



Warwick Castle – Accessibility Guide

Warwick Castle is an iconic heritage site where you can experience the fun of real history through immersive attractions and spectacular live entertainment.

- We're committed to inclusivity and aim to make our experiences as accessible as possible.
- The information on this page is to help you make informed decisions about your visit and your individual needs.
- A plain text document containing all the information on this page is available to download below. On arrival please ask for our accessibility leaflet, attractions guide and map.
- If you'd like further advice or guidance before you make a booking or before you visit us, please contact our accessibility team at accessibility@warwick-castle.com.

Carer Tickets

Guests who require a Carer are entitled to a free Carer ticket. All tickets must be booked in advance of your visit, and on arrival you are required to show proof of the need for a Carer (such as a Blue Badge or a letter from DLA/Personal Independence) as a condition of use.

Car Parking, Blue Badge Spaces and Drop Off Zone

There are a limited number of parking spaces, close to the castle entrance and reserved for blue badge holders, in both our Stratford Road and Stables car parks. Please note standard parking charges apply.

Drop off Zone

We offer a drop off area, close to the main castle entrance. This is particularly useful for those guests visiting the castle with mobility requirements, however we recognise that there are many reasons, such as hidden disability, why you might wish to take advantage of this



service. On arrival please speak to a member of our parking team who will be happy to direct you.

Access for guests with reduced mobility

Wheelchair hire.

There are a limited number of wheelchairs available for the use by our guests. is required. Should you wish to use a Warwick Castle wheelchair please ask any member of staff who, who will be happy to assist you. Please note wheelchairs are only available on a first come first served basis and cannot be booked in advance of your visit.

Accessible Toilets and Changing Places Toilet.

There are wheelchair accessible toilets in the following areas

Main Entrance (Stables Courtyard) - The accessible toilet is located immediately to the right-hand side of the entrance to the female toilets. This toilet is unisex.

Main House (Royal Weekend Party)

There is an accessible toilet, directly opposite the attraction entrance from the accessibility lift. Please speak to a member of staff should you wish to access this.

Adult Changing Room and Accessible Toilet.

This fully equipped facility is located next to the Conservatory tea house in the Peacock Garden. Entry is via radar key.

A key is also stored in a key safe at the entrance to the changing room for the use of guests without their own key.

The code for the key safe can be obtained from the conservatory, at the main castle entrance or by speaking to any member of staff.



Please note, we ask guests requiring the use of the hoist to supply their own harness. For further information please contact:

Accessibility@warwick-castle.com

Wheelchair lift.

The Great Hall and State Rooms and the lower levels of the Royal Weekend Party attraction are accessible via a wheelchair lift, situated to the left of the Great Hall steps.

Should you wish to use this, please speak to any member of staff who will be happy to help you. Please note that the lift is not suitable for large motorised wheelchairs and that pushchairs are not permitted in this area.

Restaurants and Shops

The Stables and Courtyard shops are fully accessible to wheelchair users, as are the Conservatory Tea House and all external retail and refreshment units.

The Undercroft Restaurant and the Kingmaker shop require a series of steps to enter and may not be accessible to some guests with reduced mobility.

(33 steps in total)

The Grounds and Gardens

The main pathways within the grounds are tarmac, however we recommend guests, using mobility aids or pushchairs, avoid entering the castle Barbican which has an original cobbled entrance

The main path to the River Island is very steep and can be difficult to navigate with wheelchairs and pushchairs. Please don't hesitate to speak to a member of staff should you require assistance

Access for guests with visual impairment.

Guide dogs are welcome throughout Warwick Castle, with the exception of the Towers and Ramparts.



Braille information Is available for the Great Hall and State room exhibits. Please speak to a member of the castle's history team, who can be found in the Great Hall should you wish to take advantage of this service.

Touch Tours of the Great Hall and State rooms exhibits can be pre booked prior to your visit. These tours are free. To book please contact: accessibility@warwick-castle.com.

It might also be possible to book a tour on the day of your visit, but this cannot be guaranteed. Please speak to a member of the history team or ask to speak to the Warwick Castle accessibility officer.

Access for those guests with hearing impairment

Hearing Dogs are welcome throughout Warwick Castle, with the exception of the Towers and Ramparts and the castle Dungeon.

Hearing Aid Loops are installed in our ticket office and all shops and restaurants, and also in all external retail and food and beverage units. Loops are also installed at the Falconers Quest birds of prey show, the Zog Live show and at the wars of the Roses live joust show.

British Sign Language

The Falconers Quest birds of prey show, the Zog Live show and at the wars of the Roses live joust show, will all feature British sign Language at all times.

Audio Transcriptions of the recorded information in the Royal Weekend Party are available to guests at the entrance to the attraction.

Access for Guests with Hidden disabilities.

Sunflower Lanyard Scheme.

