk through the main gates on Silk Street and you will be directed towards the Welcome Pavilion, where you can book tickets for the house and gardens, and can either take the shuttle bus up to the Manor or walk the 0.8 mile tarmacked footpath, which has a steep hill.

Local Taxi Services

If using a taxi service, we recommend you are dropped off at the Welcome Pavilion. We have dedicated drop-off spaces near the exit of the car park, on the right near the Welcome Pavilion.

Village Cars: Wheelchair accessible taxis are available

Mobile: 07949 903 577

Telephone: 01296 651 048

Email: bookings@villagecarswaddesdon.net

Alpha Taxis: Wheelchair accessible taxis are available

Mobile: 07949 903 577

Telephone: 01296 871 871

Email: bookings@alphataxis.net

Berryfields Executive Cars: Large executive vehicles

Mobile: 07306 388 883

Telephone: 01296 323 958

Email: info@berryexeccars.co.uk

Taffs Cars: No specialist accessibility vehicles available, but drivers are trained to assist limited mobility customers.

Telephone: 01296 395 003

Email: bookings@taffscars.co.uk

British Heritage Chauffeur Tours: No specialist accessibility vehicles available. Collapsible wheelchairs can be stored in the boot of the cars.

Mobile: 07525 922 256

Telephone: 01303 258 193

Email: info@bhctours.co.uk

On Arrival

Welcome Pavilion

All visitors will be directed to the Welcome Pavilion on arrival, including those with pre-booked tickets. We strongly advise pre-booking tickets to enable us to best accommodate your needs.

Visitors with disabilities may bring up to two accompanying essential companions free of charge when paying for a full price ticket. Supporting documents must be provided in person at the entrance points on site. The following documents are acceptable as proof of eligibility: Disability Allowance letter, PIP letter, Access Pass, or any other appropriate supporting documentation as issued by your local council.

There is a very easy slope leading from the car park to the Welcome Pavilion and it is outside, except for the toilets and accessible toilets which are within the building, off a central external corridor.

Bench seating is available at the Welcome Pavilion if you need to take a seat while waiting for the bus.

We recognise that some visitors with additional access needs may be unable to travel on the shuttle bus. If you require parking closer to the manor, please contact us in advance or on arrival to arrange parking in the staff car park. This is not recommended for those with physical access needs as the ground is not tarmac and there are no marked accessible bays.



Shuttle Bus

A shuttle bus is available to transport passengers from the visitor car park to the North Fountain, and then on to the Stables. The shuttle buses are accessible with a fold out ramp (76cm wide). Staff will be happy to help with any requirements. On each bus there is a dedicated area for a wheelchair user and marked limited mobility seats at the front. Each shuttle bus has space for 1 wheelchair, **or** up to 3 pushchairs without folding them.



Toilets and Changing Facilities

Where are our accessible and ambulatory toilets?

Welcome Pavilion

- Single all gender accessible toilet with step-free access.
- Located behind the ticket counters.
- Ambulatory cubicle in male and female toilet.



Manor Tunnel

- The Manor Tunnel is located at the side of the House, past the Shop and Courtyard Coffee. The tunnel, which is slightly sloped, provides access to an accessible toilet on the right and the male and female toilets further down.
- There is also a parent and baby room available, this is opposite the accessible toilet.
- There are baby changing facilities within the female toilet.



The Stables

- There is an accessible toilet located next to the Stables Café, with step-free access.
- There is also a parent and baby room located in the Stables Courtyard. Please note, this does not have a toilet within the room.



Changing Places Toilet (Inside the Manor)

- Full hoist facility
- Height-adjustable sink
- Adult-size height-adjustable changing bed
- Located inside the Manor, through a corridor opposite the interior Manor Shop entrance, signed from the shop and corridor within.
- Please ask a member of staff if you need help locating the toilet.
- There is a RADAR key available in the shop if you need to access this toilet.



Wheelchairs

Manual wheelchairs are available to borrow during your visit to Waddesdon Manor. All wheelchairs are given on a first-come, first-served basis and cannot be pre-booked.

Outdoor wheelchairs are available to borrow from the **Welcome Pavilion** and at the **North Fountain**, next to the shuttle bus stop. These cannot be taken inside the Manor; however, you may swap to an indoor wheelchair on arrival at the door.

There are indoor wheelchairs available for use inside the Manor. These may not be taken outside as the wheels are not as durable. These wheelchairs are available at the **Main Entrance** of the Manor.

If you find yourself requiring a wheelchair while you are exploring the grounds, please ask a member of staff, and they will be able to assist you in borrowing one.



First Aiders

There are always First Aid trained staff on site. If you require First Aid, please let a member of staff know, and they will arrange a First Aider to help you as soon as possible.

