

# Warwick Castle Accessibility Information

## Getting Help and Assistance

- There is a member of staff available for help and assistance.
- Water bowls for assistance dogs are available.
- There is a designated place of safety which can be used by people who may feel scared or at risk.
- The designated place of safety is located at the rear of the Castle Courtyard, beneath the Time Tower.
- There are a limited number of wheelchairs and mobility scooters available. These are free to hire.  
Scooters should be booked in advance of your visit.  
Wheelchairs are offered on a first come first served basis.  
Warwick Castle is part of the Sunflower Lanyard Scheme. The free lanyards can be collected from the Castle Entrance.
- Disabled guests are welcomed to visit with a free carer ticket. Please select the carer ticket from the options and bring valid documentation with you (as a condition of entry).
- During busier periods Fast Tract Queuing is available for an individual and their carer, please speak to a member of staff for more information.
- 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.
- 10.00 to 11.00 and 15.00 to 16.00 are generally quieter times.

# Approach to the castle

## Castle Hill to Stables



- The surface of the approach is tarmac.
- This approach gives access to the Stables Car Park entrance from Castle Hill.
- In the gateway the surface of the path is cobbled paving.
- There is only stepped access from this entrance.
- For step-free pedestrian access either enter via the Stables Car Park or via the Castle Lane Entrance.
- There is a slope on the approach.
- The slope is permanent, has a slight gradient and has no handrails.
- At the end of the slope, there are steps leading up to the Stables Car Park.
- There are 25 steps, with handrails on both sides.
- Handrails do cover the flight of stairs throughout its length.
- There is a steep slope after the steps that lead to the Stables Car Park.

## Castle Lane to Stables Courtyard



- This access point gives access to the Castle via the Stratford Road Car Park Entrance.
- This information is for the access point located on Castle Lane.
- There is slight sloped access at this access point.
- The gate is permanently held open during opening hours and shuts 1 hour after the castle closes.
- After going through the gate, turn left to enter the Stables Courtyard.

# Stratford Road Car Park

## Summary:

- The car Park is located at Warwick Castle Dr, Warwick CV34 6AH.
- This car park has both tarmac parking and grass parking.
- There is no height restriction barrier for this car park
- There is an overflow car park which is located in a field.

## Blue Badge information:



- Please speak to a member of the Car Park team upon arrival for further instructions on where to park.
- Parking charges apply to all users including Blue Badge Holders.
- There are 14 blue badge spaces. During Peak periods, 15 more bays can be used at Bay 1 or Bay 2
- The dimensions of these parking spaces are 250cm x 430cm.
- The Blue badge spaces do not have a zone around them.
- The Blue Badge spaces is approximately 100 metres from the entrance to the castle.
- On Occasions that the Blue Badge spaces fill up, please speak to the car park team. They will allow you to either complete a drop off point located 50m away from the entrance or recommend a shuttle bus which drops you off 50m away.
- If you have mobility issues without a blue badge, please speak to the car parking team and they will assist you with the best option available which could be a drop off or closer car parking subject to availability.

## Access Point:

- Stratford Road Car Park is located further away from the entrance to Warwick Castle than the Stables Car Park.
- The Blue Badge parking bays and drop off point are approximately from the castle entrance.
- The standard parking bays are split into 5 areas - "Bay 1 to 5" - the distance from the areas to the entrance varies between approximately 400 metres to 600 metres depending on the area.
- The surface of the path is tarmac.
- There is a long gradual slight slope along the path.
- There are benches available in places.
- When the pathway is alongside the road, there is clearly marked walkway for pedestrians.
- The Field Car Park is approximately 1 mile (1600 metres) away from the entrance and take 10 to 20 minutes to walk to the entrance.
- There is a shuttle bus from the field car park to the entrance which operates every 15 minutes during peak periods of the year.

# Stables Car Park



## Summary

- This car park is located at 1 Castle Ln, Warwick CV34 4BP
- There is no height barrier at this car park,
- The surface of the car park is tarmac
- This is a Premium car park with very limited spaces,
- Payment can be taken by Ringo or at the payment machine located in the centre of the car park,
- The Stables car park is located right outside of the castle entrance.

## Blue Badge



- There are 6 Blue Badge spaced located within this car park,
- The dimensions of these spaces 250cm x 450cm
- These spaces do have marked zones either side of the parking spots,

- Parking Charges Apply for all cars including blue badge holders.

## Stables Courtyard



### Summary

- There are no steps located in this area.
- The ground can be uneven in places.
- There are benches located in this area.
- There is background music played in this area.
- There will be members of the team to offer assistance to any questions or queries.
- This is where you can purchase tickets and enter the castle.
- There are Water Bowls for assistance dogs available.
- A limited number of wheelchairs and mobility scooters can be collected in this area.
- During busier periods, guests who are unable to queue can skip the entry queue speaking to a member of staff.

### Access Point to the castle

- During the busier periods, there will be a snake like queue than forms in the Stables courtyard.
- There are metal detectors located in the queue line. The width of these detectors are approximately 90cm apart.
- If you wish not to go through the detectors, please see a member of the security team who will perform a manual bag search.

- After the bag search, you will enter the ticket scanning area under the archway.
- This is where you will find the admissions team scanning tickets.
- After exiting this area, you will be in the castle grounds.

## Ticket Sales Desk

- To access this area, please join the queue line upon entering the Stables Courtyard.
- Once you have passed the security checkpoint, please speak to a member of the security team who will direct you to the ticket sales desk.
- There is 1 desk and 2 self-serve kiosks that can be used to purchase tickets.
- This area is staffed during peak periods. If you require assistance, please speak to the admissions team.

## Stables Shop



- The main entrance to the Stables Gift Shops is from the exit area as all guests will be directed through the shop.
- There is a step free access to this shop.
- There is no lowered section of counter, however a staff member will be happy to assist you.
- There is a portable hearing loop system in this shop, should you help need any with this system, please speak to a member of staff who will be happy to assist you.

- For BSL speakers, please scan the Sign Live bar code located on the counter, this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have.

## Standard Toilets



- The female and male toilets are located opposite the Stables Courtyard.
- There is step-free access into the toilets.
- There is pictorial signage on the toilet door.
- An ambulant toilet cubicle is not available.
- Lighting levels are moderate to good.

## Accessible Toilet

- This accessible toilet has a step free access.
- This is located in the Stables courtyard opposite the entrance to the castle.
- No key is required to enter this toilet. This locks from the inside.

## Summary

- This area includes both an accessible toilet and a baby changing facility.
- Drop Down rails are available either side of the toilet
- There is an emergency alarm for the toilet. The cord to activate the alarm is within reach of the toilet.
- There is a sanitary and nappy bin.
- There is a flip down table mounted to the wall to baby change.

## Castle Courtyard

### Toilets:

- The nearest Accessible Toilet is located in the main house and can be accessed via the steps located by the wheelchair lift, to the left of the Great Hall entrance close to the Kingmaker exhibition entrance.



