



Accessibility Guide for Royal British Legion National Remembrance Gardens

Contact for accessibility enquiries

nrginfo@britishlegion.org, 01283 245100, www.gardens.britishlegion.org.uk



Welcome

The Royal British Legion National Remembrance Gardens are the Nation's year-round place to remember and are a space that all the family can enjoy. The National Remembrance Gardens are an inspirational living landscape where families, friends and comrades celebrate lives lived and remember lives lost.

Situated at the corner of the National Forest, our 150-acre National Remembrance Gardens are home to around 25,000 young trees and over 400 memorials. People from all walks of life are represented, with memorials to the Armed Forces, Emergency Services and civilian organisations. The memorials are rich in design and symbolism with stories just waiting to be discovered.

Level Access

There is level access from the main entrance to:

- Welcome desk
- The restaurant
- Dining tables
- Remembrance Centre accessible toilets
- Remembrance Centre Changing Places toilet
- Gift shop
- Landscapes of Life Exhibition
- The coffee shop
- Learning Centre
- Millennium Chapel
- The land train
- The National Remembrance Gardens grounds
- Aspects Building Meeting Rooms: Alder, Chestnut, Hornbeam and Willow
- Armed Forces Memorial
- Far East Prisoners of War Memorial Building

Hearing

- We have hearing loops at the welcome desk, restaurant, gift shop, Millennium Chapel, land train and Aspects.
- Some staff have BSL and disability awareness training.

Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- The restaurant menu is shown on a wall mounted video screen and individual options are shown on printed cards or boards at the serveries and cabinets. Menu boards are available at the counter and cabinets.

General

- We have a complimentary ticket policy for personal assistants.
- Some staff have BSL and disability awareness training.

Getting here

- The Royal British Legion National Remembrance Gardens are located at
Croxall Road
Alrewas
DE13 7AR

Details of how to reach us can be found on the 'Getting Here' page of our website,
www.gardens.britishlegion.org.uk

- An alternative website to assist in planning a journey by public transport is available at www.traveline.info. Where public transport is used there may be a requirement to walk from the village of Alrewas to the National Remembrance Gardens which takes approximately a 20 minutes.

Travel by rail

- The nearest train station is Lichfield Trent Valley. The train station is 5 miles / 8.1 km from National Remembrance Gardens.
- Lichfield Trent Valley station is approximately five miles from the National Remembrance Gardens. Lichfield City Station is approximately six miles from the National Remembrance Gardens.
- Burton upon Trent railway station is approximately eight miles from the National Remembrance Gardens.

Tamworth railway station is approximately 8 miles from the National Remembrance Gardens.

Travel by public transport

A seven-day bus service operated by Diamond, runs from Tamworth Rail Station. The bus stop at Tamworth Rail Station is located on Offa Drive (A513), approximately 150- metres from the train station. Exit the station approach (Victoria Road), then turn right onto Offa Drive, the bus stop is located on the opposite side of the road, just beyond the traffic lights.

The bus service is free of charge to National Concessionary Bus Pass holders. Staffordshire Knot tickets are also valid for travel on the service.

Download the National Remembrance Gardens Bus Timetable, or [click here](#) to view the Diamond Bus website, for the latest daily service information.

Visitors travelling on other local services, between Lichfield and Burton, can transfer onto the service in Alrewas village. For visitors arriving by canal boat, the nearby Trent and Mersey Canal passes through Alrewas, where you can connect to the Gardens using the Diamond bus service

Travel by taxi

- The welcome desk at the National Remembrance Gardens can provide contact numbers for local taxi services. Some taxi companies provide wheelchair accessible vehicles.
- Taxi information: The National Remembrance Gardens does not take any responsibility for taxi services.

Parking

- We have a car park. There are accessible parking spaces. The car park is less than 50 metres from the main entrance. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The route is 2000mm wide, or more.
- Thirty accessible parking bays are available on a first come, first served basis (15 accessible bays and 15 wide bays for accessible/ family use) On special event days alternative parking arrangements may apply, please visit our website or contact us on 01283 245 100 for further information and advice. The National Remembrance Gardens Car Park B, with a gravel surface, is located one hundred metres from the Remembrance Centre. This car park may not be suitable for wheelchairs or mobility scooters.



