

Toilets

There are four sets of toilets. Please refer to the map for locations.

Stables Courtyard - The accessible toilet is located immediately on the right hand side of the entrance to the female toilets. This is a unisex facility. Baby change facilities are also available in this unit.

The Undercroft - These toilets are accessed via stairs and are not wheelchair accessible. Baby change facilities are available in the female and male toilets and a larger family unit is also available.

The Conservatory - The accessible toilet is located immediately on the left hand side of the entrance to the female toilets. This is a unisex facility. A larger unit is available in the male toilets, please check accessibility aids fit prior to use.

The Mill & Engine House - These toilets are accessed via stairs and are not wheelchair accessible. A larger unisex toilet with baby change facility is available by ascending 5 steps when approaching from the River Road and 8 steps when approaching from the East front.



Top Tips

Riverside Access - The main path to the River Island is very steep and can be difficult to navigate with wheelchairs and pushchairs. Please use the path closest to the rear of the Mound as this path is less steep and easier to navigate.

Pushchairs - Some areas are not suitable for pushchairs. Please leave pushchairs at the entrance to these areas or in designated Pushchair Park facilities.

Thank you for visiting Warwick Castle.

We are keen to receive feedback about how we can make our attraction more accessible for guests. If you have any comments or suggestions please contact us using the details below:

email guest.feedback@warwick-castle.com or telephone 01926 495 421



Accessibility at Warwick Castle

Our aim is to provide you with information to assist with navigating the Castle and grounds. We recommend using this guide in conjunction with the map.

Warwick Castle was built as a mediaeval fortress and as such has a number of steps, narrow passageways and low doorways which can be a challenge to guests with reduced mobility. Should you require any further assistance during your visit, please speak to a member of the team who will be happy to help.

If using mobility aids or pushchairs we recommend accessing the Central Courtyard avoiding the cobbled stones of the Barbican.

Shows

All shows take place outside and are accessible. We recommend arriving 5-10 minutes before the start time to secure a good view. Check the show time boards to see which shows take place during your visit to help plan your day.



Quick Guide to Steps

Attractions	Wheelchair	Reduced Mobility	Assistance Dogs	Pushchair	Step Count
Great Hall, State Rooms & Chapel*		✓	✓		6
Warwick's Royal Weekend Party*		✓	✓		70
Kingmaker		✓	✓		37
Gaol			✓		24
The Castle Dungeon**	✓ (4 rooms)	✓			57
Bear Tower		✓	✓		1
The Mound		✓	✓		47 (front); 77 (back)
Time Tower		✓			53
Princess Tower		✓	✓		75
The Mill & Engine House		✓	✓	✓	26
Rose Garden	✓	✓	✓	✓	0
Ice Houses (in the Rose Garden)		✓	✓		9
The Pageant Playground***	✓	✓	✓	✓	0
Birds of Prey Arena	✓	✓	✓	✓	0
The Conservatory Tea House	✓ (ramp)	✓	✓	✓	2
Peacock Garden	✓	✓	✓	✓	14 (via garden); 0 (via path to patio)
Pageant Field	✓	✓	✓	✓	2 (via garden); 0 (via pathway)
Birds of Prey Mews	✓	✓	✓	✓	0
Riverside Arena	✓	✓	✓	✓	0
Watergate Tower		✓	✓		14
River Island	✓	✓	✓	✓	0
Undercroft Restaurant and Toilets			✓		11

* There are 10 steps at the entrance to these attractions. Guests able to ascend these steps can use the wheelchair provided located at the top. The step counts for these attractions exclude the initial 10 steps. Please speak to a member of the History Team at the Great Hall entrance for more information or assistance.

** The Castle Dungeon - This attraction is dark with spiral stairs and may be unsuitable for guests with reduced mobility. The last four rooms are wheelchair accessible and available free of charge to wheelchair users and one carer. Please collect a timed ticket from the Ticket Office, Courtyard Ticket Tent or Courtyard Shop dependant on the time of year. Please state if other members of your party have timed tickets for this attraction.

*** The Pageant Playground is open subject to weather conditions and has a bark chip floor - please assess suitability prior to use. Age restrictions apply.



MORE INFORMATION

Assistance Dogs Registered Assistance Dogs are welcome throughout the Castle and grounds with the exception of the Tower & Ramparts, Castle Dungeon and Time Tower attractions. Registered Assistance Dogs must not be left unattended.

Sensory Effects Some attractions use a variety of sensory effects including audio, visual, touch and smell designed to enhance the overall experience.

Multimedia Guides Multimedia guides of the Great Hall and State Rooms are available to hire from the Stables and Courtyard shops or download. Multimedia Guides are available in a range of languages.

First Aid We have trained First Aiders who are happy to help should you require assistance during your visit. We have a robust procedure in place for accidents and emergencies.

Welfare Room There is a quiet area available, please speak to a member of the team to use this area.

Wheelchair Hire There are a limited number of wheelchairs available on a first come first served basis, subject to availability. A refundable deposit of £10 is required, payable at the Ticket Office. Please note, failure to return or damage to the wheelchair may result in retention of the deposit for repair or replacement. Please speak to a member of the team to use this service.