- The nearest Standard Toilets are in the Undercroft and can be accessed via the steps to the far right of the Great Hall and State Rooms. (11steps)



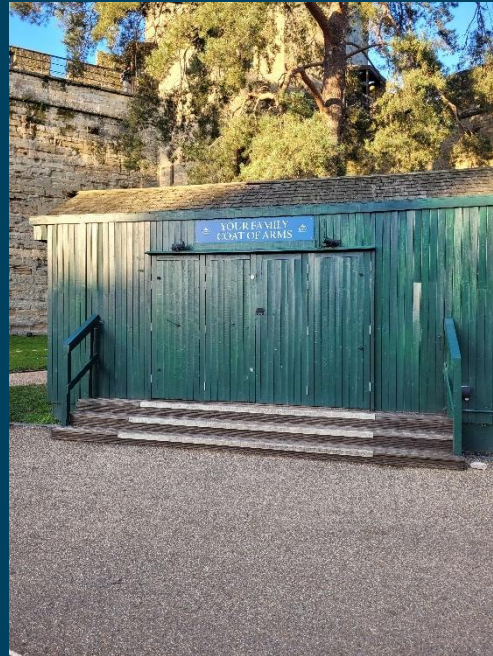
- This area contains the following attractions: The Kingmaker, Time Tower, Towers and Ramparts, The Royal Weekend Party, The Castle Dungeon, The Conqueror's Fortress, The Princess Tower and the Great Hall and State Rooms.

## Access through Bear and Clarence Bridge:

- To enter the courtyard through this entrance, please turn right after entering through the admissions area.
- Follow the path until you approach a bridge located on the right hand side which will lead you to the central courtyard of the castle.
- There is ramped/sloped access at this access point.
- The gradient of the ramp/slope is steep.
- This route is recommend with all guests with limited mobility as shown in the accessibility guide.
- Access through The Barbican:
  - To enter the courtyard through this entrance, please turn left and follow the pathway down to the entrance to the Castle Courtyard.
  - There is ramped/sloped access at this access point.
  - This route is not recommended to Wheelchair/Mobility scooters or those with limited mobility, due to the cobbled surface in the Barbican.

## Retail Castle Courtyard

### Coat of Arms shop



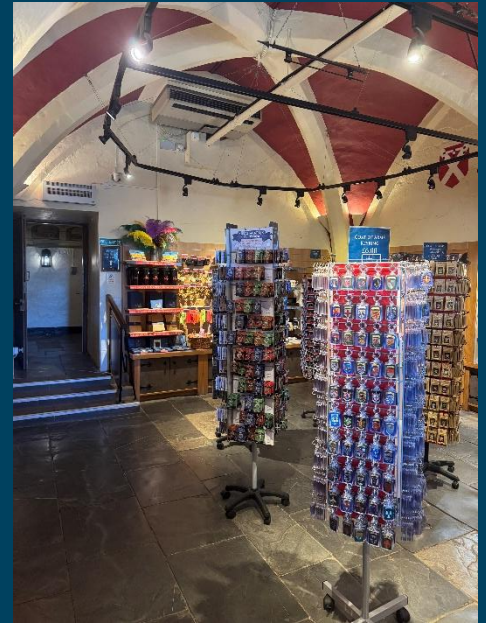
- This can be accessed via 3 steps into the outlet. For wheelchair users and those with limited mobility please speak to any member of staff who will be happy to come to you for assistance.
- There are handrails on both sides of the steps. Please note that the handrails do not extend horizontally beyond the first and last steps.
- There is a portable hearing loop system in this shop, should you need any help with this system, please speak to a member of staff who will be happy to assist you.
- For BSL speakers, please scan the Sign Live bar code located on the counter, this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have

# The Courtyard shop



- There is step free access to this shop
- The doors of the shop are double width and open automatically. Please note that there is a 2 cm lip at the threshold to this entrance
- There is no lowered section of counter, however staff will be happy to come to you to assist.
- There is a portable hearing loop system in this shop, should you need any help with this system, please speak to a member of staff who will be happy to assist you.
- For BSL speakers, please scan the Sign Live bar code located on the counter, this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have

# The Kingmaker Shop



## Summary:

- Located in the castle Undercroft this shop is accessible only via a set of 15 steps to the Undercroft . This entrance also gives access to the Undercroft café and standard toilets Please take care on steps, as the depth of the steps varies in places due to the heritage nature of the building.
- Access to the shop is via 3 steps.
- There is a portable hearing loop system in this shop, should you need any help with this system, please speak to a member of staff who will be happy to assist you.
- For BSL speakers, please scan the Sign Live bar code located on the counter, this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have.

## F&B Castle Courtyard Courtyard Refreshments



- This is an outside kiosk access via the courtyard path and is therefore step free.
- Light background music is played at all times within the castle courtyard.
- There is not a lowered counter at the kiosk, should you require help, please don't hesitate to ask a member of staff who will be happy to assist you.
- For BSL speakers, please scan the Sign Live bar code located on the counter, this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have

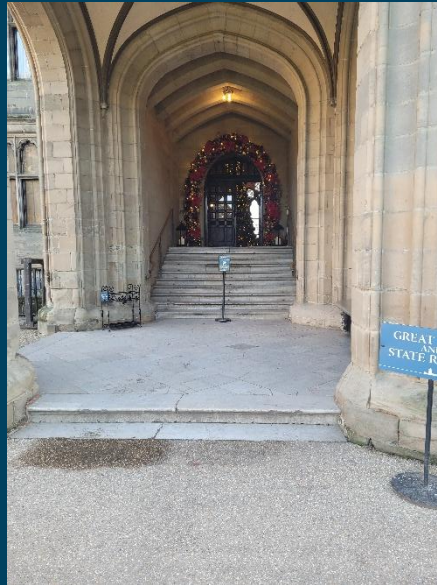
## The Undercroft Café



- Located in the castle Undercroft this shop is accessible only via a set of 15 steps to the Undercroft . This entrance also gives access to the Kingmaker shop and standard toilets baby changing. Please take care on steps, as the depth of the steps varies in places due to the heritage nature of the building.
- Entry to the café eating area is step free.
- There is a second step free door to the food ordering area these doors open towards you pull.
- There is a portable hearing loop system in this shop, should you need any help with this system, please speak to a member of staff who will be happy to assist you.
- For BSL speakers, please scan the Sign Live bar code located on the counter, this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have

## Courtyard Attractions

### Great Hall & State Rooms



#### Summary

- There is stepped and wheelchair access into the State rooms.
- There are Touch Tours available which need to be booked in advance.
- There is also a Braille guide available.
- A multi media guide is also available free to any guest with a carer ticket. This will include audio description, British sign language interpretation and 360-degree video of some of the more inaccessible areas of the castle.
- The nearest accessible toilet is located within the Great Hall and State Rooms, ahead as you enter from the Wheelchair entrance.
- The nearest standard toilets are located at the rear of the castle courtyard, in the Undercroft, there is stepped only access to these toilets. (11 steps)
- There is a quiet time, with reduced visitation and music volume, in this area between 3 and 4pm.

