



Disability Access Statement

The National Trust for Scotland aims to attract a wide range of visitors to all of its properties and welcomes all disabled people in society, irrespective of age, physical, intellectual or sensory ability. Through the Trust's diverse range of properties, including countryside, gardens and buildings, it aims to educate and inform visitors about Scotland's natural and cultural heritage and is continually working towards raising standards in visitor facilities and customer care.

In order to achieve this, the Trust is constantly reviewing how to improve all forms of access to its properties and services, and is striving to demonstrate best practice in the management of its properties, in the services it provides, and towards the people it employs.

Through access audits carried out by disability access consultants, the Trust is identifying areas where improvements are required and is recommending reasonable solutions. These recommendations should form the basis of future work strategies for Trust properties.

As a service provider, The National Trust for Scotland not only wants to comply with relevant legislation, but also to go further in providing a top quality experience for all visitors. It will endeavour to ensure that disabled people are not treated any less favourably, and that 'reasonable adjustments' are made where appropriate and possible through sensitive and creative solutions.

However, the Trust recognises that relevant legislation does not override existing legislation concerning the protection of ancient monuments, listed buildings, conservation areas and designated natural heritage sites, or the Health & Safety Acts. Where access to certain properties and countryside is not possible for various reasons, improved interpretation facilities and alternative services will, wherever possible, assist in overcoming these restrictions.

Training in disability awareness is being carried out in key areas within the Trust and will be a continuing process over the years.