

Orleans House Gallery

Access Statement

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Introduction

We look forward to welcoming you to Orleans House Gallery. If you have any queries or require any assistance, please phone 020 8831 6000 or email artsinfo@richmondandwandsworth.gov.uk

Orleans House Gallery is a free public art gallery in the London Borough of Richmond upon Thames, managed by Richmond Arts Service. It includes the Grade 1 listed Octagon Room, three gallery spaces, a training room, an education centre and a café, all have step free access.

Orleans House Gallery can be reached via Orleans Road and has a car park with two disabled parking spaces. The driveway up to the car park is tarmacked and on a small incline. The disabled parking spaces are approximately 40 metres from the main

gallery entrance. Access to the Orleans House Gallery car park can be limited due to high tides. Please ensure you check the tide times before you visit, please visit the [Port of London Authority](#) website and search High tides at Richmond Bridge.

Our facilities for those with access needs includes a lift, adapted toilets, step free access, disabled parking spaces and disabled access doors.

Pre-Arrival

For full details on how to reach us please see the 'Getting Here' section of our website: <https://www.orleanshousegallery.org/visit/getting-here/>

Train

St Margaret's

Orleans House Gallery is a 14-minute walk from St Margaret's train station, however, please be aware that this train station does not have step free access.

Twickenham

Twickenham train station is also a short distance from the gallery and has step free access and a taxi rank.

Richmond

Richmond train station also has step free access and a taxi rank however, it is 20-minute bus ride or an 8-minute drive to the gallery.

Buses

From Richmond: 33, 490, H22, R68, R70.

From Twickenham: 33, 490, H22, R68, R70

The gallery is a ten-minute walk away from Orleans Park School bus stop. Walk towards the Crown pub and turn down Orleans Road. Continue until you see the Orleans House Gallery driveway on the right.

Please be aware that Orleans Road has a very narrow pedestrian pavement.

Car parking and Arrival

There are two clearly marked Blue Badge parking spaces approximately 40 metres from the main entrance. The surface of the car park and path to the main entrance is solid with fine gravel. The path continues up to the main gallery entrance and shop via a ramp with a gentle incline. The entrance uses a disabled access door which is 41 inches wide.

If you would like to reserve a car parking space in addition to the Blue Badge parking spaces mentioned above please email artsinfo@richmondandwandsworth.gov.uk or phone 020 8831 6000.

Main Entrance, Reception and Ticketing Area

On arrival an adapted toilet is available through a doorway to the right of the shop. The Gallery is free, and you do not need a ticket. At the reception/shop desk our volunteer staff can direct you to the lift and the best route to take if you require step free access.

There is a lowered section of the reception/shop desk suitable for wheelchair users. The room is well lit and has a solid parquet floor.

Attraction Displays and Exhibits

To the left of the reception desk is the interpretation area, here we have a short animation playing on an iPad which gives a brief introduction and history to the Octagon Room and grounds. The history of the building is also presented in large font on wooden panels opposite the animation.

After exploring the interpretation area, you can step back into the reception and enter the Octagon Room through the doors on the right. The Grade 1 listed Octagon Room is a 17th century Baroque building. The original owner of the house, James Johnston, commissioned architect James Gibbs to create the Octagon Room in order to entertain on a lavish scale.

The floor surface is tile and the room is well lit with natural light and additional lighting. Normally, we do not use flashing lights in our displays or exhibitions, however, our art exhibitions regularly change so please do check the exhibition information page for specific advice and guidance.

If you require step free access, please use the lift after viewing the Octagon Room, this is located through a door to the right of the reception desk. The lift is 31.5 inches wide and has a depth of 54 inches. Upon exiting the lift on the first floor there is an emergency assist alarm located on the wall should you require assistance.

This floor is home to the Study Gallery which explores the history of the local area. There are seats available in this room and a volunteer will showcase the artefacts we have on display. Once you have finished please take the lift back down to the ground floor and exit through the disabled access door at the back, once outside, a sandstone ramp will take you down to a side door where you can access the main gallery. The main gallery showcases contemporary art and the exhibitions change regularly.

The Stables Gallery and the Café are located across the courtyard which has a fine gravel flooring. The Stables Gallery will be on your left and is a large, well lit room. It has original stone flooring and so may be uneven underfoot.

Public Toilets

There are three public toilets on site and three adapted toilets. They all have step free access and do not require a ramp.

At the reception area in the Main Gallery Building there are male and female toilets, both of which have baby changing facilities. There is also a unisex adapted toilet. The doorway of the accessible toilet is 37 inches and the height of the toilet is 18.5 inches, it also has lever taps. There is around 31 inches of transfer space to the left when facing the toilet. The toilet has a vertical bar next to it, two vertical bars next to the sink and a horizontal bar on the back of the door. An alarm cord in this toilet can be pulled to call for assistance in an emergency. The toilets are well lit, and the floor is laminate.

An adapted toilet can also be found on the second floor adjacent to the training room. It can be accessed via the lift. The Stables Block has male and female toilets as well as an adapted unisex toilet. These are located down a corridor next to the Stables Gallery.

Catering

The café is situated on the ground floor next to the Stables Gallery. The café has well-spaced tables outside with large umbrellas to protect from the rain or sunshine. Inside, the café uses the old horse stables as booths with benches and tables. The entrance is 55 inches and the exit is 45 inches. The café does not offer table service but please do let a member of staff know if you require assistance.

Lighting is natural with some wall mounted lighting and the flooring in the café is stone.

The Shop

The shop is situated at the reception area at the entrance of the main gallery. It is accessible via a ramp and the disabled access door is 41 inches wide.

The shop fixtures are placed around the walls and one island in the middle showcase's jewellery. There is space between these for a wheelchair or pushchair.

There is a lowered section of the ticketing desk suitable for wheelchair users.

Staff can give assistance if required.

The area is well lit and the flooring is parquet.

Grounds and Gardens

The Orleans House Gallery woodland is wild and so can be uneven underfoot. The gallery gardens are well maintained but can still be uneven underfoot. The courtyard at the back of the gallery is lightly gravelled and has two large benches. Benches can be found throughout the gallery gardens.

Families

Buggies

Orleans House Gallery is step-free, and all areas of the gallery can be accessed with a buggy. You are also welcome to leave your buggy at the front desk if you prefer.

Baby changing facilities

Baby changing facilities are in the women's and men's toilets at the gallery reception. There is also a baby change in the accessible toilet nearest the café.

Spare nappies are in all of the toilets, wet-wipes and children's step stools are also available.

Bottles and breastfeeding

The Stables Café has lots of delicious snacks for children. They are also able to heat up your milk bottles. Breastfeeding is welcome across the site, if you would like somewhere private, please ask our friendly front desk volunteer.

SEND

We have resources for SEND children, if you would like to use them, please ask our front desk volunteer. The resources include:

- A box of sensory toys
- A weighted blanket
- Ear defenders
- Pillows
- A fleece blanket