



Forestry England

Bedgebury Access Guide

Updated: June 2024



Bedgebury Access Guide

Open all year, Bedgebury National Pinetum and Forest is the perfect place for healthy outdoor activity. The National Pinetum is home to a world leading collection of conifers and provides a beautiful setting for peaceful walks and picnics.

The Bedgebury Café has wonderful views across the pinetum. Bedgebury Forest has miles of family cycling and mountain-biking, walking, and running. Bedgebury also has Go Ape tree top adventure, Tree Top Junior and an adventure play trail. Regular events are held throughout the year, and you may also find a Gruffalo hiding in the woods!

We are continually working to make Bedgebury as accessible as possible, and welcome constructive feedback.

Contact information:

Address:

Bedgebury Visitor Centre
Bedgebury National Pinetum and Forest
Lady Oak Lane
Goudhurst
TN17 2SJ

Email: bedgebury@forestryengland.uk

Telephone: 01580 879820

Website: www.forestryengland.uk/bedgebury

Getting here:

Bedgebury is situated in the countryside. It is challenging to access by public transport. We therefore recommend you travel by car or taxi.

- **Taxi:** Maidstone Taxi Company 01580 890003
- **Bus:** number 254 bus from Tunbridge Wells gets the closest to the forest. The nearest bus stop is Flimwell Corner Farm (near the Flimwell Crossroad). However, the route from the bus stop to the forest is not on accessible footpaths.
- **Train:** the nearest train station is Etchingam (on the Hastings line from Charing Cross or London Bridge).

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Parking

- We have ten accessible parking spaces.
- Standard vehicle admission applies.
- There are pay stations near the car park, or you can pay in the information office.
- There is a drop-off point in the main car park.
- The path from the car park to the main entrance is sloped.
- The distance from the accessible bays to the visitor centre entrance is between 150-180 meters depending on which bay you park in.



Accessible parking bay



Payment machines

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Sloped path from car park to visitor centre

Visitor centre

The visitor centre is where you will find the café, atrium, information point, and public toilets.

- There are four entrances into the visitor centre.
- All entrances have level access.
- Three doors are manual, and side hung.
- One door is sliding and automatic.
- The doors are 1000mm wide.
- The route is 2000 wide.
- The ramp leading to the automatic door has a handrail.
- We have contrast markings on all glass doors and contrast markings on all full-height windows.
- Some parts of the venue have low lighting.
- Assistance dogs are welcome in all areas. Well behaved dogs on leads are also allowed in the atrium.

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Ramp leading to atrium and cafe



Automatic sliding door accessed from ramp and leads to the atrium, café, and toilets



Manual door to atrium and café

Toilet facilities

At the visitor centre we have male and female cubicles, as well as an accessible toilet/family room, and changing places facility.

- Accessible toilet
 - The toilet door is 1000mm wide.
 - The direction of transfer onto the toilet is to the left.
 - There is 1000mm at the side of the toilet.
 - There is 2000mm in front of the toilet.
 - The toilet seat is 400mm high.
 - The toilets have handrails.



Entrance to accessible toilet



Inside accessible toilet

Changing places facility

- The toilet door is 1000mm wide.
- You need a RADAR key to unlock the door. Please ask staff in the information point if you do not have one.



Entrance to changing places toilet



Inside changing places toilet

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Information point and Gift shop

- The route is 2000mm wide.
- The door is 1700mm wide.
- There is a small ledge on the threshold of the door into the office and shop.



Manual doors to information point - doors are usually closed in colder weather.

wooden-clad



Inside the information point

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Places to eat and drink

Bedgebury café is located within the visitor centre. You can also picnic or eat food purchased from the café inside the atrium or use the picnic benches outside the visitor centre.

Bedgebury Cafe

- The route is 2000mm wide, or more.
- The door is 1700mm wide and propped open during opening hours.
- The route through the dining area is 800mm wide, or more.
- There are no steps.
- If you need table service, staff can help you.
- There is often background music.
- The table and plates have high colour contrast.
- Please speak to the café staff if you have dietary requirements.



Access to cafe from the atrium - doors are propped open during opening hours

Atrium

- The route is 1500mm wide, or more.
- The door is 1000mm wide.

Picnic benches

- Some picnic tables at the visitor centre have space for wheelchair users.

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Picnic tables at the visitor centre

Getting around outside

Bedgebury is an outdoor attraction.

If you are unsure if the paths are right for you and would like more information, please call the Information point.

- There are no steps on the main paths around Bedgebury National Pinetum and Forest.
- The pinetum paths are a mix of compact stone and tarmac.
- Paths are 1500mm wide, or more.
- The forest tracks consist of loose stone.
- Paths can be uneven in places.
- Due to the natural landscape the trails include some gradual and steeper slopes.
- We have a tarmac circular route with inclines.

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Tarmac path within the pinetum



Pinetum path



Pinetum path

Accessibility equipment

- We have a wheelchair for hire.
- We have an all-terrain mobility scooter for hire.
- Both are free to hire.
- Please call 01580 879820 for further details.

Emergency evacuation procedures

- We have emergency evacuation procedures for all visitors to deal with fire and other related issues. These are tested on a regular basis. Please call the Information point for further details.

Customer care

- Some staff have disability awareness training.
- We can provide some information in different formats.

Our Inclusivity Statement

The vision of Forestry England is to connect everyone with the nation's forests. To bring this vision to life, our aim is to continually strive towards building an environment which is as inclusive as possible for our visitors. We invest in our sites with this aim in mind. We aim to involve a diverse range of users when developing sites as we know that this feedback is invaluable.

We know that visitors come to our forests and woods looking for various kinds of experiences. Everyone is unique and different, and we value this. We know that our customers value the full range of different experiences that each of our sites can provide. Some of our customers may want to enjoy the gentler benefits of getting out into nature by exploring some of our trails and then spending time in a visitor centre. Whilst others may want a fast-paced challenging mountain biking experience. Whilst we are taking positive steps to anticipate the needs of different visitors, some parts of our sites (for example involving more strenuous routes or activities) cannot be accessible to all visitors.

Where we can make adjustments, we will do our absolute best. We are fully committed to taking every opportunity we can to connect everyone with the nation's superb forests.