



## WARWICK CASTLE ACCESSIBILITY GUIDE

APRIL 2021

This document is designed to ensure all guests are aware of what Warwick Castle is and what it involves, and help each individual make informed decisions about their visit. Warwick Castle is an iconic heritage site where you can experience the fun of real history through immersive attractions and spectacular shows.

We are committed to inclusivity and accessibility and want to ensure all guests who cross our threshold have the best experience possible.

Visitors with disabilities are always welcome to Warwick Castle and we operate a free carer ticket for all our disabled guests. This document provides information regarding the accessibility of the castle and grounds.

We recommend that you print this leaflet and use it as a guide throughout your visit. However, we do also provide copies of this information from the main turnstile entrance area or seasonally from the courtyard ticket unit in the central courtyard.

Should you need to discuss your visit or requirements with us, please contact us via any of the below forms of communication. The customer services team are available daily from 9am to 5pm.

- Call us on **01926 406 663**. Please press the option for business reception to talk with one of the team.
- E-mail: **[customer.information@warwick-castle.com](mailto:customer.information@warwick-castle.com)**
- Write in: **Customer Information, Warwick Castle, Castle Lane, Warwick, CV34 4QU**
- Browse our website: **[www.warwick-castle.com](http://www.warwick-castle.com)**

## **Arrival and car parking facilities**

**Car Parking:** We have areas close to the castle entrance set aside for those parking with blue badges in both our Stables car park (£10 charge applies) and Stratford Road car park (£6.00 charge applies). Blue Badges must be displayed in your car.

**Drop Off Point:** People with mobility restrictions can be dropped off at the top of the drive, 30 meters from the castle entrance, please ask a member of the car park team who will direct you to the drop of point.

If you are staying at our Knight's Village we have bays 8, 9 and 10 reserved exclusively for our accommodation guests to use.

Surfaces in both the Stratford Road and Stables car parks are tarmac. Visitors will mainly be directed to park on tarmac however on occasion, during busy times, you may be directed to park on the grass overflow field. For assistance with parking please speak to an attendant inside the car park.

## **Main entrance and the ticket offices**

The main ticket office and the turnstiles entrance are located at the Stables Courtyard.

All of our disabled guests are entitled to **one free carer's ticket**, which you can book online at [www.warwick-castle.com](http://www.warwick-castle.com) once you have purchased tickets for the rest of the party. On arrival please bring with you proof of need for a carer such as a blue badge or a letter from DLA/Personal Independence.

We are currently temperature checking all staff and visitors on arrival and hand sanitiser points are available on arrival and around the site.

## **Top tips around the site**

If using mobility aids we recommend going through the Bear and Clarence Tower entrance to access the Central Courtyard to avoid the cobbled stones of the Barbican. Check with the team on site or see the

visitors guide for directions.

Accessible Viewing Areas for our outdoor shows are available seasonally.

For Riverside access please use the path closest to the rear of The Conqueror's Fortress, this pathway has a less steep gradient than the main path down to the Riverside.

## **Attractions:**

### **Indoor Attractions: The Castle Interior currently remains closed based on the latest government guidance**

We do however have a Virtual Tour of the main castle building. We recommend the Virtual Tour for anybody who is unable to navigate the castle stairs inside. The tour can be found here:

<https://my.matterport.com/show/?m=HCmSPZ4meT4>

## **Zog Trail**

The Zog trail aimed at toddlers and primary school children is located at various points around site and can be reached via footpaths already in place. Please note that the initial down hill slope is quite steep. Some areas utilise rubber matting to help with accessing certain sections and the trail is wheelchair friendly. There are alternative routes around the obstacle course to enable all to enjoy this area. The Zog meet and great and Sir Gadabout's knight school are also accessible.

## **The Horrible Histories Maze**

The Horrible Histories Maze is accessible for standard size wheelchairs. Some areas such as the obstacle run on exit are not suited for those with limited mobility however, there are alternate routes within the maze available. The Horrible Histories Maze is open subject to weather conditions. Adult supervision is recommended for children under 10. This attraction is accessible by wheelchairs but we would suggest visiting

during one of the quiet times listed at the end of the guide.

## **Towers and Ramparts are currently closed based on the latest government guidance**

### **Conqueror's Fortress (open with one way system)**

This is an outdoor part of the castle walls and involves a sloping pathway and a series of 46 steps to reach the top. Good views can be found here of the local surroundings. Descend via the official exit path which is again a sloping pathway with a series of 76 steps. This is not accessible for wheelchairs.

### **Grounds and Gardens**

Throughout our grounds the paths are mainly tarmac.

There are some slopes, with an uphill gradient heading away from the river.

At the Barbican (the original castle drawbridge) there are cobbles which are not recommended for wheelchairs. Please use any of the other routes into the courtyard.

To access some of the shows and attractions you may need to head onto grassy areas. If you need support please speak to any member of the team.

### **Accessible Toilet facilities**

Enhanced cleaning of all toilets is taking place hourly.