The Grounds

If you arrive on a coach or take the bus from the Welcome Pavilion, you will be greeted by a member of staff at the North Fountain drop-off location. There are manual outdoor wheelchairs available to borrow at North Fountain. It is a 250-metre walk, from the bus stop at North Fountain to the main manor entrance.

Mobility Buggy

Our mobility buggy is available upon request if you require assistance getting from the bus stop at North Fountain to the manor. There are five passenger seats. Please speak to a member of the team on arrival to make use of the buggy service.



Walking Path

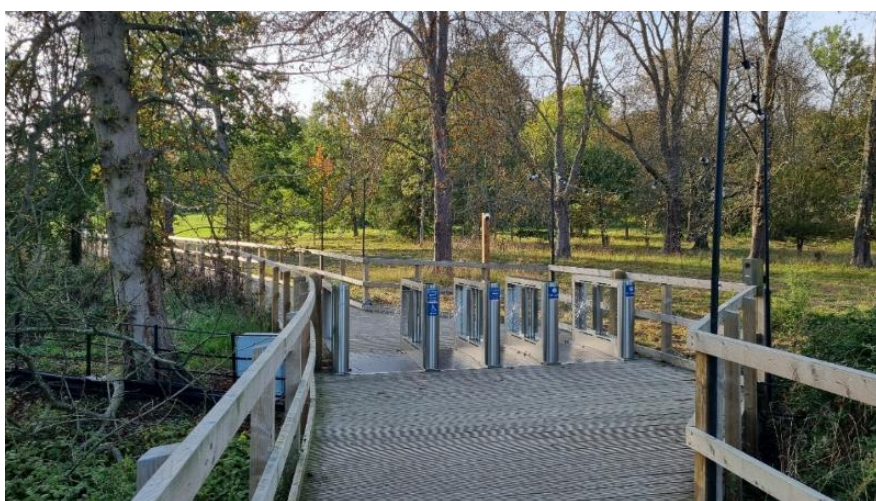
For those walking all the way from the Welcome Pavilion, we have a 0.8 mile laid gravel path uphill to the Manor. This path takes you through the admission gate ticket checkpoint and arrives at the rear of the Manor (South Front).



Admission Gates

The electronic ticket gate checkpoint is situated on the boardwalk, halfway along the laid gravel path. All visitors walking to the manor require a "Gate" QR code from the Welcome Pavilion. Hover the QR code over the reader to gain entry. On return, the exit gates will open automatically.

Grounds admission QR codes and membership cards are not valid.



Graveled areas

Most parts of the garden have accessible access, with many surfaces and paths tarmacked. There are graveled areas in front of the house, on the Parterre, and around the Aviary. Miss Alice's Drive has a rough natural surface, and as such may not be suitable for all access requirements.

Steep paths

You will find steep and uneven paths on the way to the Stables. The boardwalk through the Wild Wood Adventure Playground and the pedestrian path from the Powerhouse to the Stables are steep in places, so may be unsuitable for some mobility requirements. We advise you to use our fully accessible shuttle bus from the North Fountain to get to the Stables.

These steep paths are marked on all maps with chevrons in the slope direction.

The Aviary

- Two paths with slight slopes lead from the grounds to the Aviary
- There is step-free access throughout most of the Aviary
- There is one small step into the Aviary Grotto
- There is bench seating around the Aviary
- The surface is gravel



The Parterre

- The Parterre is located at the rear (South Front) of the house
- The surface is gravel
- Stone steps in the Parterre lead down to fountains and planting
- The planted areas can be accessed step-free from the eastern end of the Parterre.



The Manor Gift & Wine Shop

The Manor Gift & Wine Shop are located on the east side of the house, inside the doors next to the Courtyard Coffee, and is accessible from the grounds. There is ramped/sloped access at the shop exterior with a slight lip. Inside, there are two steps leading to the Gift Shop, with a portable ramp available. There are induction loops in both shops at till points.



The Manor Restaurant and Terrace

The Manor Restaurant is located inside the manor building, on the east side. There is an entrance via the shop and via the large glass paneled doors.

There are two accessible entrances with ramped/sloped access from the external entrance (Manor Terrace) and kitchen corridor within the building. There is step-free access within the restaurant.

There is no toilet directly inside the restaurant, but there is a Changing Places toilet nearby (within 50m), on the same floor (RADAR key required) or male and female toilets, and parent and child toilet, are just down the stairs at the end of the corridor.

Disability adapted cutlery is available upon request.

A portable hearing loop is available on request. Please note that, due to the acoustics in the Restaurant, background noise may cause some interference. However, we can take payment at tills with fixed loops in the Shop.

There are no braille or large print menus available, but please ask a member of staff and they will be happy to help.