## Wheelchair access to the State Rooms



- The wheelchair lift is to the lift of the Great Hall, when facing, and is between the Great Hall and the Kingmaker exhibition Entrance)
- Please speak to any member of staff, should you need to use the lift, they will happily assist you.
- Please note that large electric wheelchairs and large mobility scooters may not fit into the lift. Should this be the case and should you be able to self-transfer, or transfer with help from members of your party, then we can offer you the use of a manual wheelchair for use within the state rooms.
- Please see lift dimensions below
- The door width is 94cm (3ft 1in).
- The internal dimensions of the lift are 140cm x 112cm (4ft 7in x 3ft 8in).
- To access the Great Hall using the Wheelchair entrance you will be guided by a team member through the Royal Weekend Party Corridor.

## Outside Access (Great Hall - Stepped Entrance)



- Access to the great Hall is via a series of 10 steps. There is a handrail on both sides of the steps.
- There are two sets of double doors into the great Hall. The first set of doors are kept permanently open.
- The second set of doors are closed during colder months. If closed use the right-hand door, which opens by turning the handle clockwise (push to open)
- There is a member of staff available for assistance at this entrance.
- Guided tours run daily and there is a notice board outside the Great Hall entrance indicating what is available on the day.

## Great Hall and State Rooms Interiors



- There is a multi-Media guide available for The Great Hall, State rooms Royal weekend party and the Kingmaker exhibition, which includes a family tour supported by Audio description, British Sign Language and video tours of upstairs and other inaccessible areas, including the Kingmaker and towers and ramparts. These guides are free to guests with a carer ticket, 1 per family group.
- There is step free access throughout the ground floor of the Great Hall and State rooms, with the exception of the chapel which has stepped access from the chapel passageway (3 steps).
- A one way system operates in this area, we ask guests to follow the State corridor through each State room and then follow the armoury passageway which is accessed via the Blue Boudoir at the end of the State corridor
- There is seating available throughout the Great Hall and State rooms, should this be in use during your visit, please speak to a member of the History team, who manage this area, they will be happy to assist you and can supply extra seats if required.
- Waxwork Mannequins can be found throughout this attraction.
- Free Touch Tours in the Great Hall for visually impaired guests are available which should to be booked in advance. It may be possible to offer

these on the day of a visit subject to staff availability, please ask any member of staff on arrival, who will endeavour to organise this for you.

- For BSL speakers, please scan the Sign Live bar code located in the Great Hall on the Kenilworth Buffet , this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have.
- Please note that light background music is played throughout the Great Hall and State rooms.

## Armoury Passageway to Chapel Passageway



- There is a single permanently open door in The Blue Boudoir to access the Armoury Passageway.
- The corridor is relatively narrow (92cm)
- At its narrowest point the corridor width is 66cm, it may be that some wheelchair users may need to backtrack and re-trace their route to the Great Hall, from where they can access the Chapel corridor.

## The Chapel Passageway & Chapel Steps



- The corridor is used to access the Chapel and the Great Hall.
- The surface of the floor is carpet and wood.
- There are 3 steps to enter the chapel

# Royal Weekend Party



## Summary

- There is a multi-Media guide available for The Great Hall, State rooms Royal weekend party and the Kingmaker exhibition, which includes a family tour supported by Audio description, British Sign Language and video tours of upstairs and other inaccessible areas, including the Kingmaker and towers and ramparts. These guides are free to guests with a carer ticket, 1 per family group.
- There is step free access throughout the ground of the Royal Weekend Party
- A one-way system operates in this area.
- The 2nd floor is not accessible to wheelchair users and may be difficult for those guests with limited mobility.
- There is seating available within this area. Should this be in use during your visit please speak to a member of staff who will be happy to assist you.
- Light background music and voice overs are used throughout the attraction.
- There are laminated print outs of the audio in all sections of the Royal Weekend Party.
- During busy periods the area can become congested, There is a Quiet Time between 3 and 4pm.
- There are waxwork mannequins throughout the attraction

- For BSL speakers, please scan the Sign Live bar code located in the Great Hall on the Kenilworth Buffet , this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have.

## Stairs to first floor



- The stairs are located at the rear of The Royal Weekend Party attraction.
- There are 25 in total to reach the second floor.

## Second Floor



- The second floor is step free with the exception of the entrance to the Minstrels gallery from Lord Roberts Bedroom. There are 4 steps to enter the gallery and then a further 4 steps to exit into the Kenilworth bedroom.

## Exit

- The Kenilworth Bedroom leads to Daisy's corridor and then to a spiral staircase to exit. This is 32 steps.



# Time Tower



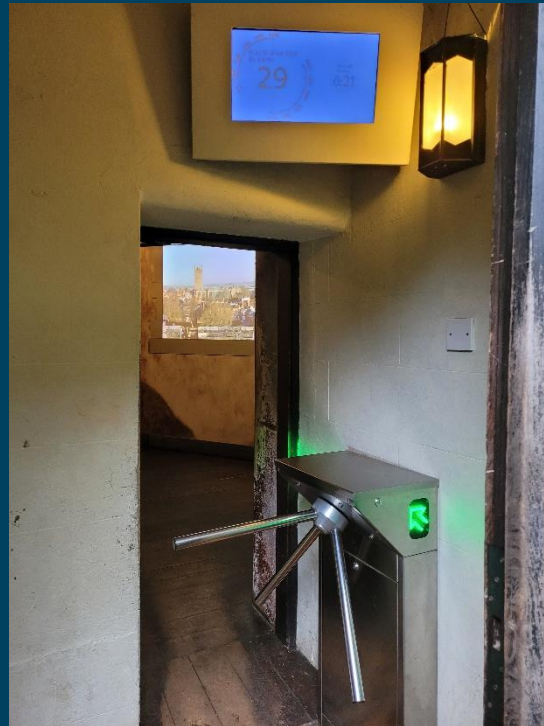
## Summary

- The Time Tower shows a multi media presentation (video and Voice over) of the key moments and characters in the castle's history over two rooms on two levels.
- Each video presentation features subtitles for guests who may be hearing impaired.
- The Time Tower is not accessible to wheelchair users and may pose problems for those guests with limited mobility.
- It is accessed via a timed turnstile which will only admit a maximum of twenty nine people every 15 minutes.
- The nature of the tower itself may have a claustrophobic effect on some guests.

## Access Point

- There are 20 steps to reach the entrance to this exhibition.
- Due to the heritage nature of the tower care should be taken when climbing the steps, particularly in wet or frosty weather conditions.

## Turnstile



- Access to the first room is via a single turnstile, which opens and closes every 5 minutes.
- An information screen above the turnstile shows remaining time to close and also shows remaining space available (max 29 people per slot).
- The turnstile will automatically close once capacity is reached.
- At the start of the show the outer door will close automatically.

## First room and video presentation.



- Benches are supplied for the use of guests whilst watching the presentation.
- The outer door will close automatically a few moments before the presentation begins
- The sound and narration is at a relatively high volume, which is appropriate for the size of room.
- Lighting is medium/sombre
- All narration is subtitled on the video screens
- At the end of the presentation (1066 and William the Conqueror) a door will open automatically at the back of the room and guests are invited to climb to the second room and presentation.

