

# CREAKE ABBEY

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This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer all our visitors.

## Introduction

Creake Abbey is home to a Café and Food Hall, boutique shops and studios plus an award winning farmers' market together with the ruins of an Augustinian abbey founded in 1206 and managed by Historic England. Our aim at Creake Abbey is to ensure that the attraction, facilities and wider farmland are managed and enhanced to the highest standards, so that we are one of the very best to be enjoyed. We are committed to delivering accessibility to all customers and an excellent level of service, which we continually strive to improve upon.

## Pre-Arrival

- Contact us by email, fax, post or phone.
- A visitor leaflet is available upon request containing details of opening times, shops, facilities and admission, telephone, email, website, access routes and events. This information is repeated in more depth on our website [www.creakeabbey.co.uk](http://www.creakeabbey.co.uk).
- Creake Abbey is located off the B1355 between Fakenham and Burnham Market, just north of North Creake. Nearest rail stations are King's Lynn (26 miles) or Norwich (33 miles).
- The Sanders Coaches bus service stops in North Creake village, 1 mile from Creake Abbey. The Coast Hopper Bus stops in Burnham Market, approximately three miles north of Creake Abbey.
- Our access statement is available via post, email and from our website as a downloadable PDF.

## Car Parking and Arrival

- Creake Abbey ruins are open daily, 365 days a year. The Café & Food Hall is open 7 days a week, 50/51 weeks of the year. The opening times of the Courtyard Shops vary seasonally but all are open 5 days a week year round. Details can be found on our website [www.creakeabbey.co.uk](http://www.creakeabbey.co.uk).
- There are multiple speed-calming ramps on site on drives that lead to or away from the car parking areas.
- There is a 15 mph speed restriction throughout Creake Abbey. Visitors should be aware of pedestrians, cyclists and wildlife crossing.
- Management of traffic is governed by an Operational Management Plan which outlines entrance and exit routes, how parking is managed on normal trading days, on special event days and deals with impact on the Scheduled Ancient Monument.
- On Farmers' Market and special event days eg Gift Fairs vehicles are directed directly onto the car park field and then to designated disabled spaces close to the Café and shops. This area is hard, flat grass and suitable for wheelchairs. They may also park in the permanent disabled spaces on the asphalt surface between the Grain Drying Barn and the shops.
- On normal trading days, vehicles will travel straight down the drive heading east to the accessible parking spaces outside the Café, Food Hall and Courtyard Shops.
- Coaches and mini buses are welcome. From Easter to October these vehicles should park on the overflow grass field to the south of the Grain Drying Barn. Visitors arriving with over 14 visitors should contact us in advance to arrange parking and facilities.
- Dogs are welcome at Creake Abbey. They must be on a lead at all times. There is no guaranteed parking in the shade during hot weather. Please do not leave dogs in cars during hot weather. Guide dogs are welcome in the shops.

### **Café & Food Hall**

- The Café & Food Hall open from 8.30am to approximately 5pm every day.
- Entry is via double glass doors wide enough for wheelchairs and buggies, opening inwards. Both doors can be opened to enlarge access if required. The doorway threshold is level.
- There is good natural lighting both from the windows and glass doors. Artificial lighting covers all angles.
- The flooring is even and made from timber.
- The counter heights in the Food Hall are 77cm, length is approximately 1.2 m, the counter heights in the Café are 97cm, length is approximately 2.54m
- The central aisle between the counter and other units has a minimum width of 246cm for access.
- There is generally quiet background music.
- There is no hearing loop system in place.
- Heating is provided by under floor heating and boosted by blowers in winter. There is no air conditioning except the breeze.
- Some displays in the Food Hall & Café might be out of reach, staff are happy to assist customers.
- The exit from the Café is via the entry doors or via 6 steps into Christopher William
- The path around the Café is flat, comprising of asphalt and paving blocks.

### **Courtyard Shops**

- Access to the Courtyard Shops involves moving over gravel in the middle but paved pathways either side.
- Some shops use the paths for promotional displays but are happy to assist any visitor needing to pass by
- Each shop is accessed by a step, a ramp is provided with a gradient of 1:7. The ramp is stored in the open shed behind the toilet block and can be installed by each shop, not the customer. Customers can inform any member of staff in any of the courtyard shops or the Café and they will be able to assist with the ramps.



**Gravel Entrance to Shops**



**Courtyard Shops Path**



**Access Ramp to Shops**

## Farmers' Markets

- Farmers' Markets are held on the first Saturday of each month. Stalls are erected in the courtyard area and in all the barns which are accessible by ramps with a gradients varying from 1:9 - 1:12
- On Farmers' Market and special event days eg Gift Fairs vehicles are directed directly onto the car park field and then to designated accessible parking spaces close to the Café and shops. This area is hard, flat grass and suitable for wheelchairs. They may also park in the permanent accessible parking spaces on the asphalt surface between the Grain Drying Barn and the shops.



Access Ramp in East Barn



Access Ramp in Main Barn

## Abbey Ruins

- Access to the Abbey Ruins involves following signs to the abbey ruins and travelling over some speed calming ramps. Parking is on a grass area, the gate is wheelchair accessible. The ruins have information panels legible to all visitors.



Abbey Access Gate

### Walk

- OS Explorer series 1:25000, Number 251 Norfolk Coast Central.
- Start: TF 855 394. Creake Abbey Café & Food Hall car park, 11/2 miles south of Burnham Market on the B1355.
- The walk is not suitable for pushchairs or wheelchairs as it passes over uneven terrain.
- This is a circular walk and there are toilets and a café at the start/finish.

## Public toilets

- Creake Abbey has two sets of accessible toilets. The first is located in the Cafe, just before the entrance to Christopher William Country. The toilet door has a width of 80cm; the door opens inwards. The second is located in the Courtyard Area beyond Home by Annie Lambert. The toilet door has a width of 80cm; the door opens outwards.

- Both toilets have twist locks, lateral transfer space and fitted grab rails. The Café toilet has fixed and drop down grab rails plus an emergency cord.
- A key is not required to lock either toilet.
- The sink in the Café toilets are fitted with lever type taps, paper towel dispensers and mirrors. The toilet at the Courtyard Shops has a push-down system and hand dryers. No dispensers are higher than 100cm from the floor.

### Additional Information

- Assistance dogs are welcome in all areas. Water bowls are provided outside the café and at the shops.
- Key staff receive in-house customer service training and some staff have First Aid training.
- The Cafe is the main point of contact if you have any problems during your visit followed by the site owner.
- There is reasonable mobile phone coverage at Creake Abbey on Vodafone and EE. Coverage for O2 customers is poor. There is no public phone on site.
- We have a no smoking policy in all indoor areas as per the law.

### Contact Information

- Address: Creake Abbey, North Creake, Fakenham, Norfolk, NR21 9LF
- Telephone: Café & Food Hall 01328 730399, for general enquiries call Diana Scott 07801 418907
- Email: [hannah@creakeabbey.co.uk](mailto:hannah@creakeabbey.co.uk)
- Website: [www.creakeabbey.co.uk](http://www.creakeabbey.co.uk)
- Facebook: [www.facebook.com/CreakeAbbey](http://www.facebook.com/CreakeAbbey)
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