The Powerhouse

- Located opposite the Manor Shop and Courtyard Coffee
- Introductory films with subtitles play inside on a loop
- It is accessible via a sloped pathway, which is slightly steep
- There is level access inside



The Stables

The Stables are located down the hill from the main manor building, access via a steep path. Visitors who do not want to use the path can take the shuttle bus – either from the visitor car park or from the bus stop located at the North Fountain.

- The bus stop is in front of the Stables courtyard
- There is bench seating available for use while waiting for the bus
- There is step-free access throughout the courtyard, Coach House Gallery, Stables Café and Takeaway
- The surface around the edge of the Stables is cobblestone; the centre of the courtyard is gravel



Wild Wood Adventure Playground

Located between Conservation Hub and Stables. Accessible features:

Plaviary Towers:

- There are listening and speaking pods under each tower for sensory stimulation, as well as accessible decking/safety surfacing to be able to get to those parts
- Coloured hand holds to get onto structures

The Baron's Lost Mansion:

- Coloured strips of wood on entrances
- Coloured hand holds to get onto structures
- Basket Swing
- Roundabout that is level with the surface with space for a small wheelchair

Mynah Bird & timber tangle in bark pit:

- Accessible decking provides movement to this area where previously people wouldn't have been able to get to. Allows people with younger children to access this part of the playground for play.

Miss Alice's education & play trail:

- With amendments to existing decking, there are extensions of this to provide extra space for manoeuvrability
- More seating along the stretch of existing boardwalk, to allow resting spots for those travelling up and down the playground
- Grip strips along various elements of the boardwalk to give users an understanding of steeper elements of the site or warnings before certain corners as visual aids
- Painted strips of wood to give people with visual needs assistance on certain corners / areas

Den making area:

- Provides rest and respite from the main play areas and allows others to expand their imaginations making their own play



Accessibility inside the house

- A staff member is required to operate all lifts.
- There are six manual wheelchairs available to borrow for use inside the house. These are provided on a first-come, first-served basis.
- For safety reasons, we can only allow two visitors who cannot self-evacuate above or below the ground floor at the same time. On busy days, some waiting time may be required during your visit. We have an emergency evacuation procedure in place for those who are unable to self-evacuate.
- Liquids are not permitted inside the house except for medical purposes. If you require water, please ask a member of staff who will direct you to where it is permitted to drink.
- For conservation reasons, many rooms have dim/low lighting.
- The floor surface inside the house is mainly carpets/rugs, with some wooden flooring and flagstones.
- Most rooms have red carpeted floors and red ropes, which can cause visual disorientation or sensory sensitivity for some visitors.

Bags and rucksacks

To help protect Waddesdon's historic interiors we do not allow large bags, rucksacks, prams, pushchairs or children's scooters into the house. Small bags (under 21 x 29cm) are permitted and must be carried on the front of the body at all times. Bags which exceed these measurements will not be permitted inside and can be stored in Visitor Information. Medical bags are exempt and permitted inside.