## Second Room and Presentation



- Access to the second room is via a spiral staircase with 19 steps
- There are not handrails on this staircase
- There are no benches or other seating in the second room
- Lighting is medium/sombre
- All narration is subtitled on the video screens
- The sound and narration is at a relatively high volume, which is appropriate for the size of room.
- At the end of the presentation (Arrival of Fulke Greville) a door will open automatically at the side of the room and guests are invited to descend to the portrait gallery.

## Portrait Gallery



- Guests must descend from the second room via a series of 12 steps
- There are a number of portraits of notable characters from the castles history who come to life through video and audio.
- The portraits are not subtitled
- Light levels are good
- Sound level is good

## Exit to the Castle Courtyard



- Exit is via a spiral staircase with 21 steps. There is a handrail on the right hand side

# The Princess Tower



## Summary

- The Princess Tower hosts princess story time for 3- to 8-year-olds.
- Entry is via free timed tickets, which can be collected from our Princesses at the base of the tower.
- The Tower is, unfortunately, not accessible to wheelchair users and may be problematic for young guests with mobility issues.
- Should a child not be able to access the Storytime itself then one of the loving princesses will be happy to come down to spend some quality time with them.

## Stepped Entrance



- There are 12 steps to climb to the entrance of the tower.
- Once through the door there is a photo Opportunity
- There are 25 steps of a spiral staircase to climb to wishing tree room.



## Wishing Tree and Story Rooms



- Both of these rooms have step free access.
- There is also step free access to the photo collection area.
- There is good lighting in all areas.
- Sound levels on voice overs are at a very comfortable spoken speech volume.
- Children enjoy the story while seated on a carpet.
- There is a challenge where children are asked to find important things for the princess.

## Exit



- Groups exit into Daisy's corridor.
- There is light background music in this area.
- Exit to the castle courtyard is via a spiral staircase with 32 steps
- There is a handrail on the right-hand side.

# The Castle Dungeon



## Summary

- The last four rooms of this attraction are wheelchair 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.
- There is a door which provides step-free access into the Judges Room and the final four rooms of the Dungeon.
- The dungeon is sombre/dark throughout
- At points a volunteer/victim is chosen to assist.
- There are multiple steps throughout and a number of spiral staircases to negotiate.
- There are light sound effects throughout which can be chilling
- The dungeon features a mirror maze
- There are jump scares throughout the attraction

## Access Point



- There is a tent with Torn/Distress curtains to enter the attraction.
- This information is for the access point located to the left as you enter the Courtyard through The Barbican.
- There is a photo opportunity on entering the tent
- There are 4 step upon leaving the tent to descend to the Jester pit
- The Jester's Introduction
- During busy periods the ester pit space can become congested.
- The Jester can be loud and dynamic.

## The Monk Room



- Access to this first room of the dungeon is via a stairway with 21 clearly marked steps
- There is a left-hand banister
- Light level is sombre in the stairway
- There are low sound effects
- During busy periods the Monk room can become congested.
- There is a one-way route through this space.
- The story in this area is presented by augmented reality.
- Light level is low

## Getting to the Plague Room



- The information below describes the route between The Monk' Room and The Doctor's Room.
- There is step-free access along the route.
- There are three relatively steep ramps along this route.
- Light level is poor

## The Plague Room



- There is step free access throughout this room.
- A member of the public is chosen to assist, should you not wish to assist, please would you or your carer alert the character, who will move on.

Please note that due to sombre lighting and the nature of the space a Sunflower Lanyard may not be recognised.

- During busy periods this space can become congested.
- The story/show is presented by a character actor.
- The lighting levels in this area are low to moderate.

## Getting To the Torture Room



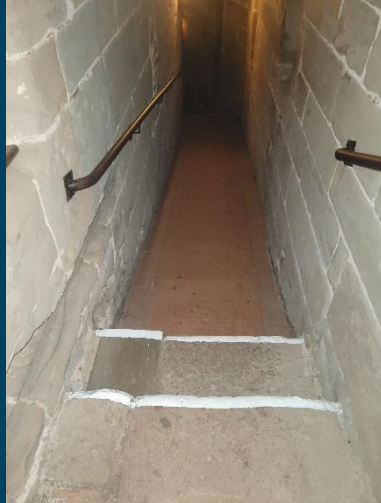
- The information below describes the route between The Plague Room and the Torture Room.
- There is a single step up about 1m from the Plague, then immediately 14 clearly marked steps with a handrail on the right steps down.
- The staircase is a very steep spiral
- The lighting levels are low to moderate.

## The Torture Room



- There is step free access throughout this room.
- A member of the public is chosen to assist, should you not wish to assist please would you or your carer alert the character, who will move on. Please note that due to sombre lighting and the nature of the space a Sunflower Lanyard may not be recognised.
- During busy periods this space can become congested.
- The story/show is presented by a character actor.
- The lighting level in this area is moderate.

## Getting To the Judge's Room



- The information below describes the route between The Torture room and the Judges Room.
- There is one clearly marked step about 2m from the exit to the Torture room
- There is a relatively steep ramp going down, with a handrail on the right, shortly after the previous step
- There are 4 clearly marked steps with a handrail on the right going down, shortly after the ramp (3m)
- The lighting levels are low/sombre

## Accessible Entrance to the Judge's Room



- This information is for the wheelchair entrance located to the right of the Jesters area, from where wheelchair users can enter the last 4 rooms of the dungeon.
- Due to the nature of the space, a maximum of two wheelchairs are permitted for each time slot.
- A member of staff will aid wheelchair users using this entrance, please note however that staff will not accompany the wheelchair user throughout the attraction.
- From this entrance there is an immediate right turn into the Judge's room
- Some larger motorised wheelchairs may not fit through this entrance. The width of the opening is 87cm. Should this be the case then staff will provide a manual wheelchair. Please note however that Warwick castle staff are not permitted to aid transfer.

## The Judge's Room



- There is step free access throughout this room.
- There is bench seating available in this room.
- members of the public is chosen to assist, should you not wish to assist please would you or your carer alert the character, who will move on. Please note that due to sombre lighting and the nature of the space a Sunflower Lanyard may not be recognised.
- During busy periods this space can become congested.
- The story/show is presented by a character actor.
- The lighting levels in this area are moderate.
- Getting To the Execution Room
- Guests step directly from the Judges room into the execution room
- There is a short ramp upon entry

## The Execution Room



- There is bench seating available.
- The seating will move at one point during the show and therefore not recommended for guests with back problems or pregnant women
- During busy periods the attraction space can become congested.
- There is a one-way route through this space.
- The show is presented by a character actor.
- The lighting levels in this area are moderate.
- Getting To (The Mirror Maze)
- Guests step directly from the execution room to the mirror maze

## The Mirror Maze



- There is step free access throughout the maze.
- The nature of the maze is to confuse and may be particularly difficult for visually impaired guests
- There is not seating available within the attraction space.
- The lighting levels in this area are moderate.