Front of the Remembrance Centre at the National Remembrance Gardens



Car Parking Bays for Accessible Visitors

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 2000mm wide, or more.

Main entrance

- The main entrance has level access.
- The door is 1500mm wide.
- The main door is side hung and automatic.
- Access via two sets of doors is necessary; both are automatic. On occasions, when they do not operate automatically, volunteers are available to assist.

Getting around inside

Visual impairment - general information

- We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



The Landscapes of Life Exhibition features low level lighting in parts.

Ticket/ information desk

Welcome desk

- From the main entrance to the desk, there is level access. The route is 1500mm wide, or more.
- The door is 1500mm wide, or more.
- The desk has a low section.
- We have a complimentary ticket policy for personal assistants.



Welcome desk with lowered counter for wheelchair users

Public toilets

Remembrance Centre accessible toilets

- There are accessible public toilets for visitors.
 - There is a Changing Places toilet.
 - You need a RADAR key to open the Changing Places toilet. A RADAR key is available at the welcome desk.
 - From the main entrance to the public and accessible toilets there is level access. The route is 1500mm wide, or more.
 - The accessible toilet doors are 900mm wide.
 - The direction of transfer onto the toilet is to the left.
 - There is a 1700mm space in front of the toilet. The toilet seat is 490mm high. The toilets have handrails.
 - There are 2 accessible toilet cubicles and a Changing Places facility in the Remembrance Centre toilet area.
- Baby change facilities are available in one of the accessible cubicles, this cubicle is 1300mm wide at the right side and 1300mm at the front and is fitted with a drop-down baby changing table. A second baby changing facility, with a fixed changing station, is in the accessible toilet in Heroes' Square to the left of the coffee shop.
- One wide pan bariatric toilet is in the male toilet facilities, and 2 wide pan bariatric toilets are available in the female toilet facilities.
- There is a accessible toilet in Heroes' Square, to the left side of the coffee shop. A low-level illuminated button suitable for access by wheelchair users opens the door automatically if the toilet is vacant. From inside the toilet the door can be locked/unlocked by an illuminated button on the left side wall. The door can also be locked/unlocked by the knob on the inside of the door.
- There are three portable chemical toilets suitable for accessible users located beside the Shot at Dawn, Millennium and Christmas Truce shelters. Visitors can familiarise themselves with these locations at the Orientation area within the Remembrance Centre. They are also shown in the Orientation Guide available from the welcome desk.



Image of one of three accessible toilets in the Remembrance Centre

Things to see and do

The National Remembrance Gardens grounds

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1500mm wide, or more. The door is 1500mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There are 150 acres of landscaped grounds at the Gardens, accessible via roads, firm paths and grass areas. Access from the Remembrance Centre is via automatic doors. One set of these doors is operated by push buttons at a height suitable for wheelchair and mobility scooter users. The doors open onto Heroes' Square, a flat paved area. The square leads to The Boyes Garden where there is a slope 2000mm wide with a gradient of 4.5% leading into the grounds. The slope leads to Millennium Avenue and the Aspects building. Wooden benches are located throughout the grounds. There are three portable chemical toilets suitable for accessible users located beside the Shot at Dawn, Millennium and Christmas truce shelters. Visitors can familiarise themselves with these locations using a visitor map available from the welcome desk or signs located in Heroes' Square and at our shelters.



Access slope from Heroes Square

The Land Train

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2000mm wide, or more. Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- The Gardens offers an up to 50-minute guided Land Train tour of the site. A recorded commentary describes memorials and Gardens features during the tour. A hearing loop is provided. Tickets are available from the welcome desk. There is designated wheelchair access to the Land Train via a ramp. Please ask the land train operator for assistance onto the ramp and into the carriage. A step may be required to access other carriages; this step can be provided on request from the land train operator. Walking aids and mobility scooters are left at the land train stop. There are normally two land trains in operation. Ramp access may vary from that shown below.