House entrances and exits

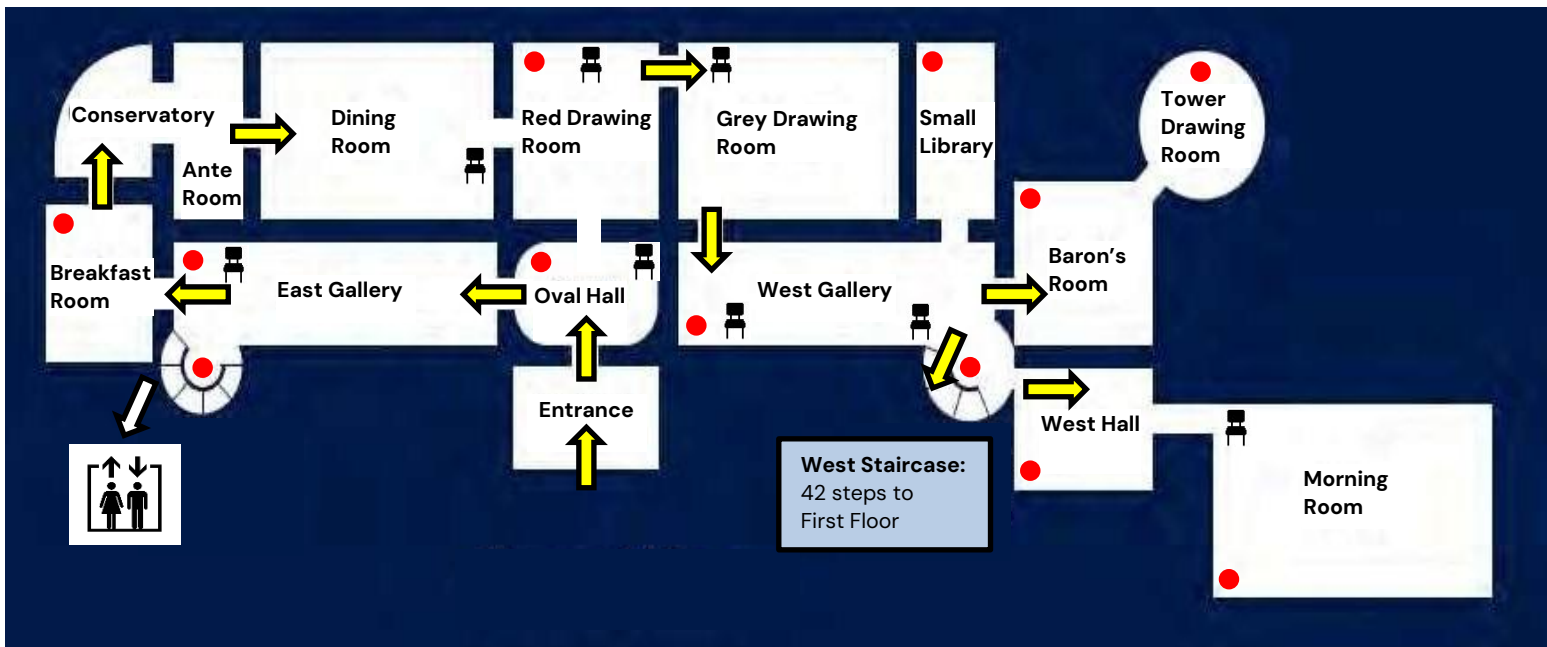
There are foldable ramps at the main entrance to the house, allowing access for mobility scooter and wheelchair users. We may request that a mobility scooter or wheelchair user transfers into a house wheelchair at the main door. There are several narrow corridors and doorways in the house, and the historic lift may not be able to bear the weight of a modern mobility scooter or wheelchair. The wheels may also be exceptionally muddy during the winter months. However, if for any reason this isn't possible, you are welcome to use your own scooter or wheelchair on the ground floor.