## Almoner room



- There is step free access throughout this room.
- There is bench seating available.
- There is a one-way route through this space.
- The show is presented by an actor.
- A light strobe effect is used at points during the show

- The lighting levels in this area are low (blackout) to moderate.
- Accessible Exit
- A member of staff will guide wheelchair users to this exit

### Main Exit Point

- There is stepped access at this exit point.
- This exit point is an open doorway.
- There is a small lip at the exit point of 2cm.
- There is 1 step located through the first archway to the left.
- Steps are clearly marked.
- There is not a handrail at the step.
- The lighting levels at the step are low to moderate.

# The Kingmaker



## Summary

- The Kingmaker attraction is not accessible to wheelchair users and may pose problems for those with limited mobility.
- The Kingmaker operates a quiet time each day between 14.00 and 15.00, where music sound effects and narration are substantially reduced.
- There are opportunities to touch and feel many exhibits.
- Guests are requested not to touch the waxworks
- Smell and scent pots are used throughout the attraction to give the feel of medieval times.
- There are relatively low sound effects of forge work in this area
- Light levels are moderate

## Entry to the Kingmaker



- Entrance is via a short corridor.
- There are two steps down into the corridor.
- Light levels change from good to moderate low as the corridor progresses.
- Music and sound effects are high in this area (quiet time 2-3pm daily).

## Step to the Earl's Horse



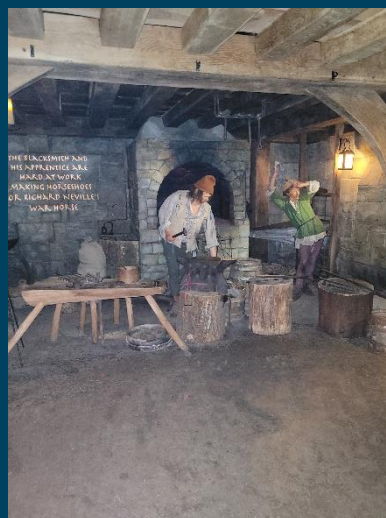
- At the end of the entrance corridor there are 6 clearly marked steps into the horse area.
- Light levels are moderate/low
- Handrails are on both sides of the steps

## The Earl's Horse



- There is step free access in this area
- The floor in this area is cobbled
- Light levels are low/moderate
- Light sound effects can be heard

## The Forge and Blacksmith



- Access from the Earl's Horse to the forge is via one of two walkways the right-hand walkway has a relatively large threshold to overcome
- The left-hand walkway also has a threshold but this is substantially lower
- There is step free access throughout this area
- Light levels are moderate
- Light sound effects of forge work play in this area

## Bowman Area



- There is step free access within this area there is a low threshold to overcome when stepping from the forge to the bowman area.
- There is a second threshold to overcome when leaving the area.
- There are low background sound effect.
- Light levels are good.

## Getting to the Armoury via the porters lodge



- There is step free access from the bowman, past the Porter to the steps to the armoury.

- There are 8 clearly marked steps to descend to the armoury.
- There are handrails on both sides of the stairs.
- Light levels are moderate.

## The Armoury and Cannon Room



- There is step free access in the armoury
- Light levels are moderate/good

## The Cannon Room to the Treasure Maker

- There are some narrow walkways along this route.
- There are some slight slopes.
- Lighting is mostly low except for the Women of the Wardrobe section.
- Steps The Treasure Maker to Final Duties
- There are 2 step located at the end of the corridor after the Treasure Maker.
- These steps are used to access the Final Duties room
- The steps are clearly marked.
- The handrail is in the centre of the steps
- The lighting levels at the steps are moderate to good.

## Attraction Space (Final Duties to The Kingmaker Shop)



- There is step free access throughout this attraction space.
- There is bench seating available in this space.
- There is a one-way route through this space.
- Information in this area is presented by information boards.
- The attraction space does play background music/noise.
- The lighting levels in this area are moderate to good.

## Kingmaker Shop

- There is a step free access into the shop.
- There are 3 steps to exit the shop.
- To re-enter the courtyard, there is a further 15 steps to exit the Undercroft area and re-enter the castle courtyard.

# Towers and Ramparts



## Summary

- 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.
- The full route around the Towers and Ramparts has 540 steps.
- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilet is located within the Great Hall and Upper State Rooms, ahead as you enter from the accessible entrance.
- The nearest standard toilets are located at the rear of the castle courtyard, in the Undercroft, there is stepped only access to these toilets.
- Please take care on steps, as the depth of the steps varies in places due to the heritage nature of the building.

## Access Point (Castle Courtyard to Ramparts)



- This information is for the access point located to the left as you walk through Clarence Bridge into the central courtyard.
- There are 22 steps to access the Ramparts.
- There is an information board/map at this access point.
- Please take care on steps, as the depth of the steps varies in places due to the heritage nature of the building.

## Ramparts to Guy's Tower



- The route along the Ramparts to Guy's Tower has stepped access.
- There are viewing points located along the Ramparts which takes 5 steps to access.
- There are metal fences alongside the paths.
- There is a total of 34 steps located on the Ramparts.
- There is information boards located along the pathway at various points.
- Please take care on steps, as the depth of the steps varies in places due to the heritage nature of the building.

## Guy's Tower



- There is a spiral staircase from the Ramparts to the top of Guy's Tower.
- There is a handrail on the left as you go up the steps.
- The number of steps going up Guy's Tower is 78.
- The steps are not clearly marked.
- There is a viewing point and information boards at the top of Guy's Tower.
- There is an emergency call point and a defibrillator at the top of Guy's Tower.
- From Guy's Tower visitors can either take a second spiral staircase down to the door, which leads to the second part of the Ramparts leading to Caesars Tower, or follow the staircase to the bottom to exit into the Courtyard.
- Lighting levels are moderate during this section.

## Guy's Tower to the Poitiers Room



- The War Room is located on the descent down the spiral staircase of Guy's Tower.
- There are 22 steps down to the Poitiers Room.
- There is a small step located on either side of the walkway around the room.
- This step is unmarked.
- There is not seating available within the attraction space.
- During busy periods the attraction space can become congested.
- Information in this area is presented by: information board and television/screen.
- The lighting levels in this area are moderate to good.
- The lighting levels in this area during evening use are varied.
- There is a video presentation projected onto the walls with accompanying audio.

## Guy's Tower to the Courtyard



- From Guy's Tower the route goes down a separate tight spiral staircase to the Courtyard.
- The handrails are on the right going down.
- There are 135 steps going down from the top of Guy's Tower.
- 22 steps down the staircase there is the Poitiers Room with an audio/visual presentation projected on the walls.
- Once you have descended the stairs there are paths leading out to the courtyard.
- One path has a steep winding slope.
- The other path has steps with a handrail on the right going down.
- The last 10 steps are very narrow and steep.
- Lighting levels are moderate.

## Guy's Tower to The Clock Tower



- From Guy's Tower the route goes down a separate spiral staircase. (86 steps)
- There is a door leading to the rest of the Ramparts that lead to Caesar's Tower.
- There are 4 steps down to access the Ramparts.
- There are metal fences alongside the paths.
- The number of steps along the Ramparts varies between 2 and 23, depending on location.
- There are handrails on the left or right going up or metal grab rails on the steps.
- There are information boards located along the pathway at various points.
- There are 16 steps going up the Clock Tower.
- There are 8 handles to use going up the Clock Tower steps as seen in the picture.
- These are spaced out and can be difficult to reach.
- Lighting levels are moderate to good.