Land train access ramp



Land train access ramp in stowed position

Far East Prisoners of War Memorial Building

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1500mm wide, or more. The door is 1500mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- The Far East Prisoners of War Memorial Building is accessed from Millennium and Giffard Avenues. There are access steps to the front of the building and a ramp to the left side. Access via this ramp may be restricted for larger mobility scooters. There is an accessible toilet to the inside right rear of the building. There are no staff or volunteers guides permanently located in this building.



Accessible toilet in the Far East Prisoners of War Memorial Building



Image of one of three accessible toilets in the Remembrance Centre

Shop

Gift shop

- From the main entrance to the shop, there is level access. The route is 1000mm wide, or more. The door is 1500mm wide.
- The route through the shop is 800mm wide, or more.



Gift Shop counter with lowered section for ease of access

Place to eat and drink

The restaurant

- From the main entrance to the dining area, there is level access. The route is 3000mm wide, or more. To get to a table, there are no steps.
- The menu is shown on a wall mounted video screen and individual options are shown on printed cards or boards at the serveries and cabinets.
- If you need table service restaurant staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is a dog-friendly area in the restaurant.
- Background music may be playing.
- The tables and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), low fat, low potassium, low sodium, high fibre and vegan specific diets.
- The restaurant seating and serveries are accessible to wheelchair users. Seating can be moved where required. Children's portions and highchairs are available. Bottle warming facilities are also available in the restaurant, contact a member of our foodservices team for assistance. Where possible all food produce is locally sourced. Special dietary requirements are catered for; visitors are advised to contact a member of our foodservices team for further information.



View from centre of the restaurant towards entrance



View towards main servery



Main restaurant seating area showing flexible furniture configuration

Place to eat and drink

The coffee shop

- From the main entrance to the dining area, there is level access. The route is 1500mm wide, or more. The door is 1500mm wide.
- To get to a table, there are no steps.
- Menus boards are available at the counter and cabinets
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- Background music may be playing.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), low fat, low potassium, low sodium, high fibre and vegan specific diets.
- The coffee shop seating and servery are accessible to wheelchair users. Seating can be moved where required. Menus boards are available at the counter and cabinets. Children's portions and highchairs are available. Bottle warming facilities are also available in the Restaurant, contact a member of our foodservices team for assistance. Where possible all food produce is locally sourced. Special dietary requirements are catered for, visitors are advised to contact a member of our foodservices team for further information.

Landscapes of Life Exhibition

- From the main entrance to this area, there is level access. The route is 940mm wide, or more.
- The door is 940mm wide.
- There is a clear contrast between the floors and walls. Exhibition content is positioned at a height appropriate for wheelchair users. Portable, lightweight, foldable seats are available in the Landscapes of Life exhibition.



Entrance to Landscapes of Life exhibition through an automatic barrier

Millennium Chapel

- From the main entrance to this area, there is level access. The route is 1500mm wide, or more.
- The door is 800mm wide.
- The Millennium Chapel has double doors, the right side is 800mm wide, the left door is 900mm wide and assistance may be required to open this normally fixed door. Volunteers are available to

help with entry to the chapel at 10.50am prior to the Act of Remembrance. At other times assistance can be provided by asking at the welcome desk or by any available volunteer.

Learning Centre

- From the main entrance to this area, there is level access. The route is 1500mm wide, or more.
- The door is 1500mm wide.
- Access to the Learning Centre is by pre-booking groups only. Entry is via a double set of automatic doors separate from the general public entry. For safeguarding purposes, entry and exit to the Learning Centre is controlled by the staff, using key cards.
There is one accessible toilet in this area, the door is 800mm wide. The toilet has a left approach with 120mm side width and 1500mm front approach. The toilet seat height is 490mm from the floor. There are four standard toilet cubicles with 800mm door width.