Visitor Route: Floor Plans



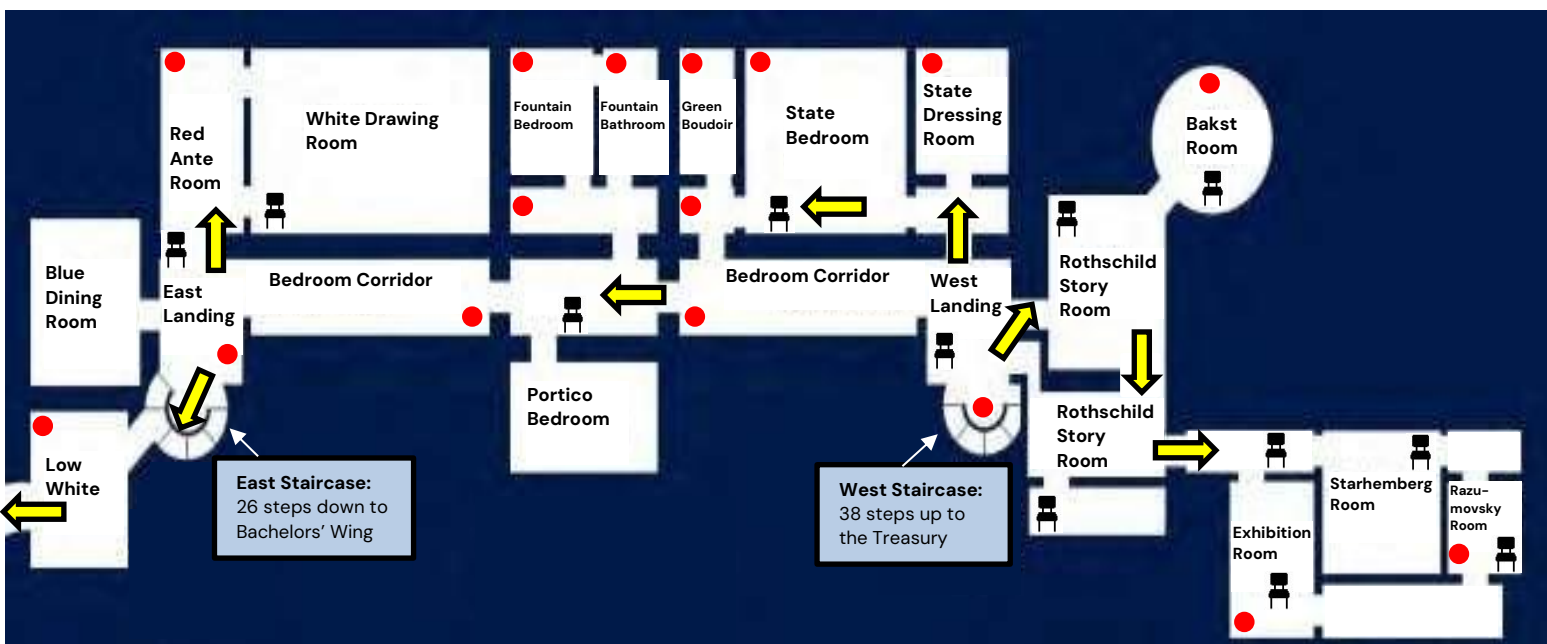
Ground Floor

Route Length: Approx. 200m



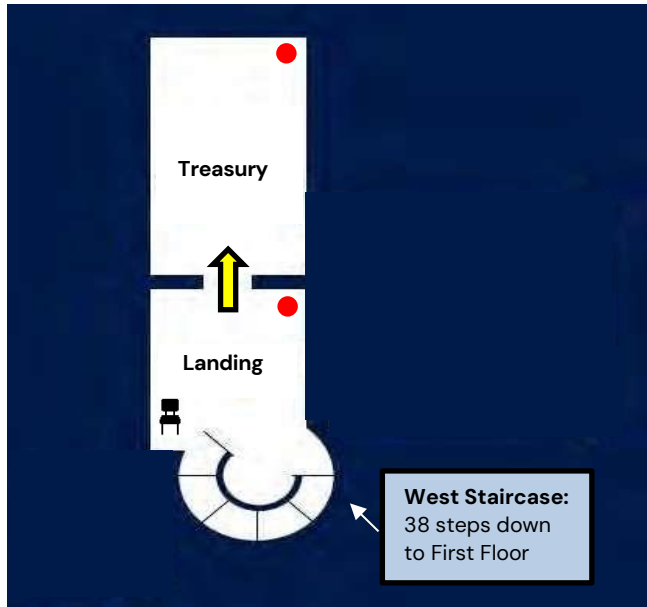
First Floor

Route Length: Approx. 275m



Second Floor (Treasury)

Route Length: Approx. 25m

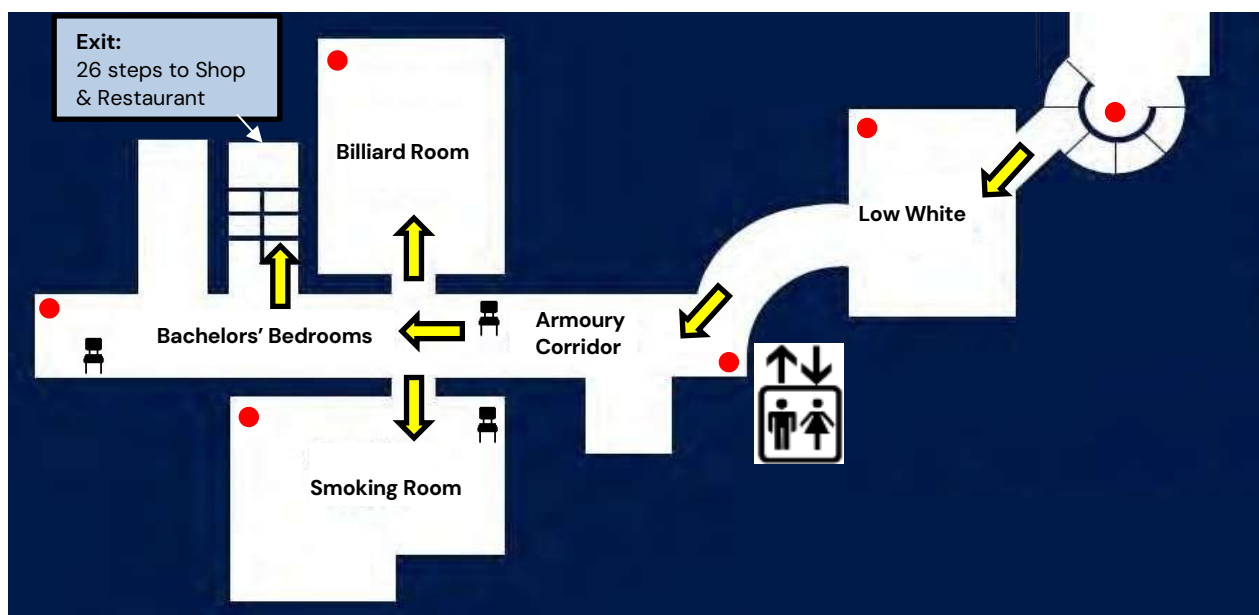


Please note, the stairlift to access the second floor is located on the opposite side of the building and does not lead directly into the Treasury. Access will be supervised by a staff member.

