



# Warwick Castle Accessibility Guide

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**
- 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 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**. To collect this ticket please provide proof of disability at the ticket office in the form of a blue badge or a letter from DLA/Personal Independence. You will only need to purchase a ticket for the disabled guest either on the day or online.

Should visitors with limited mobility require a wheelchair, they can hire one from the ticket office at the main entrance, for a returnable £10 deposit. Please be aware that wheelchairs are available on a first come, first served basis.

**Failure to return or damage caused to the wheelchair may result in retention of the deposit for repair or replacement.**

# Top tips And Important information

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.

Accessible Viewing Areas for our outdoor shows are available seasonally. For Riverside access please use the path closest to the rear of The Mound, this pathway has a less steep gradient than the main path down to the Riverside.

## **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.

## **Induction Loops**

Induction loops are located in the ticket offices and all indoor restaurants and shops. Signs for these can be found at the till points.

## **Braille information**

We have a braille booklet detailing information on the Great Hall and State Rooms available for guests. Please speak to member of the History Team once inside the Great Hall to take advantage of this.

## **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.

# Attractions

## **The Great Hall**

Entry to the Great Hall and State Rooms is through the Great Hall front door. This involves climbing **eleven** wide and steep steps, with the assistance of a metal handrail.

There is also an accessibility lift available to use for access to the left of the Great Hall frontage. This can be independently used but is only suitable for wheelchairs and compact mobility scooters, it is not able to be used by large motorised wheelchairs and pushchairs. To operate, please ask a member of staff in the Great Hall or in the Courtyard Shop or call the telephone number on the lift signage. This lift will give you access to the ground floor of the Great Hall and State Rooms, as well as the ground floor of the Royal Weekend Party. There is signage within the lift to advise you if you need further assistance.

We 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>

We have a dedicated wheelchair available at the top of the Great Hall steps. Please talk to any member of staff in the Great Hall to use this wheelchair.

Free guided tours are available from outside the Great Hall seven days a week, please contact our History Team who can be found in the Great Hall for more information or check the Daily Shows board. Please note that tours will vary on a daily basis.

## **State Rooms including The Chapel**

The majority of the State Rooms are flat which means that all of our State Rooms are accessible once within the Great Hall with the exception of the chapel where there are **three** steps to enter. The exit corridor has a narrow part measuring 67cm, for this reason, if you are using a wheelchair, we advise that once you reach the end room, the Blue Boudoir, you go back the way you came following the red walkway.

### **Royal Weekend Party**

The Royal Weekend Party is located across two floors and includes some narrow passages and doorways. Entrance into the lower level is via the Great Hall entrance or accessible lift and is then fully accessible. There is a staircase up to the second floor with **26** stairs and a spiral exit staircase into the central courtyard with **35** stairs.

### **Princess Tower**

The entrance is located in the Central Courtyard and involves climbing a series of **44** steps to the main room. The exit is a spiral staircase into the central courtyard with 35 steps. This is a timed attraction and will involve guests visiting as a group. At busy times the rooms can be quite full. The attraction is not accessible for wheelchairs.

### **Kingmaker**

There are a number of steps which need to be navigated throughout the Kingmaker attraction. To exit into the Central Courtyard you have to go back up either 11 or 22 steps depending on which exit is taken. This attraction may be accessible for those with reduced mobility however it is inaccessible for wheelchair users due to the narrow doorways, steps and cobbled flooring throughout the attraction. Please be aware that this attraction has low light levels, atmospheric sounds and voice recordings throughout.

### **Time Tower**

There are **19** steps to get into the Time Tower and descend **22** steps down a spiral stair case to exit. It is accessible for those with reduced mobility however, it is not wheelchair accessible. The attraction is located near The Mound in the Central Courtyard. Please be aware there may be some loud noises from the videos shown throughout this attraction.

### **The Mill and Engine House**

The Mill and Engine House is located on the South side of the castle along the River Avon. One entrance is via the East front and involves a series of 53 steps along an inclined pathway, which can be quite steep in places. A metal handrail runs along this stairway. Alternative access can be via the South Front pathway which is found near the Riverside arena. This entrance includes 4 steps. Once inside the mill and engine house there are a number of stairs throughout which totals 17. This attraction is not accessible by wheelchairs.