Lanyards can be collected free at the main castle entrance, wearing a lanyard is a discreet way to inform our staff that you may require a little more help or time.



Fast Track Queuing

Please speak to any member of staff should you wish to take advantage of this service. Please note, in the interest of fairness to all our guests, fast track is only offered to an individual and their accompanying carer.

Quiet Times and Spaces. January to March (excluding half term) are generally quieter months, as is November. Mid-week also tends to be quieter than weekends throughout the year.

10am to 11am and 3pm to 4pm are generally quieter times.

We also offer quieter less crowded areas at many of our shows.

Please ask any member of staff for details or contact:

accessibility@warwick-castle.com.

Welfare room/Sensory space. This is located in the Main Castle courtyard. Please speak to any member of staff should you wish to use this space.

Emotional Support Dogs Are admitted, however proof of this requirement from a medical or mental health professional must be shown at entry. We cannot allow admittance without this proof. Please note for health and safety reasons emotional support dogs and guide dogs are not permitted on the castle's Towers and Ramparts or in the Castle Dungeon.

Permanent Attractions

Towers and Ramparts. This area is not accessible to Wheelchairs and is not recommended for those with limited mobility, those with heart or respiratory conditions or pregnant women.

Due to the claustrophobic nature of some areas, this attraction may not be suitable for some guests with hidden disabilities.

(540 steps in total)



Kingmaker Exhibition (Quiet time/lowered sound effects: 2-3pm daily)

This area is not accessible to wheelchairs and may be difficult for those guests with restricted mobility, as it has a cobbled area and a series of steps throughout.

Parts of this attraction are quite dark and there are loud effects and voice overs throughout. The attraction also features waxwork mannequins.

(33 steps in total).

Conquerors Fortress. This Norman Motte is not Accessible to wheelchairs and may be difficult for those with restricted mobility.

(122 steps).

Great Hall and State Rooms This area is accessible to wheelchair users via the accessible lift. Entrance to the chapel is via 5 steps. Please note a small area of the armoury passageway is very narrow and wheelchair users may need to retrace their steps. Please speak to any member of staff for further details.

This attraction features waxwork mannequins throughout.

ROYAL WEEKEND PARTY

This attraction 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). There is then a staircase up to the second floor with 26 stairs. To exit there is a spiral staircase into the Central Courtyard with 35 stairs.

(61 steps in total)

THE CASTLE DUNGEON

The last four rooms of this attraction are fully accessible and are available free of charge to wheelchair users and one Carer, subject to availability. Please note that, whilst free you will still need to book a timed ticket to enter the attraction.

The Castle Dungeon is dark, with a steep spiral staircase, so may be unsuitable for some guests with reduced mobility or guests with hidden



disabilities. Please also note that this is an interactive attraction and guests are invited to participate at various points during the experience.

Should you be chosen and not wish to participate, you or your carer should simply raise a hand to discretely inform the actor, who will immediately move on. For further information, please ask any member of staff or contact accessibility@warwick-castle.com

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 restricted mobility, however there are alternate routes within the maze available.

This attraction is open subject to weather conditions and adult supervision is recommended for children under 10 years.

The maze uses visual and sound effects and can be busy on some days, particularly at weekends and during school holidays.

If you prefer a quieter time to visit the maze to make it easier to get around, we recommend between 12 and 3pm daily.

The Mill and Engine House

There are two entrances to the engine house, unfortunately neither entrance is accessible to wheelchair users. Those with reduced mobility may be able to enter via the South Front pathway, however, a number of steps must be negotiated.

(Total steps South front Pathway 17, East Front stairway 53)

Zog Playland



The Zog playland is fully accessible to wheelchair users and to those with limited mobility.

Seasonal shows and Attractions

Zog Live

The Zog live show is fully accessible to wheelchair users and to those with limited mobility. This show also features British sign language interpretation.

Zog and the Quest for the Golden Star.

All areas of this trail are fully accessible to wheelchair users and to those with limited mobility.

Midsummer Horse show and Wars of the Roses Live.

Both these shows take place in a purpose built arena and have wheelchair access plus a quieter area for those guests with hidden disabilities. The Wars of the Roses Live show will also feature British Sign language interpretation and hearing loops.



Castle Dungeon
The last 4 rooms are fully accessible free of charge for wheelchairs

Kingmaker Shop
Undercroft Restaurant and toilets 11 steps in total

Steep Slope

Kingmaker Exhibition
33 Steps in total, some cobbled areas

Wheelchair Lift
Accessible Toilet

Conservatory Tea House
Wheelchair Accessible

Accessible Toilet
Changing Place

Cobbled Pathway

Stables Shop
Wheelchair Accessible

Accessible Toilet

Recommended route to Castle Courtyard for wheelchairs, mobility aids & pushchairs (avoids cobble stones)