



Accessibility Guide

We welcome all visitors & ensure most areas of Sandringham are fully accessible for our visitors.

This guide gives detailed information of the facilities we offer and is also intended to alert visitors to any areas of potential difficulty. It is written in the order in which most people see and use the various facilities at Sandringham; we hope it will be helpful.

Wheelchair users and people who have difficulty walking should be aware that there are quite long distances to cover between the Car Park and the Gardens entrance, and from the Gardens entrance to Sandringham House. There is a regular buggy service between the Gardens entrance area and the House (see section 8); the buggy can carry up to 11 people however is unable to transport people in wheelchairs.

The distances in metres are:

- Disabled car park/coach park to Sandringham Restaurant & Sandringham Shop entrance approx. 130m
- Disabled car park/coach park to Gardens entrance approx. 255m
- Gardens entrance to Sandringham House entrance on foot approx..450m
- Sandringham House to Sandringham Church approx. 425m

Registered assistance dogs are welcome inside the House, Gardens and Sandringham Church. All dogs are welcome in Sandringham Royal Park (except in the Children's Play Area), and at the Courtyard area where facilities are they are welcome inside Sandringham Shop and Terrace Café. Sandringham Restaurant has a designated area for all dogs.



Car Parks & Wheelchair Loan

Accessible parking areas are signposted in the North Car Park. Parking charges apply for all visitors to Sandringham House & Gardens, and Sandringham Royal Park. For all day parking, paid in advance, discounted rates apply when booking [online](#). Car registration details need to be given to Sandringham Ticket Office for the ANPR system. A limited amount of wheelchairs are available to loan on a first come first served basis against a deposit of £20, which is fully refunded when the wheelchair is returned. Wheelchairs are kept at the Ticket Office. There is no entry fee for Sandringham Royal Park.

Sandringham Restaurant & Terrace Café

Sandringham Restaurant & Terrace Café is a short walk from the car parks. Sandringham Restaurant & Terrace Café are fully accessible for wheelchair users and adjustments can be made for the comfort of our visitors. Please ask a member of staff if you require assistance. There are accessible toilet facilities within Sandringham Restaurant and a Changing Places toilet in the Courtyard accessed via a Radar key from the Ticket Office (from March 2024).

There are picnic benches in the courtyard with fixed seating. If visitors have additional requirements for prebooked Afternoon Tea, we politely request that they are communicated to us at least 48 hours in advance of any visit. Please note at the current time we are unable to cater for coeliac intolerance due to the layout of our kitchen and currently do not offer dairy free, gluten free or vegan options.

Sandringham Shop

The Sandringham Shop is fully accessible, with wide gangways. Please ask a member of staff for assistance with large items and items from higher shelves. In addition, please be aware that the Sandringham Shop can become very crowded on busy days such as Bank Holidays.



Toilets

Sandringham Visitor Centre toilets are located beyond the Ticket Office in the Courtyard area which includes a Changing Places toilet. Both set of toilets in the Courtyard contain baby changing facilities. Within Sandringham Restaurant, there are also two sets of accessible toilets. There is also an accessible toilet facility within The Old Stables Courtyard inside Sandringham Gardens. There are no toilet facilities within Sandringham House.

Sandringham Royal Park

Sandringham Royal Park incorporates 600 acres of amenity grassland, and mature and semi-mature woodland. There are two waymarked trail routes (Blue Route and Yellow Route) as well as a hard standing pathway. The Yellow Route is not accessible for all visitors due to the undulating pathways. The Scenic Walk, a hard standing pathway, is suitable for wheelchair users and is approximately 1 mile in length and can be accessed via the North Car Park or via the pathway to the right of the Children's Play Area. The Blue Route is accessible for most visitors. In addition, the Arboretum, located at the east of the North Car Park, is fully accessible with a small number of benches and is generally quieter than the waymarked trail routes.

Children's Play Area

The Children's Play Area is located within Sandringham Royal Park and near the Sandringham Visitor Centre facilities. The Children's Play Area has a mix of hard standing pathways. There is a variety of play equipment for children of different ages and abilities including toddler play. Some play equipment is accessible for all children, the play tower can be accessed using the wheelchair-friendly ramped walkway. Assistance dogs only are permitted within the Children's Play Area.