### **The Gaol (Jail)**

The 24 steps down into the gaol are enclosed and at a steep incline. It is therefore not recommended for those who have limited mobility. Once inside the light levels are very low. This attraction is not accessible by wheelchairs.

### **The Castle Dungeon**

The Castle Dungeon is a walk through attraction bringing together live actor shows, special effects and is dark throughout. There are spiral steps within as well as narrow pathways and enclosed small rooms.

Please be aware these rooms have strobe lights, loud noises, mirror maze and actors jumping out in some places as part of the attraction. Some areas include minor motion movements and smoke effects. Due to the scary and jumpy nature of this attraction it is not suitable for those under the age of 10, pregnant ladies, people with heart conditions or those of a nervous disposition.

Disabled guests without physical impairment wishing to experience the Castle Dungeon attraction must purchase a ticket to experience the full attraction. If the guest requires a carer, the carer ticket will be free of charge. Please speak to the team at the Castle Dungeon entrance for more information.

Disabled guests (and carer) with physical impairment restricting mobility can experience the final four rooms free of charge, which are also wheelchair accessible. Please speak to the team at the Castle Dungeon entrance for more information.

### **The Horrible Histories Maze**

The Horrible Histories Maze is accessible for standard size wheelchairs. Some areas such as the obstacle run 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**

There are over 500 steep, enclosed and winding steps throughout this attraction with low light levels. A great alternative may be the **Conqueror's Fortress** which does still allow some great views for those

that can manage an inclined pathway with some steps throughout. This attraction is not accessible by wheelchairs.

### **Conqueror's Fortress**

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. To descend you can go back the way you came or via the official exit which is again a sloping pathway with a series of 76 steps. This is not accessible for wheelchairs.

### **Grounds and Gardens**

We have a range throughout our grounds which include tarmac pathways, cobbles and grassy areas.

### **Accessible Toilet facilities**

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. This is accessible when speaking to a member of staff in the Great Hall who will open it up for you. This facility also has a pull chord alarm system.

We have further toilets located at the mill and engine house, conservatory mens and conservatory ladies which are a little larger and with support bars fitted. They do not accommodate a wheelchair.

### **Welfare Room**

If you require the use of a quiet area, for medical reasons, prayer or breast-feeding we have the 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.

## 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.

**Kingmaker Shop:** Located at the end of the Kingmaker attraction by the Undercroft restaurant. This area is underground and requires you to ascend and descend a number of steep steps in order to access the shop and is therefore not 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

**Coach House Restaurant:** The newly refurbished Georgian Coach House Restaurant is situated within the Stables Courtyard, so on arrival you can start your day with a Costa coffee or relax over a hot lunch. The restaurant has movable furniture and is on ground level with an outdoor area, all being fully accessible.

**The Undercroft Restaurant:** offers a range of freshly prepared pizza and pasta dishes as well as unlimited salad and soft drinks. This restaurant is located underneath the castle down a number of steps and is therefore not wheelchair accessible.

**The Conservatory Tea House:** 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. 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**

