



WARWICK CASTLE ACCESSIBILITY GUIDE

Christmas 2021

27th November 2021 to 2nd January 2022

This document is designed to ensure all guests are aware of what Warwick Castle is and what a visit 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 offer a free carer ticket for anyone needing support with their visit. 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. Alternatively, we provide copies of this information from the main entrance area.

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**

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 off point.



Similarly, at the end of the day, guests can be collected from the drop off point at the top of the drive.

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 carparks are tarmac. Visitors will mainly be directed to park on tarmac however on occasion, if busy, you may be directed to park on the grass overflow field. For assistance with parking please speak to an attendant in the carpark.

Main entrance and the ticket offices

The main ticket office and the Castle 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 once you have purchased tickets for the rest of the party, including the guest who needs support. On arrival please provide proof of need for a carer at the ticket check point, such as a blue badge or a letter from DLA/Personal Independence.

Top tips around the site

If using mobility aids, we recommend avoiding the cobbled stones of the Barbican (the portcullis) by going through the Bear and Clarence Tower entrance to access the Central Courtyard. Check with the team onsite or see the visitor 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:

Indoors

Should you have any difficulty accessing the interior of the Castle or negotiating the stairs, you can enjoy a virtual tour of the main buildings found here:

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

The Great Hall

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

There is also an **accessibility lift** available to use the left of the Great Hall frontage. This 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.

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 to sign onto a tour or 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 67 cm, 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.

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.

The Mill and Engine House

The Mill and Engine House is located on the South side of the castle along the River Avon. Access is 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 total 17. 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 Guest Services team at the ticket office or the Ticket & Information booth in the Castle Courtyard to book your show, subject to availability.

Outdoors

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 steps, 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.

The Towers is a mandatory hand sanitiser attraction and enhanced cleaning of touch points takes place at intervals throughout the day.

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. To descend the official exit is a sloping pathway with a series of 76 steps or you can go back the way you came if more suitable. 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 chat to the team about alternative routes. To access some of the shows and attractions you need to head onto grassy areas. If you need support, please speak to any member of the team.

Christmas Food Market

Our small market area is fully accessible, with matting on the ground for wheelchairs & pushchairs.

The Christmas Light Trail

The trail loops around the grounds, either on tarmac paths or where heading across the grass, matting has been used to enable use by wheelchairs and pushchairs. The 2nd half of the trail includes quite a gradient as you walk back to the Castle from the river, if you think you may need assistance with the slope please ask the host as your tickets are scanned.

Ice Skating

The ice rink is unfortunately not accessible to wheelchairs. The viewing platform however is suitable for both wheelchair and pushchair use.

Please note that the ice rink is not suitable for use by children of 3 years or younger.

Stories with Santa and the Elf Workshop

These attractions are in the main house, Santa has left his reindeer on the roof and arrived via the chimney.

Please leave pushchairs outside.

Wheelchair users can gain access via the accessibility lift. Please ask any team member for support and allow an additional 5 minutes before your time slot starts.





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 cord 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. Or call the team on 07968 998908. This facility also has a pull cord alarm system.

We have further toilets at the Conservatory men's and conservatory ladies which are a little larger and with support bars fitted. 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 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.

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 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. If you need any help, 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.

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

The Conservatory Tea Rooms 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 at Knight's Village

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 with 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

Breakfast and evening meals are 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

For guests who prefer to visit when it is less busy, we have several recommended times around the year.

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 Conqueror's Fortress	10-11am 3pm onwards	January – March September November - December	11am-3pm	April-August Halloween week
The Gaol	10-11am 3pm onwards	January – March September November - December	11am-3pm	April-August Halloween week Weekends



Future Plans

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

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

call us on 01926 406 663.