## Barbican battlements:

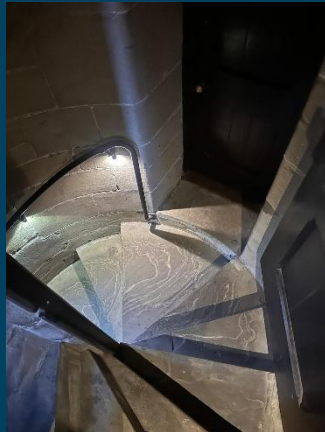


- There are 40 steps from the top of the Clock Towers to this attraction.
- There are no steps located in this attraction.
- There is information boards located around the room.
- The attraction space does play background music/noise.
- The lighting levels are moderate.
- There is an additional 8 steps to carry on to Ceasar's Tower.

## The Clock Tower to Caesar's Tower

- There is 2 steps up and 5 steps down over the Clock tower.
- There is information boards located along the pathway.
- There are metal fences located both sides of the pathways.
- There are 32 steps to access the last ramparts to access Ceasar's Tower.
- The Ramparts contain 3 steps down and 7 steps up.
- There is a metal fence located along the pathway
- There are information boards located along the pathway at various points.

## Caeser's Tower to Central Courtyard.



- There are 29 steps going up Caeser's Tower.
- There is a metal handrail located on the left-hand side.
- There are 2 metal bars located either side at the top of the tower over the last 2 steps.
- There is a narrow passageway around 170cm in height along the pathway to the exit spiral staircase
- There are 89 steps going down Caeser's Tower to the central courtyard.
- Lighting levels are moderate to high.
- Upon exiting the tower, if you exit right there at 4 steps to access the central courtyard. If exiting to the left there is 3 steps to the central Courtyard.

# Sensory Room (Welfare Room)



## Summary

- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilet is located within the Great Hall and Upper State Rooms, ahead as you enter from the accessible entrance.
- The nearest standard toilets are located at the rear of the castle courtyard, in the Undercroft, there is stepped only access to these toilets.
- Sloped access to the Time Tower and Sensory Room
- There is a slope located to the far right of the Castle Courtyard, by the Time Tower.
- The gradient of the slope is steep.

## Sensory & Welfare Room

- The sensory room at the back right of the courtyard, at the bottom of the time tower.
- There is ramped/sloped access into the sensory room.
- A member of staff is required to give you access to the room.
- The door has a closer and maybe difficult for some to open.
- The door opens away from you (push) and is permanently held open.
- The facilities within the room include a changing bench, privacy screen, two seater sofa, two armchairs, a highchair, microwave, kettle, medical waste bins, weighted blanket, spare clothes, sensory toys, bean bags and bottled water.
- There is one 11cm step to access the sensory tiles and bean bags.
- There is a press to exit switch that is 130cm in height off the floor.

# Knights & Princesses shop



## Summary

- This shop can be accessed via 2 steps, For wheelchair users and those with limited mobility, please speak to any member of staff who will be happy to assist you.
- There is a portable hearing loop system in this shop, should you have any issues with this system, please speak to a member of staff who will be happy to assist you.
- For BSL speakers, please scan the Sign Live bar code located on the counter, this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have.

# Mill and Engine House

## Summary

- The nearest accessible toilet is located at the Stables Courtyard.
- The standard toilet is located within the Mill & Engine house.
- Approach (Riverside to the Mill and Engine House)
- This route is uneven in places and features a slope on the approach.
- There is a steep slope upon entry to the south front.
- There are benches located outside the entrance of the Mill and Engine House.

## Outside Access from the South Front (Riverside)



- Access to the Mill is via 4 steps, this gives access to the lower level of the engine house.
- There are a further 6 steps to access the upper level.
- Access from the upper level to the outside walkway to view the water wheel is via 9 steps
- Handrails are installed for each set of steps.

## Outside Access steps (To the left of the Barbican/Portcullis entrance)



- Access is via a set of 55 steps, which takes you to the outside Mill courtyard
- The handrails are on both sides of the steps.
- There is step free access to the outside walkway, from where guests can view the water wheel. The upper area of the Mill can be accessed from the walkway via 9 steps.
- There is not a member of staff available for assistance at this entrance.

## Attraction Space (Lower Area)

- There is step free access throughout this area.
- There is light machinery sound effects throughout the attraction.
- The lighting levels are moderate in this area.

## Attraction Space (Upper Area)



- The Upper area is accessed via 5 steps
- There are handrails on both sides of the steps.
- The lighting levels at the steps are moderate to good.
- There is low bench seating available in this area.
- There is light machinery sound effects throughout the attraction.

# The Falconer's Quest



## Summary

- The nearest accessible toilet is located within the Changing Places at the right hand side of the Conservatory Tea House.
- The nearest standard toilets are located to the right of the Conservatory Tea House.
- Accessible Viewing:
- The accessible viewing area is located at the rear of Falconer's Quest.
- There is step-free access to the viewing area.
- There are 5 designated wheelchair spaces located on the walkway.
- There is space for a carer to stand next to or behind the wheelchair user.
- For spectators wanting to be closer to the stage, there are steep slopes, so please speak to a member of staff, who will guide you to the accessible route to the front of the arena which is along a grass pathway.
- Please note that the birds can potentially fly over you in this area. Please speak to a staff member before the show if you do not wish the birds to fly near you.

## Seating Area

- The access to the main viewing area is by a steep grassed slope.
- There is bench seating available.
- The access to the rows of seating is via a steep slope.
- Visitors can also sit on the grass slope.
- Please note that the birds will fly over you in this area.

# Legend of the Trebuchet

## Summary

- For the full Trebuchet show there is a performance by actors. There are loud noises, sound effects and pyrotechnics, this takes place on weekends and during the summer holidays.
- During the weekdays when the Trebuchet is firing, the Trebuchet show will be a shortened show which will last around 15 minutes. This will be a talk about the Trebuchet and the Trebuchet will also be fired in this show.
- There will be no pyrotechnics or other effects during the shortened show.
- The nearest accessible toilet is located within the Changing Places at the right hand side of the Conservatory Tea House.
- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest standard toilets are located to the right of the Conservatory Tea House.
- Access to main seating
- The pathway leading to the viewing area is concrete.
- There are two slopes to the front of the viewing area.
- The pathway to the right is a long steep downwards slope.
- The pathway to the left is a long slight downwards slope.

## Main Seating / Viewing area

- The main seating / viewing area is located on a grass slope.
- The slope is long and slight.
- There is no seating on the main area of slope, visitors sit on the grass to watch the show.
- There is some bench seating available to the right of the slope, near the Falconer's Quest.
- Accessible Viewing area
- There is a concrete pathway area at the rear of the slope where wheelchair users can watch the show from.
- There are no marked bays for this show.