The visitor must be able to transfer themselves into a chair to be able to use the stairlift.

Bachelors' Wing

Route Length: Approx. 100m



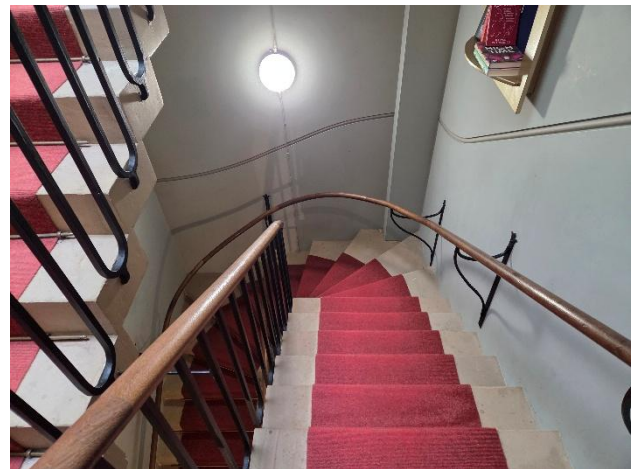
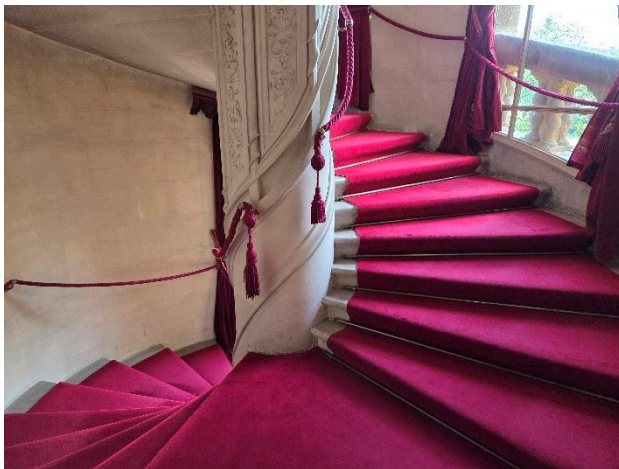
Seated areas

Seating is available throughout the house. Please ask a member of staff to point out the appropriate chairs. To avoid congestion in narrow walkways, we do not allow portable chairs or seat sticks to be used inside the house. Walking frames are permitted inside the house.

Stairs within the house

The first floor, second floor and Bachelors' Wing are all accessible using the main spiral staircases.

- There are 42 steps between the ground and first floor
- There are 38 steps between the first and second floor
- There are 26 steps down from the first floor to Bachelors' Wing
- The height of the steps is 14cm
- There is a rope handrail on both sides
- The stairs' surfaces are red carpet



There is a separate staircase, containing a sharp bend, that leads from the end of the Bachelors' Wing to the corridor by the Manor Restaurant and Manor Shop, and then down to the tunnel toilets.

- There are 26 steps between the Bachelors' Wing and ground floor
- The height of the steps is 15cm
- There is a handrail on both sides & red carpet runner on the stairs

Lifts within the house

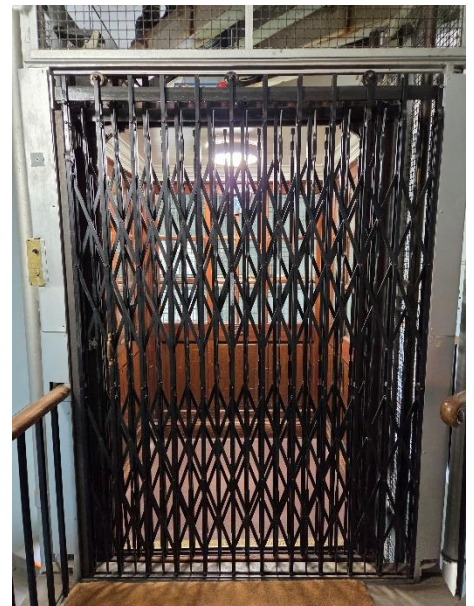
There are two lifts within the house. A staff member is required to operate both lifts.

Visitors will be accompanied by a staff member in the lift to the first floor, where they can continue their visit on their own. When they have finished, they will be accompanied upstairs to the Treasury via the lift and stairlift. They will then be accompanied to the mezzanine level to view the Bachelors' Wing. To exit the manor, the visitor will be accompanied out either via the basement or the main entrance.

Visitors requiring the lift may ask a staff member for access.

