

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 Touring Facilities

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 only a small hill with gradual approach. Bircham Windmill caters for tents and provides accommodation in either Humphrey Cottage – small self-catering cottage based on site – or two shepherd's huts – Romney and Ryeland. Toilets and shower block/hut are available to all campsite users and shepherd hut users. A disabled toilet is also available for use. Romney hut measures 85 X 145 inches and Ryeland hut measures 80 X 122 inches.

Pre – Arrival

Bircham Windmill is situated approximately 30 minutes away from Kings Lynn Railway Station. Taxi services are available but will need to be pre booked by yourself as we do not deal with any travel to and from the Windmill. There is a local bus stop in the village which is about a 10-15 minutes walk from the Windmill. The bus service is called the 402 run by stagecoach or West Norfolk Community Transport, number 2. The buses are usually every hour / 2 hours and the bus stop is called adj Kings head or adj Norman road. Bircham Windmill staff do not offer a collection service. The streets around Bircham are paved and even, the roads are tarmacked but they are country roads so uneven at times. We can offer access statements in large print if need be and also members of staff can read them out if necessary. Other alternative formats include menus and blackboard situated throughout the site. There are also numerous information boards situated around Bircham Windmill, but these only come in written format, but if necessary members of staff can read them aloud.

Car Parking and Arrival

The site is entered by a narrow road about 400 yards in length onto a gravel/grassed car park. There is no entrance barrier and the parking is a very short walk from the entrance. There are parking spaces for about 25-30 cars with an

overflow car park on grass through a wooden gate which is always open, this area is however on a hill. Bircham windmill offers disabled parking for 2 cars or 1 minibus and is based about 100 yards from the entrance. The car park is gravelled but there is a paved pathway to the entrance which is slightly sloped but a wooden banister is available. There is no man made lighting in either the car park or en route to the entrance, it is all open to direct sunlight. Bircham Windmill does not have a reception so visitors are welcomed in either the tearooms or bakery and then a member of staff will show you through to your accommodation or the campsite.

Touring Facilities

The campsite offers grass pitches of which there are 15. You are allowed to park your car directly next to your tent on the pitch allocated to you. All of Bircham Windmills facilities are of use to campers and people using the accommodation. The facilities are clearly marked using signs on either black, cream or green backgrounds in black or white font with some use of pictograms. Font size is about medium size. Facilities include: A water point, toilets – including a disabled toilet, shower hut and shower block, a fire point and dustbin areas. Pitches are allocated upon arrival and you can chose the pitch suited to you if preferred or members of staff will be able to give guidance on which pitch may be best suited to you.

Toilet & Washing Facilities

There are 6 toilets available for campers to use, one of them is disabled and one provides baby changing facilities. Two are situated just off the car park and two are situated in the garden the other two are present in our toilet and shower block. Parking is available just in front of the toilet if you so wish to use this space if you cannot walk very far but there are 2 blue badge spaces also available to the side of the disabled toilet. All toilets on the premises is unisex and the toilets are not locked. All toilets are placed on flat ground, there is no step up or down into the toilets, it is clear entry of 35 inches wide and 16.5 inches high. However, there is sloped entry to access the toilets in the garden on grass. The disabled toilet has space for a wheelchair to the left of the toilet and inside there are vertical rails present to give aid. All floor surfaces are of non-slip laminate and the taps have a lever system. The lighting is bright and uses fluorescent tubes. There is a red alarm cord if you need help which alerts staff to come and help you.

Food & Drink Outlets

The onsite tearooms and bakery provide food and drink. The parking is situated behind the tearoom entrance and contains two blue badge spaces either for two cars or one minibus. There is level access to both areas and a concreted pathway leads you to these areas but there are no handrails to either area. There are 3 entrances into the tearooms, two of which can be accessed by a wheelchair and there is only one entrance into the bakery which is wide enough for a wheelchair also. There are two steps down into the gallery from the tearooms but you can also access the gallery from a door outside which can be accessed by a small slope grassy area and sliding door. There is enough space in alleyways to walk up and down with a wheelchair or pushchair. The tables and chairs are both made of wood and they are upright chairs with no arms but with cushions. The lighting in the tearooms and gallery used are spotlights and ceiling lights, both are well lit areas. As well as this sun light also breaks through the windows and doors of the tearoom/gallery making it a very light area. The flooring in the tearooms is laminate flooring. Different dietary needs can be catered for and staff are well trained to advise you on products that are gluten free/ dairy free etc. Staff are available to read out the menu if need be; our menus are printed on leaflets in a small font or blackboards behind the till are also present with a selection of our menu on. The tearooms offers a self-service format, you order at the till and are served drinks and cakes from there. If you have ordered any sandwiches or hot food then this is bought to your table when it is ready. Bircham windmill use metal knives and forks and all other crockery are of a cream colour so contrast against the wood of the tables. The nearest toilets are just outside of the gallery in the car park, one of these is disabled.

Shops

There is a gift shop situated in the tearooms and bakery, it is accessed via a level path to the doorway and level either paved floor in the bakery or laminate flooring in the tearooms. It is level throughout with enough space for a wheelchair or pushchair as there are large spaces between fixtures. The low counter area is situated in the bakery but the counter area in the tearoom is of about waist height for an average person stood up. There are display racks from floor to ceiling situated in both the bakery and tearooms gift shop and there is no background music so staff can be clearly heard. Staff are available to give assistance to anyone if required.

Grounds and Garden

There is a concrete path which leads through to the garden, tearooms and bakery. The garden is a grassy area which is slightly sloped in places but relatively even, it isn't bumpy. Paths are three feet wide and are level and firm, concreted paving slabs are used. There is a children's play area situated in the garden which includes a sand pit, slide and swings, small climbing apparatus and a Wendy house. Seating is available in the garden area and is made up of wooden picnic benches, there are a number of these in the garden. There are also a few benches in the garden situated at regular intervals if you need a rest or would like to sit for a while. As well as this, seating is also available outside of the tearooms and bakery on the paved slabs, the seating consists of metal tables and chairs with plastic covering on the tables.

Additional Information

Emergency fire exits signs declare exits and staff are trained to assist in evacuation. We welcome assistant guide dogs and there are various water bowls situated around the premises for them. There are various signs around Bircham Windmill stating various information. There are mounted on either black, cream or green boards with white or black font. Various pictograms are used on some signs and font is of large or medium size. Bircham windmill does not offer or have an area where a mobility scooter or battery powered wheelchair can be charged. Bircham windmill has free Wi-Fi available and there is a good mobile signal throughout the premises. The closest local hospital is situated in Kings Lynn, the Queen Elizabeth. There is a doctor's surgery situated in Hunstanton and various pharmacies can be found here also. Other local attractions include Snettisham Deer Park, Hunstanton beach and Sea Life Centre as well as various amusement rides, Sandringham estate and Pensthorpe Nature Park.

Contact Information

Address (Inc postcode): Bircham Windmill Snettisham Road

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