

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 Millbrook Garden Centre Gravesend



Introduction

Located just off the A2 on the outskirts of Gravesend, Millbrook Garden Centre and The Mill Restaurant offers a wonderful place to visit. The Garden Centre and restaurant are easily accessible, situated on a relatively flat site.

The Garden Centre is on one level with mainly flat access throughout (there is a very gradual slope to the main entrance, and through one of the exits to the outdoor area). The restaurant is on one level but is at a lower level to the garden centre, the approach is via either shallow steps or a gradual ramp. You should allow 1-2 hours for your visit. We hold regular events for children and adults, including a monthly gardening club offering talks on a range of horticultural topics which meets on the first Thursday of every month. We have a number of wheelchairs available to hire from Reception.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01474 331135 or email gravesendinfo@millbrookgc.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please visit the 'Our Garden Centres' page of our website. Alternatively you can plan your journey using Google Maps (please search for Millbrook Garden Centre Gravesend rather than using the postcode).
- The nearest train station is Ebbsfleet International station which is approximately 2 miles away. Taxis are available from here, or the 483 bus from Bus Stop B will bring you to Hall Road which is approximately 10 minutes' walk away.
- The nearest bus stop is at the entrance to the Garden Centre and is served by the 489 service which operates between Gravesend and New Ash Green.
- There are buses to and from Gravesend, Meopham, Bluewater and Dartford which stop within a one mile radius, please see bustimes.org.uk for details.
- The approach to the Garden Centre from Northfleet direction is relatively flat with a wide pavement. There is no pavement from Betsam direction to the West.

Car Parking and Arrival

- There is parking for approximately 272 cars with 9 accessible parking spaces either side of the front door.
- The car park is level with a tarmac and gravel surface and clearly marked walkways throughout.
- The car park is lit with street lights throughout.
- There is drop-off point at the front of the Centre with dropped curb and gentle slope to the front door.
- There are two sets of electric doors at the entrance with a maximum opening of 1.83m/73in.



Main Entrance, Reception and Ticketing Area

- There is a gradual slope to the front entrance.
- There are 3 wheelchairs available for hire (these can be reserved in advance by calling the Centre).
- There are 2 wheelchair-compatible trolleys available.
- The flooring throughout the Centre is a mix of Lino and block paving.
- There is an open reception desk at the entrance.



Attraction (displays, exhibits, rides etc.)

- Our signage uses a lot of illustrations in addition to words.
- There is background music and information messages playing at low level through the site.
- All doors from the shop to the plant area are automatic with a minimum width of 1.3m/41in.
- There are a number of benches for customers to use throughout the plant area.
- The shop is well lit by natural light and strip lighting.



Customer Toilets

- There are customer toilets located in the restaurant.
- There are two unisex accessible toilets.
- There is one baby-changing room.
- There are four shallow steps or a gradual slope to the toilets.
- The width of the accessible toilet door opening is 90cms/35in.
- The accessible toilet height is 46cms/18in.
- To the left side of the accessible toilet there is a gap of 64cms/25in.
- There are three vertical fixed grab rails, and one horizontal fixed grab rail in the accessible toilet.
- There is an adjustable grab rail to the side of the accessible toilet.
- The tap is a lever handle tap.
- The accessible toilet is fitted with an emergency button.
- The toilet is lit by ceiling spot lights.
- The flooring is non-slip safety flooring.

Catering

- The restaurant is accessed through the Garden Centre via shallow steps or a gradual slope.
- The entrance to the restaurant is 188cm/74in wide.
- The tables are spaced to allow room for wheelchairs and all tables and chairs are free standing and can be moved if necessary.
- The majority of tables and chairs are standard height and we also have 8 high-level stools.
- The restaurant is bright with natural lighting, spot lights and pendants.
- The restaurant offers gluten-free options.
- The menus are displayed on large boards behind the serving counters and on labels by the food.
- The flooring in the restaurant is Karndean slip rate R11.



Additional Information

- We welcome dogs in the Garden Centre but ask that they are kept on a lead at all times. Dogs, other than guide dogs or assistance dogs, are not allowed in the restaurant but are welcome in our outdoor seating area.
- We have trained first aiders and fire marshals on site at all times.

Future Plans

- We are planning a review of our website in the next 12 months to ensure that it is mobile responsive, your comments are welcome to assist us with this project.
- We are launching a range of 'how-to' video guides which will be available on our website later this year.

Contact Information

Address (Inc postcode): Millbrook Garden Centre Station Road Southfleet
Gravesend DA12 9PA

Telephone: 01474 331135

Email: gravesendinfo@millbrookgc.co.uk

Website: www.millbrookgc.co.uk

Hours Of Operation: 9am - 5.30pm Monday to Saturday (5pm in January
and February)
10am – 4pm Sunday

The restaurant opens at 9.30am on a Sunday, and
closes every day 30 minutes before the Garden
Centre.