The Main Lift

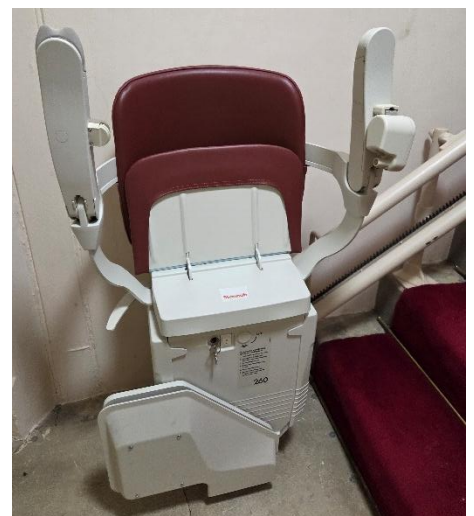
- Also provides access to the basement: Wine Cellars, toilets, accessible toilets and baby changing facilities.
- Our historic lift has limited space. Not all scooters or wheelchairs can be accommodated. We will be able to advise on whether your mobility aid will fit in the lift at the point of admission to the house.
- The lift can carry a maximum of four people.
- The door consists of a grill that slides shut.



To access the Treasury on the second floor, visitors are taken in the main lift to a mezzanine floor. Visitors will then need to be able to transfer themselves into the stairlift.

The Stair Lift

- This stair lift is situated on the opposite side of the Manor to the Treasury. It can take between 5–10 minutes to access the Treasury.
- Please note, the maximum weight for this stairlift is 120kg.

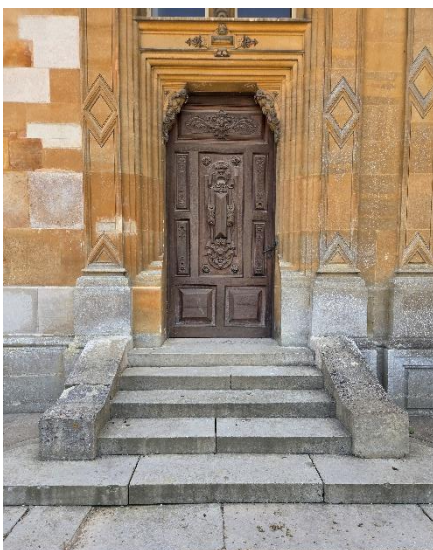


The Wine Cellars

The Wine Cellars are accessible only with a house ticket. Entry is along the visitor route within the house. The Wine Cellars are occasionally closed for private events.

There is an accessible route to the Wine Cellar through the basement. Please contact a member of staff to use this route. Visitors may be asked on arrival to change to a manual house wheelchair depending on the size and weight of their wheelchair.

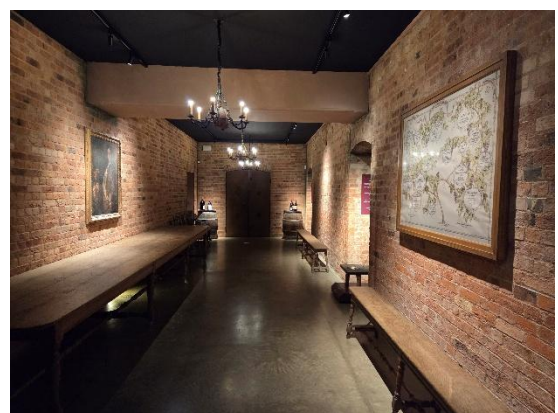
Main entrance to Wine Cellars



Stairs down to Wine Cellars



- There are 15+ steps down to the Wine Cellars
- The height of the steps is 20cm, and there is a handrail on one side the whole way down that interchanges from the right and left
- The width of the stairs only permits one person to pass at a time
- Once inside the Wine Cellars, there is step-free access throughout
- There is seating available inside
- The lighting level is low/dim; the stairs are lit with low-level lighting



Assistance Dogs

All recognised assistance dogs are welcome at Waddesdon Manor, within the house and grounds. They are also welcome on our shuttle buses. Dog bowls can be found at the Welcome Pavilion, Stables and outside the Manor Gift & Wine Shop. For a bowl of water elsewhere, please ask a member of staff and they will arrange it for you.

Non-assistance dogs may visit the grounds, except for the Aviary, Powerhouse and Wild Wood Adventure Playground.



Blind and partially sighted visitors

For conservation reasons, many of the rooms inside the house have low lighting. Please allow sufficient time for your eyes to adjust, particularly when using stairs. Please be aware that many of the rooms inside the house are furnished with red carpet and use low red and gold rope barriers. Some visitors find this a visually disorientating interior and have difficulty discerning distance. There are free information booklets available inside the main entrance and an audio tour on the **Bloomberg Connects** app:

[Waddesdon Manor | Bloomberg Connects](#)

Collection Handling Sessions

We offer the opportunity to handle a number of objects with different materials and textures. These sessions run daily, subject to volunteer availability, and can be tailored to visitors with visual impairments. To guarantee the handling collection will be available during your visit, please get in touch on 01296 820 414. Staff are not trained in audio description.



