



Accessibility Guide for Home Farm Café

Address: Home Farm Café, Parke, Bovey Tracey, TQ13 9JQ

Email: info@homefarmcafe.co.uk

Telephone: 01626 830016

Website: www.homefarmcafe.co.uk

Contact for accessibility enquiries: Jenny Thompson, General Manager

Welcome

We are an independently owned and managed café, focusing on wholesome home-cooked food showcasing local produce. The café is open daily and also opens for dinner Thursday, Friday and Saturday nights.

The café is located within a 250 acre National Trust estate called Parke and occupies a historical grade II listed building. The internal layout of the café is 'L' shape comprising of two areas, the Main Café (via Main Entrance) and the Long Room (via Side Entrance). Outside there is a large courtyard area and two raised seating areas.

We hope this guide provides you with some useful information in advance of your visit to Home Farm Café. If you have any further questions or additional needs, please get in touch on the email or telephone number above and we will be happy to help.

At a Glance

Level Access

- There is level access into the Long Room via the side entrance.
- There is level access from the Long Room through to a disabled toilet and the Main Café area.
- The external courtyard is level, slightly sloping, accessed via a steep slope from the car park.

Access with steps

- There is one step at the Main Entrance down into the café.
- There are three steps from the Main Entrance area up to the Main Café area.
- Externally there are 3 steps up to a Dog-friendly seating area and 3 steps up to a fenced Dog-free seating area.

Hearing

- The fire alarm is an audible bell, there is no flashing light.
- There is no hearing loop.
- Background music is not played at the café.
- The acoustics are noisier in the Main Café (sounds of coffee machine/kitchen/phone etc). The Long Room is less noisy.

Visual

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- In the evening the venue lighting is atmospherically low, lit with fairy lights and candles.
- We can print the menus in large print if requested.

General

- Assistance dogs are welcome throughout the café, day and night.
- Regular dogs are permitted in Long Room during the day, but no dogs are permitted at dinner.
- Dog bowls with water are available.
- There is one toilet located inside the café, suitable for disabled visitors.
- There are additional (National Trust) toilets located outside, across the courtyard and down thirteen steps.
- There is a wall mounted baby changing unit in the National Trust toilet corridor.

Getting here

Home Farm Café
Parke
Bovey Tracey
TQ13 9JQ

Travel by public transport

- You can get to Home Farm Café by bus.
- The nearest bus stop 'Parke' is located opposite the entrance to the estate with services from Exeter to Bovey Tracey town centre, and from Newton Abbot to Bovey Tracey. The bus stop is 1.0 miles / 1.8 km from Home Farm Café.
- From the Bus Stop it is approximately a 10 minute walk along level ground along the estate drive to the café. There is one cattle grid with a side gate for pedestrians.

Travel by taxi

- You can get a taxi with Moorland Taxis by calling 01626 835095.
- You can get a taxi with Teignbridge Taxis by calling 01626 333333. This taxi company has a wheel chair accessible vehicle.

Parking

- There is parking near the café.
- The car park is operated by the National Trust and there is a charge to park (members of the National Trust park for free).
- The car park is tarmacked with white space markers.
- There are 2 designated disabled parking spaces in the car park and 2 additional disabled spaces are located down the slope at the side of the café.
- It is possible to drive down and drop off directly outside the café.

- From the car park to the cafe entrance the access is level down a tarmacked slope. The slope has some uneven surfaces and is quite steep.
- The route is 2600mm wide, or more.

Arrival

Path to main entrance

- From the car park to the main entrance, there is level access.
- The path is 2600mm wide, or more.
- The path is sloped, quite steep and uneven in places.
- At night the slope is poorly lit and a torch is recommended.

Main entrance

- The Main Entrance door is side hung and manual
- The Main Entrance doorway is 760mm wide
- The Main Entrance has 1 step
- The Long Room entrance is at the side of the building

Side entrance

- The Long Room door is side hung and manual
- The Long Room doorway is 970mm wide

Getting around inside – further information

Inside the café there are two main areas, the Main Café and the Long Room.

Main Café

- The route is 680mm wide, or more.
- The Main Café area is accessed either via the Main Entrance with 1 step down and 3 steps up, or via the Long Room entrance with level access.
- There is no lift and no ramp.
- The clearance under tables is 590mm from the floor.
- The tables and plates have high colour contrast.
- If you need table service, staff can help you.
- The doorway connecting the Main Café to the Long Room is 760mm wide.

The Long Room

- The route is 860mm wide, or more.
- The Long Room area is accessed either through the Main Cafe with 1 step down and 3 steps up, or directly via the Long Room entrance with level access.
- The clearance under tables is 590mm from the floor.
- The tables and plates have high colour contrast.
- If you need table service, staff can help you.

Café toilet

- The café toilet is located in the Main café and is suitable for disabled customers.
- The toilet door is side hung and manual.
- The toilet doorway is 760mm wide.
- There are white coloured grab bars.
- There is a red emergency pull cord.
- The toilet bowl is 400mm off the floor.
- There is a low level sink that is 700mm from the floor.
- There is no changing table.

Getting around outside – further information

Courtyard

- The route is 2100mm wide, or more.
- The courtyard area is level.
- The tables are a mixture of fixed benches and free-standing wooden tables.
- The surface ground is a mixture of tarmac and gravel.

Dog-free Area

- The Dog-free Area is located across the courtyard and up three steps.
- From the courtyard to the area 3 steps up and a manual side hung gate.
- There are no handrail supports.
- The tables are fixed wooden picnic style benches.
- The ground is a mixture of grass and woodchip and is very uneven.

Dog-friendly Area

- The Dog-friendly Area is located across the courtyard and up three steps.
- From the courtyard to the area 3 steps up to this area.
- There are no handrail supports.
- The tables are fixed wooden picnic style benches.
- The ground is a mixture of grass and woodchip and is very uneven.

Mobility Scooters

- The National Trust have an all-terrain mobility tramper available for hire to use on some routes around Parke. Contact the National Trust (Mon-Fri) on 01626 834748 for more information.
- It is inadvisable to use private mobility scooters on the wider estate. Access just from the car park to the café is fine.

Emergency Procedures

- The fire alarm is an audible bell, there is no flashing light
- Staff are trained to assist disabled customers with evacuation

Children & Babies

- Wooden high chairs are available
- A wall mounted baby changing unit is located in the National Trust toilets
- We have colouring sheets and crayons
- We can provide hot water to warm milk bottles on request

Special Dietary Requirements

- We can cater for most special dietary requirements, please talk to us in advance
- There are always gluten free, dairy free, nut free, vegetarian and vegan options available as standard
- Note regarding *severe* allergies: our food is prepared in a small, open plan kitchen that handles nuts and flour daily. Whilst we can prepare meals that are nut-free/gluten-free we cannot guarantee that they are free from cross-contamination
- Elderly customers are welcome to order from the kids menu if a smaller portion would be preferred

Useful Photos

Disabled Bays in Car Park:



Disabled Bays near Café:



Slope connecting Car Park to Café:



Slope connecting Car Park to Café:



Courtyard Area:



Main Entrance:



Main Entrance Area and Counter Area:



Main Entrance and Counter Area:



Main Café:



Main Café:



Long Room Entrance:



The Long Room:



The Long Room:



The Long Room connecting door to Main Café:



Café Toilet:



Café Toilet:



Café Toilet:



Dog-free Area:



Dog Free Area:



Dog Friendly Area:



Dog Friendly Area:



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