There are two wheelchair accessible toilets at the castle. One facility is situated in the Stables Courtyard at the main entrance. This facility has a pull chord alarm system should assistance be required.

The second is in the main castle building in the Royal Weekend Party attraction. This is accessed via the Accessibility Lift. Please speak to any member of staff to arrange access for you, or call 07968 998908. This

facility also has a pull chord alarm system.

We have further large toilets located at the conservatory mens and conservatory ladies toilets which are a little larger and with support bars fitted, however they are under-sized to accommodate a wheelchair.

### **Welfare Room**

If you require the use of a quiet area, for medical reasons, prayer or breast-feeding we have a Welfare Room available. Please speak to any member of staff and they will assist you. The entrance is not wide enough to accommodate a wheelchair but does not involve any steps.

The Welfare Room will be deep cleaned after each use.

### **Assistance Dogs**

Only assistance and guide dogs are allowed in the castle. All assistance dogs must be kept on a lead in all areas and are welcome throughout the castle and grounds with the exception of The Castle Dungeon.

Please be advised that certain areas of the castle such as Towers and Ramparts, Gaol, Princess Tower and Time Tower have spiral staircases and narrow stairways. When attending any of our outdoor shows the teams in this area will advise the best place for you to stand/sit. Dogs must not be left unattended at any time. When you arrive at the castle please make staff aware if there is an assistance dog in your group.

### **First Aid**

We have trained First Aiders on site at all times who are happy to help should you require assistance during your visit. If any help is required please inform the nearest member of staff.

### **Fire evacuation**

In the event of the fire alarm sounding within the castle, a member of

staff will assist you with your best evacuation route.

## **Retail outlets**

**Stables Gift Shop:** Located in the Stables Courtyard at the entrance and exit point. It is at ground level and fully accessible for wheelchairs.

**Courtyard Shop:** Located in the central courtyard. It is fully accessible for wheelchairs.

**Seasonal outdoor retail outlets:** We have a range of outlets which will only open during peak times such as the Summer holidays or weekends. Many involve steps at the entrance.

Should you require assistance purchasing an item please do let a member of staff know.

## **Dining options**

**The Conservatory Tea House (currently grab and go or eat on the terrace):** This traditional Victorian building has a beautiful and tranquil feeling as it acts as a focal point of the Peacock Gardens and offers a selection of homemade sandwiches, toasted sandwiches, salads, homemade soup, high tea, cakes, and hot and cold drinks. This restaurant is accessible for wheelchairs.

**Seasonal outdoor units:** we have a number of outdoor food vending units available to guests offering hot dogs, burgers, ice cream, donuts and coffee. You are served at the front of the unit so suitable for wheelchairs.

## **Knight's Village:**

### **Accommodation**

We have 2 lodges with wheelchair access available for our guests. Both lodges are on the ground floor and can sleep up to 4 people.

## **Toilets and Baby Changing**

All lodges have a toilet and stand up shower located on the ground floor. The reception and banquet hall has one wheelchair accessible toilet. All public toilets have baby changing facilities.

### **Walkways**

There are raised wooden walkways which connect all of the lodges and the Knight's Village reception and they are suitable for wheelchairs. Please note that in wet or icy conditions the walkways can become slippery.

### **Banqueting Hall**

All food and beverage is served in the Banqueting Hall which is fully accessible.

**Assistance Dogs** are welcome in the Knight's Village in both the accommodation and the Banquet hall.

### **First Aid**

We have at least one trained First Aider at the Knight's Village at all times who can help should you require assistance during your stay: please inform the nearest member of staff.

### **Wheelchair Hire when staying at the Knight's Village**

There are a limited number of wheelchairs available at the castle on a first come first served basis, subject to availability. If you need a wheelchair on arrival at Knight's Village please call ahead to arrange this with the team. If you are going to the castle first and require a wheelchair first, please go to the turnstiles.

### **Quiet times**

We have several recommended times around the year when is best to

visit for guests who prefer a quieter time at the castle.

Please Note: these are guideline times in which we believe the attractions will be at their most and least busy – these may be subject to change depending on volume and varying school holidays.

Attraction	Quiet hours	Quiet dates	Busiest hours	Busiest dates
Horrible Histories Maze	3pm onwards	January – Feb half term November- December	10am-3pm	Feb half term April-September Halloween week Weekends
The Conqueror's Fortress	10-11am 3pm onwards	January – March September November - December	11am-3pm	April-August Halloween week

### **Future Plans**

Warwick Castle is a grade 1 listed building which has formerly limited what we can achieve to make the castle and grounds accessible.

Plans are also underway this year to install an adult changing and accessible toilet facility to the latest modern standard. Please get in contact in advance of your visit if you require any further details of our changing facilities.

We are always looking for ways to improve our facilities where possible to help our visitors enjoy their visit to Warwick Castle. Please do pass on your comments about your visit to Warwick Castle or if there is something else we could add to this leaflet by:

speaking to a member of staff during your visit,

email us: **[customer.information@warwick-castle.com](mailto:customer.information@warwick-castle.com)**

call us on **01926 406 663**.