D/deaf and hard of hearing visitors

Some of our staff and volunteers are trained in basic British Sign Language (BSL). However, we cannot guarantee that someone trained in BSL will be onsite during your visit.

All introductory films shown in the Powerhouse have subtitles.

There are free information booklets for the house, providing details about the rooms and their contents.

You can download the **Smartify** application as a guide to the Waddesdon Manor collection. Using Smartify, you can hold up your smart phone camera to an artwork within the house, and the app will provide you with textual information about the piece. Waddesdon also uses the **Bloomberg Connects** app.

[Waddesdon Manor | Bloomberg Connects](#)

Where are our induction loops?

Welcome Pavilion

- There are fixed hearing loops at two of the counters
- These are the low-level counters on the far left and the far right

Manor Shop

- There are fixed hearing loops at all till counters

Catering outlets

- There is a fixed loop at Courtyard Coffee
- There are fixed loops at the Stables Café and Stables Takeaway

Manor (Main Door)

- Portable hearing loop located inside the Manor by main entrance

Neurodivergent visitors

We offer Relaxed House Openings for neurodivergent visitors and their family, friends or carers. During this time, we limit capacity, reduce noise in the house, and relax entry/exit times.

For any questions about the Relaxed Openings, please contact enquiries@waddesdon.org.uk

Our dedicated Quiet Space is located away from the visitor route and offers a private place for visitors experiencing sensory overload. Fidget toys are available to borrow and free copies of the sensory map for the grounds are available to take away.

For those seeking a quiet space within the Waddesdon grounds, the Rose Garden and areas surrounding the Aviary offer tranquility.

Red Carpets

For visitors who are sensitive to certain colours, please note that most rooms inside the house have bright red carpets and ropes. Some rooms have red wallpaper. The walls, floors and furnishings of the Bachelors' Wing are predominantly red.



Bachelors' Wing – The Smoking Room

Educational Groups

We offer educational visits both inside the house and outside in the grounds for children with special needs. Teachers are asked to contact the Learning Department in advance by email:

learning@waddesdon.org.uk

Information for Families

Pushchairs are welcome in the grounds. Prams and pushchairs are not allowed in the house as the visitor route is narrow and they may inadvertently cause damage. For safety reasons, children may not be carried on your shoulders during your house visit. Hip-carrying infant seats are available to borrow at the House entrance free of charge.

Baby-changing and feeding facilities can be found at the Stables and in the tunnel by the Manor Shop. Bottle feeding is not permitted within the house due to the risk of accidental spillages causing damage to Waddesdon's delicate textile collections. Please ask any member of staff for details or directions to our designated baby feeding facilities. Breast feeding is welcomed anywhere on site.

Under-fives can bring small bicycles into the grounds but please keep to the pathways. These can be taken on our visitor shuttle buses. Adult and larger children's bikes must be stored at the Welcome Pavilion. E-bike batteries cannot be taken inside ANY building on site and must remain outside. Waddesdon cannot accept responsibility for stolen items.

The Conservation Hub sits at the top of the Wild Wood Adventure Playground. It is surrounded by gravel and has ramped access through standard width doors. Our team will be happy to come and discuss anything with you outside.

Food and Dietary Requirements

Please let our restaurant and café staff know if you have any dietary requirements and they will do their best to accommodate your needs.

If you have booked for a meal in our Manor Restaurant, please email reservations@waddesdon.org.uk to notify the team of any requirements or requests in advance to ensure these can be catered for. If you are attending a Wine Tasting Session, please email wine@waddesdon.org.uk

There are vegetarian, vegan, dairy-free and gluten-free options available at the Stables. Gluten-free bread and ice cream cones are available on request at the Stables Café.

Please consult Waddesdon's website to view menus before your visit: [Eat, Shop, Stay - Waddesdon Manor](#)

Enquiries and Contact Details

If you have any queries, please do not hesitate to contact us at enquiries@waddesdon.org.uk

For more information, including extensive measurements, more photographs, colour contrasts and floor surface specifications, please consult the **Access Specifications** PDF. It can be found on our website: www.waddesdon.org.uk

General contact:

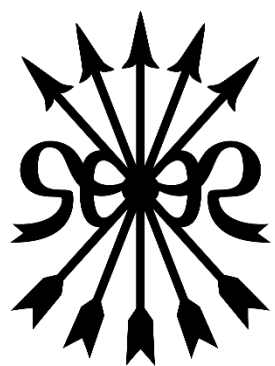
Telephone: 01296 820 414 or email: enquiries@waddesdon.org.uk

Comments and feedback:

Email: feedback@waddesdon.org.uk

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WADDESDON MANOR