# Zog and the Quest for the Golden Star

## Summary

- This attraction will take you around different places across the Warwick Castle site.
- The nearest accessible toilet is located within the stables courtyard opposite the entrance for years 1 to 3.
- The nearest standard toilets are located within the stables courtyard opposite the entrance for years 1 to 3.
- The nearest accessible toilet is located within the Changing Places at the right hand side of the Conservatory Tea House for years 4 and 5.
- The closest standard toilets are located to the right of the Conservatory Tea House

## General Information

- The Zog and The Quest for the Golden Star is a trail consisting of several different activities located throughout the Castle Grounds. These activities are near the East Front, Horrible Histories® Maze, Oak Tree Lawn and next to the Pageant Field.
- There are surfaced paths to all of the activities.
- There are slopes on the paths.
- Some of activities are located on grass lawns.
- The activity areas are clearly signed.
- There is a low level stamp machine at each activity.
- Some of the activities are staffed.

# Wars of the Roses Live

## Summary

- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilets are located at the rear of the Peacock gardens, to the right side of the Conservatory, there is step free access to these toilets.
- The nearest standard toilets are located at the rear of the Peacock gardens, to the right side of the Conservatory, there is step free access to these toilets.

## Route to the Wars of the Roses Live

- There is a path located next to the Castle which leads down past Oak Tree Lawn.
- The path is on a slight slope.
- There is a steep slope leading down to the bridge across the river.
- The bridge has a sloped surface.
- Leading up to a show visitors will queue on the paths leading up to the bridge.

## Counter (The Marketplace Shop)

- The counter is located between the Lancaster and York areas.
- The counter is clearly visible from the entrance.
- There is step-free access to the counter.
- The counter is placed in front of a plain background.
- There is not a hearing assistance system at the counter.
- Background music is played throughout this area.
- The type of flooring in this area is grass and gravel.

## Jousting Arena

- The Jousting Arena is located to the right after crossing the bridge.
- There are staff located near to the arena to provide assistance and answer queries.
- The area is split into two stands, with the left side to support York and the right to support Lancaster.
- There is a compact gravel path leading to the Lancaster Area, staff can provide assistance if needed.
- There is a grass path leading to the York Area.
- There are two designated areas for wheelchair users.
- There is one at the end of the Jousting Arena, there is slight ramp to access the viewing area and there is bench seating available.
- There is a designated area for wheelchair users at the side of the Lancaster Area (right hand side).
- There is a steep ramp to access the area and there is space for 5 wheelchairs.
- There is no designated area for wheelchair users in the York Area, however, there is step-free access to the grass at the front of the stand. The views may be limited by the height of the fence.
- The stands have a tiered standing viewing area.
- There are 3 steps to access the viewing area.
- There are 1 to 3 steps to access the different levels of the viewing area.
- The show involves performances by actors, loud noises and pyrotechnics.

# Winter Birds of Prey



## Summary:

- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilet is located within the peacock gardens to the right of the conservatory Tea House
- The nearest standard toilets are located within the peacock gardens to the right of the conservatory Tea House
- The bridge has a sloped surface.
- Leading up to a show visitors will queue on the paths leading up to the bridge.

## Attraction:

- There is step free access throughout this area.
- There is a steep slope to enter/ exit the river island.
- There are 2 steps to enter the regular viewing area.
- There is a dedicated step free viewing platform located at the top of the arena. Please speak to a staff member to enter.
- During busy periods the bridge area can become congested.
- The bird display are described in person.
- Information is provided by the bird handlers using a microphone.
- At times during the show the birds can get quite close to visitors.

# Have-a-go-Archery



## Summary

- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilet is located at the rear of the castle courtyard, in the Undercroft, there is stepped only access to these toilets.
- The nearest standard toilets are located to the left and right of the Conservatory Tea House.
- Attraction Space
- There is step free access throughout this attraction space.
- There is not seating available within the attraction space.
- During busy periods the attraction space can become congested.
- There is step-free access to the area where archers fire their arrows. Staff can provide assistance if needed.

# Woodland Theatre



## Summary

- The nearest accessible toilet is located at the Changing places to the right, when facing, of the Conservatory tea house
- The nearest standard toilets are located to the left, when facing of the Conservatory Tea House. These toilets also include baby changing.
- Viewing Area:
- There are two slight slopes leading up from the pathway to the viewing area.
- The pathway has a fabric mat surface.
- There is step-free access throughout the viewing area.
- There is a small lip from the pathway to the fabric matted surface.
- There are bean bags available for children and watching families.
- There is benched seating available.
- The Zog Live Show features a British sign language interpretation video.

# Peacock Garden



## Summary

- The nearest changing places is located to the right of the Conservatory Tea House
- The nearest accessible toilet is located within the stables courtyard opposite the ticket counters.
- The nearest standard toilets are located to the left and right of the Conservatory Tea House.
- Access Point (Pageant Field - Pathway - Lower Gardens)
- This access point is an open gateway.
- There is a very slight slope on the approach to this access point.
- This access points gives access to the lower gardens, there is also a pathway to the right, which leads to the Oak Tree Lawn access point and the upper gardens.

## Access Point (From the Pageant Field - Lower Gardens)

- This access point is an open gateway.
- There are 2 steps located at the rear of the Pageant Field.
- Steps are not clearly marked.
- There are no handrails at the steps.

## Access Point (From Oak Tree Lawn Pathway - Lower and Upper Gardens)

- This access point is an open gateway.
- The access point ahead as you enter gives step-free access to the upper grounds.  
The access point to the left gives step-free access to the lower grounds.

## Roaming around

- There is step-free access around the majority of the gardens.
- The steps at the centre of the gardens can be overcome by using the pathway leading down from Oak Tree Lawn.
- The surfaces of the pathways around the garden are concrete.
- There are some uneven surfaces along routes.
- There are some very slight and slight slopes in places along the pathways.
- Bench seating can be found in the upper and lower sections of the garden.
- Guests should be aware that there are wild peacocks in the grounds.
- At busy times the gardens may become congested.

## Steps to the Lower and Upper Gardens

- There are 4 steps located in the centre of the garden along the left and right pathway.
- The steps are not clearly marked.
- There are no handrails at the steps.

## Steps to the Conservatory Café

- There are steps located on the left and right pathways at the rear of the garden.
- There are 4 steps.
- The steps are not clearly marked.
- There are no handrails at the steps.

# Horrible History Maze



## Summary

- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilet is located within the stables courtyard opposite the entrance.
- The nearest standard toilets are located within the stables courtyard opposite the entrance.

## Approach (East Front)

- The surface of the approach is tarmac.
- There is a ramp/slope on the approach.
- Access Point
- This access point is an opening with no gate or doors.
- At this entrance you can collect your passport which can be stamped at various sections throughout the maze.

## Attraction Space

- There is step free access throughout this attraction space.
- There is step-free access throughout most the space.

- In the centre of the maze there is a vantage point.
- There are slopes and steps for young children to the vantage point.
- The type of flooring in the attraction space is rubber.
- During busy periods the attraction space can become congested.
- Visitors can move around this area in any direction.
- Information in this area is presented by: information board.
- The attraction space does play background music/noise.
- There is background audio and music located at various locations throughout the maze.
- There are various activities throughout the maze.