Aspects Building

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1500mm wide, or more.
- The door is 1500mm wide.
- Unless otherwise notified the Aspects Building is reserved for pre-booked events and is not open to general visitors.
The Aspects Building is accessed from Millennium Avenue via 4 steps to the front and a ramp to the right side. This ramp is 24.66 metres long, 2 metres wide, and has a gradient of 2.4%. The ramp is suitable for wheelchair and mobility scooter access.
The automatic sliding doors into the building open to 1500mm wide as visitors approach them. These doors lead to a lobby area and a further set of automatic sliding doors.
There is an accessible toilet with baby changing facilities in the Aspects Building. In addition to the entrance ramp and steps at the front of the building there is a 2 metre wide temporary ramp that can be placed at the rear terrace exit in case of emergency.



Aspects Building viewed from Millennium Avenue, 4 steps in front, ramp to the right side



Ramp access to Aspects Building viewed from the front doors



Aspects Building entrance lobby with 2 sets of automatic sliding doors



Access route to toilets and meeting rooms viewed from the Reception Desk.



Entrance to the Oak Suite function rooms and signs to the toilets area viewed from the reception seating area



Aspects Building disabled toilet and baby changing facility



Outward opening doors in Aspects toilet facilities

Aspects Building Meeting Rooms: Alder, Chestnut, Hornbeam and Willow

- From the main entrance to this area, there is level access.
- Doors into the Alder, Chestnut, Hornbeam and Willow meeting rooms are inwardly opening. The doors are 87mm (34 inches) wide.

Getting around outside

National Remembrance Gardens Grounds

- From the main entrance to the gardens, there is level access.
- There is a permanent ramp.
- The route is sloped. The route is 2000mm wide, or more.
- From Heroes' Square visitors can enter the grounds and the Aspects building via the Boyes Garden.

There is access via a slope with a gradient of 4.5%. This route also gives access to the Aspects Building. Our landscape is largely flat and serviced by level firm paths; other areas of the grounds are grass. An accessible buggy, that can accommodate wheelchair users is available. Contact the welcome desk for availability.



Slope from Heroes' Square into the Gardens



Sloping pathway through the Boyes Garden leading to Millennium Avenue

Picnic Area

Children's Woodland and Picnic Area

- From the car park to the picnic area, there is level access. You can bring your own food to the picnic area.

Armed Forces Memorial

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2000mm wide, or more.
- Access to the Armed Forces Memorial is via smooth causeway and a flight of steps or the spiral Pilgrims' Way. The Pilgrims' Way has a gradient of 1.8%. Visitors who require access can be taken to the summit of The Memorial and returned to its base by buggy. Please contact a member of the team if further assistance is required. This service is subject to availability, and on busy days there may be a short wait.

Far East Prisoner of War Memorial Building

- From the main entrance to this area, there is level access. There is a permanent ramp.

- There is a 4-metre ramp with a gradient of 6% to the side of the Far East Prisoners of War Memorial Building. Alternatively, there are three steps at the front of the building. There is a turning space of 1200mm opposite the double door set that open outwards at the top of the ramp into the building. Visitors in wheelchairs or mobility scooters may require assistance to gain access.
The information panels provided have clear print. A video with sound plays in the building, the video depicts the experiences of a selection of WWII Far East prisoners of war.
The Far East Prisoners of War building houses an accessible toilet, with a vertical hand transfer and emergency cord.

Aspects

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2000mm wide, or more.
- There are two routes to the entrance doors of Aspects
- Directly ahead from the Remembrance Centre, Heroes' Square and ramp, four steps and a level area with a ribbed surface.
- To the right of the building is a ramp two metres wide, 24.66 metres long, with a gradient of 2.45%. This ramp is suitable for mobility scooter and wheelchair access.

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in welcome desk, restaurant, gift shop, the Chapel, land train and Aspects.
- We can provide mobility scooters for a £10 hire fee. We advise booking by calling 01283 245100. Subject to availability we can loan blankets to wheelchair and mobility scooter users.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- Please contact the welcome desk for advice and assistance.

Emergency evacuation procedures

- We have emergency evacuation procedures for accessible visitors.
- The alarm system when activated will cause all automatic doors to open. Staff members and volunteers will provide guidance and assistance in the event of an evacuation. Our fire assembly point is located at the Falklands Memorial.

Customer care support

- Some staff have disability awareness training.
- Some staff have BSL training.

Guide last updated: 23 September 2026