Admission Tickets & Concessions

Admission tickets may be purchased at the Ticket Office or online. Please be aware that there is a public road to cross to get to the entrance of the Gardens. Admission to Sandringham House and Gardens is on a timed entry basis. Carers or companions are entitled to complimentary entry.



Gardens & Buggy Service

There are 60 acres of gardens at Sandringham. There is a network of paths around the gardens, both tarmac and shallow gravel, and there are many benches. Most parts of the Gardens are fully accessible for all visitors, but a few areas may present difficulties, as follows:

1. The Dell; there is a short slope down to the stream crossing and up again on the other side. The path here is tarmac.
2. There is a shallow but long slope down from the West Terrace towards the Lower Lake. The path here is tarmac.
3. There is a short slope, marked by a signpost, to the left of the main path near the House which avoids a short flight of steps.
4. The Stream Walk is not suitable for visitors in wheelchairs and visitors who struggle when walking upon uneven footpaths.
5. Queen Alexandra's summerhouse, the Nest, which overlooks the Upper Lake, is reached by a narrow path and several steps.
6. The exit gate to St Mary Magdalene Church is not suitable for visitors in wheelchairs or scooters. Please exit at the Admissions Gate.

There is a regular buggy service from the turnaround near the Gardens entrance to the front of Sandringham House (but see distance chart in section 1 above). The trip takes 10-15 minutes each way, so there may be a wait. The buggy service is not suitable for visitors in wheelchairs. There is no charge for this service. This service is only available when Sandringham House & Gardens is open to visitors. It is unavailable when just the Gardens are open.

Visitors are welcome to use their mobility scooters within Sandringham House, Gardens and in Sandringham Royal Park though extra care should be taken for the safety of all visitors. Visitors using mobility scooters within Sandringham Gardens should be aware that our passenger buggies also operate along some of the main routes, although routes are wide enough to pass safely. If visitors using wheelchairs or mobility scooters are concerned, they are advised to move to the side of the route and allow for the passenger buggies to pass. Our trained staff will ensure that they pass safely.



Sandringham House

The rooms of Sandringham House open to the public are all on the ground floor and all fully accessible. There is a short ramp up to the front door, a short ramp covering three steps inside the House, and a third, longer ramp down at the exit. Visitors are welcome to use electric wheelchairs and small mobility scooters inside the House, as well as baby buggies and pushchairs. The gravel driveway to the entrance of Sandringham House may cause difficulty to some wheelchair users. Multimedia Guides can be hired for an additional charge of £5.

We offer a printed narration of the multimedia guide for hearing impaired visitors. There are also large text versions for visitors with visual impairments.

For exclusive tours, tours are with smaller groups and can be tailored to the individual needs of our visitors. If visitors have additional requirements, we politely request that they are communicated to us in advance of their visit.

St Mary Magdalene Church

Sandringham Church is open whenever the House and Gardens are open to the public. There is a flight of 7 steps under the lychgate into the churchyard; to the left of the lychgate is another path which avoids the steps and goes up a gentle slope. The Church itself is fully accessible.

Advice for Groups

We welcome visits from groups with disabilities. For wheelchair users or mobility disabilities, as previously noted, the buggy can only carry a limited number of wheelchair users at one time. Group organisers should also be aware that people with mobility difficulties do find it tiring to cover long walking distances involved in visiting Sandringham.

General admission rates apply for all visitors including groups. Organisers bringing groups of people with learning difficulties should contact the Visitor Enterprises Office (contact details below) to discuss. It is most helpful if the organiser of any group visiting Sandringham with disabled members contacts the same office to advise the date and time of their intended visit; we can then ensure that staff in all areas are briefed and ready to assist where necessary.

Evacuation & First Aid

All Sandringham staff are trained in emergency evacuation procedures. In the event of an alarm sounding, please follow the instructions of Sandringham staff. There are always trained first aiders available. If help is required, please ask the nearest member of staff.



Contact Information

The Visitor Enterprises Department is responsible for providing information to visitors and you can get in touch as appropriate depending on the nature of your enquiry.

For general enquiries relating to visiting Sandringham, please contact our Ticket Office at ticketoffice@sandringhamestate.co.uk or call 01485 544112.

For group enquiries, please contact the Visitor Enterprises Administrator at group.bookings@sandringhamestate.co.uk or call 01485 545408.

Should you wish to write, the address is:

Visitor Enterprises Department, Estate Office, Sandringham, Norfolk. PE35 6EN