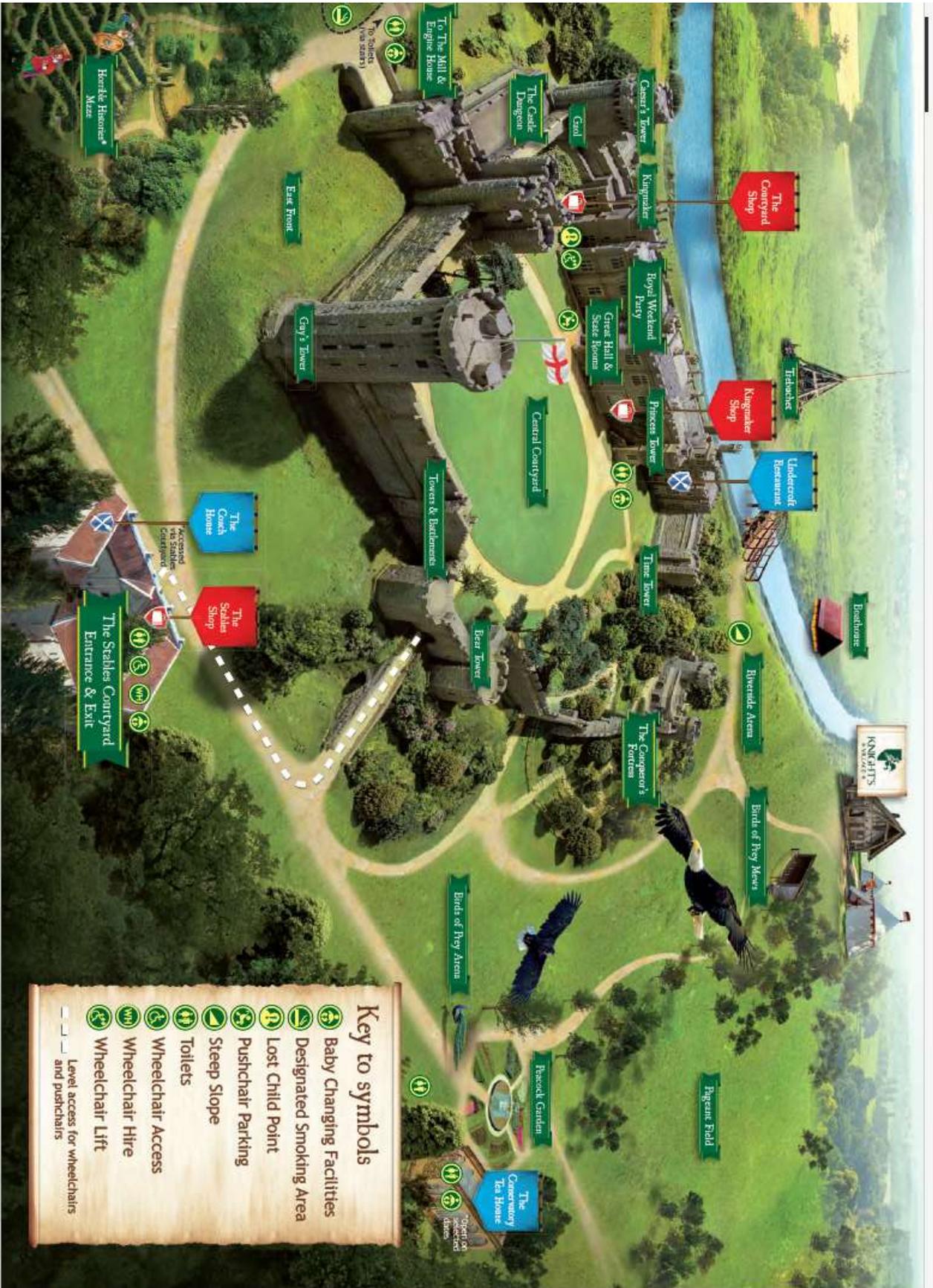
There are a limited number of wheelchairs available at the castle on a first come first served basis, subject to availability. If you need a wheelchair on arrival at Knight's Village please call ahead to arrange this with the team. If you are going to the castle first and require a wheelchair first, 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
Great Hall, State Rooms and Royal Weekend Party	10-10:30am 3pm onwards	January -Feb half term November	10:30am-3pm	Feb half term April- September Halloween week Christmas holidays Weekends
Towers and Ramparts, Kingmaker and Time Tower	10:30-11am 3pm onwards	January -Feb half term November- December	11am-3pm	Feb half term April- September Halloween week Weekends
Horrible Histories Maze	3pm onwards	January -Feb half term November- December	10am-3pm	Feb half term April- September Halloween week Weekends
The Mill and Engine House	10am-12pm 2pm onwards	January - March October- December	12-2pm	April- September
The Mound	10-11am 3pm onwards	January - March September	11am-3pm	April-August Halloween week



**Key to symbols**

- Baby Changing Facilities
- Designated Smoking Area
- Lost Child Point
- Pushchair Parking
- Steep Slope
- Toilets
- Wheelchair Access
- Wheelchair Hire
- Wheelchair Lift
- Level access for wheelchairs and pushchairs