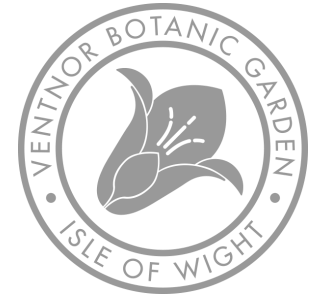


How can we improve your experience?

We are really keen to hear of any ways that we can improve your experience at Ventnor Botanic Garden so please don't hesitate to make suggestions to us. Similarly, if you have any questions, before, during or after your visit please don't hesitate to get in touch with our team on 01983 855397 or by email to info@botanic.co.uk



Accessibility at Ventnor Botanic Garden



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We are committed to making the Garden as accessible as possible for everyone. Please speak to our team on arrival if you require assistance or advice about the safest and easiest routes to get into and around the Garden.

Getting here

Drivers displaying a blue badge can park at VBG free of charge. We have a number of marked disabled parking bays but once those are full please use other spaces.

Accessing the Garden

We are sorry to say that our bespoke incline lift is currently out of order as it has been on occasion over the years, but this time our contracted maintenance firm say they cannot repair it as the main control circuit boards have failed. They are one of a kind and cannot be purchased.

Whilst we figure out what we can do to rectify this situation, we are happy for customers who require assisted access to drive down into the Garden to a central designated point from which they can explore. Please speak to a member of our team on arrival who will be more than happy to show you where you need to go.

Tickets

We're pleased to offer visitors with a disability entry with a concession ticket.

In addition we also offer free entry to essential carers accompanying visitors with a disability, but please note that we will need to see proof of entitlement.

Getting around

We have worked with our team of Gardeners to make as much of the Garden accessible as possible. The terrain of the area means that there are several sloping paths and sets of steps which unfortunately cannot be accessed via wheelchair or mobility scooter. However, the main pathways around the Garden are tarmac or paved and offer the opportunity to explore to all.

VBG has two wheelchairs for visitors to borrow on site. We recommend that you call ahead of your visit to reserve one but if you haven't had a chance to call do speak to a member of staff to see if there is one available.

The Tropical House is currently inaccessible to those with mobility scooters, however wheelchair users can gain access but may need a little help from accompanying visitors to navigate the entrance way.

Take care when using mobility scooters on our sloped pathways as they risk tipping over. We particularly suggest that you avoid the narrow sloped pathways above the Hydrangea Dell. Mobility scooters are best kept to the wheelchair route around the Garden.

The Restaurant, Café, Shop and Gallery are completely accessible to those in both mobility scooters and wheelchairs.

Accessible toilets

We have several accessible toilets available around the Garden. These are located:

- In the car park towards the far end, close by to The Heritage Centre on the Visitor Map.
- In The Plantation Room Café, straight ahead from the entrance.
- On the lower floor, next to our *edulis* restaurant.

Guide dogs

All dogs are welcome to Ventnor Botanic Garden, especially guide dogs. You will find bowls of water around the Garden for dogs, especially in hot weather – please don't hesitate to ask for the bowl to be topped up if a previous thirsty pooch has finished the lot.

The Herb & Medicinal Garden

This area of the Garden, not too far from the main Car Park features many plants with distinctive aromas that ensure an enhanced sensory experience. For those with limited sight this area can be particularly enjoyable, but don't forget that there are many plants around the Garden that are beautifully scented... and a few with a rather distinct odour all of their own.