## Ramp to the Vantage Point

- There is a ramp located at the centre of the maze.
- The ramp is used to access the vantage point.
- The gradient of the ramp is steep.
- There is a level landing at the top of the ramp/slope.
- There are handrails on the ramp.
- The handrails are on both sides of the ramp.

## Exit Point

- There is stepped access at this exit point.
- At the exit point there is an option to choose a pathway.
- The left pathway contains a small obstacle course.
- The right pathway has step-free access.
- There is 1 step located at the exit doorway.
- There are no handrails at the step.

# Zog Playland



## Summary

- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilet is located within the stables courtyard opposite the ticket counters.
- The nearest standard toilets are located within the stables courtyard opposite the ticket counters.
- The nearest baby change facilities are located within the stables courtyard opposite the ticket counters.

## Access Point

- There is a small lip at the access point of 2cm.
- All guests exit via this access point in reverse.
- The ramp/slope is located immediately ahead from the entrance.
- The gradient of the ramp/slope is steep.
- The ramp/slope is permanent.
- There is not a level landing at the top of the ramp/slope.
- There is a handrail at the ramp.
- The handrails are on both sides of the ramp.

## Ramp Entrance to Playground

- There is a ramp is located just pass the entrance on the left.
- The gradient of the ramp is steep.
- The ram is permanent.
- There is not a level landing at the top of the ramp.
- There is a handrail at the ramp.
- The handrails are on both sides of the ramp.
- The ramp can also be used to access one of the slides, which is located at the top of the ramp.

## Ramp to the Market and Upper Play Area

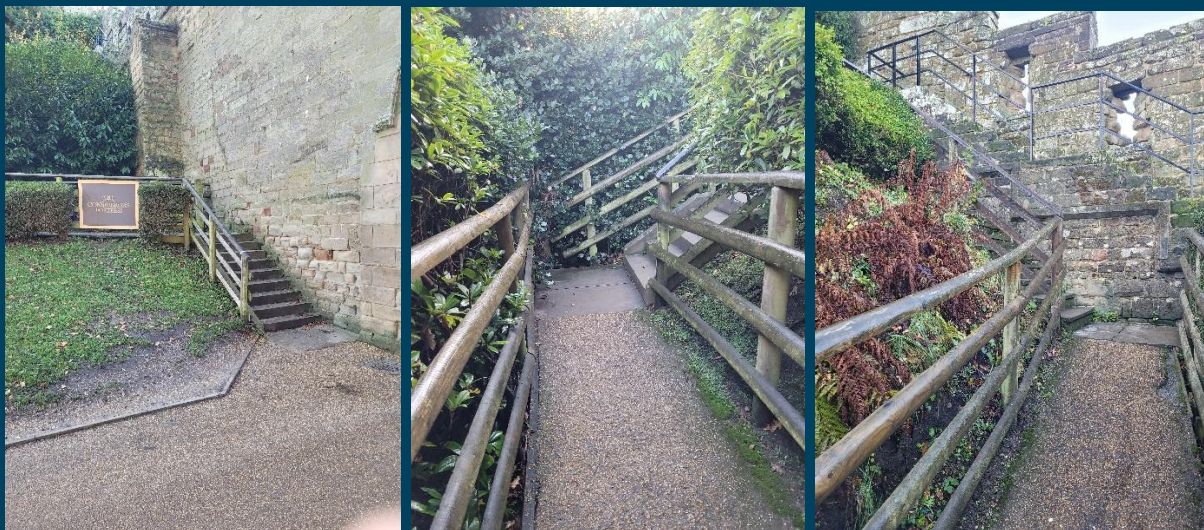
- There is a ramp located at the centre of the playground.
- The ramp is used to access the upper play area.
- The gradient of the ramp/slope is steep.
- The ramp is permanent.
- There is a handrail at the ramp.
- The handrails are on both sides of the ramp.

# The Conqueror's Fortress

## Summary

- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilet is located within the Great Hall and Upper State Rooms, ahead as you enter from the accessible entrance.
- The nearest standard toilets are located at the rear of the castle courtyard, in the Undercroft, there is stepped only access to these toilets.

## Steps (Castle Courtyard to Conqueror's Fortress)



- The ascent to the Conquerors fortress is via a series of ramped walkways and steps in the following order.
- The ascent begins from the castle courtyard via 9 steps.
- From the steps there is a sloped walkway, the slope gradient is low to medium.
- At the end of the gradient there is a series of 4 steps and then immediately a further 7 steps as the walkway turns to the right.
- There is a further walkway the gradient of the slope at this point is medium. At the end of the walkway there are two sets of steps 10 then 9 steps to the summit viewing area.

## Conqueror's Fortress Descent

- The descent from the viewing area is down a series of ramps and slopes.
- The gradient of the ramps vary from slight to steep in places.
- There are wooden fences alongside the ramps.
- The pathway can be uneven in places.
- There are sets of steps located between the ramps.
- There are a total of 72 steps coming down the fortress.

# Conservatory Tea House



## Summary:

- The Conservatory Tea House is located at the rear of the Peacock Gardens.
- The nearest changing places is located to the right of the Conservatory Tea House.
- The nearest accessible toilet is located to the right of the Conservatory Tea House.
- The nearest standard toilets are located to the left and the right of the Conservatory Tea House.

## Approach (From Oak Tree Lawn – Sloped Access)

- This pathway is located to the right of the Peacock Gardens by the standard toilets.
- The pathway can be uneven in places
- There is a ramp/slope on the approach.
- The ramp/slope is permanent, has a steep gradient and has no handrails.
- There is an additional ramp from the outdoor seating area to the entrance of the Tea House.
- The main doors push away from you as you enter.
- The doors are heavy and can be difficult to open.
- The ramp used to enter is steep.
- There are no handrails on the ramp.

## Approach from peacock Gardens – Stepped Access

- There a total of 11 steps from the Peacock garden to the outdoor easting area of the Tea House
- There are no handrails either side of the steps.
- The pathways can be uneven in places.
- There are 2 additional steps to enter the Tea house.
- These steps do not have handrails either side.
- The doors are heavy which can be difficult to open.

## Eating and Drinking.

- Once inside, there are no additional steps.
- There is a portable hearing loop system in this shop, should you need any help with this system, please speak to a member of staff who will be happy to assist you.
- For BSL speakers, please scan the Sign Live bar code located on the counter, this will quickly connect you with a live BSL translator who will help you to speak to our staff and answer any questions or queries you may have.

# Accessible Toilets & Changing Rooms

## Access to Peacock Garden and Conservatory Tea House.



- There is a ramp located at the right of the Peacock Garden leading up to the changing room and accessible toilets.
- To access the room, A radar Key is needed. This can either be your own or one is located in our lockbox located to the right of the entrance 110cm off the ground. Please speak to a staff member to get the access code for the lock box.

## Summary



- Drop Down rails are available either side of the toilet
- There is an emergency alarm for the toilet. The cord to activate the alarm is within reach of the toilet.
- There is a changing bench which is mounted to the wall.
- You can adjust the height of the changing bench.
- This changing room has a hoist which covers all areas. Please note that guests will need to bring their own harness.
- There is a shower area with a detachable shower head.
- There is no additional support for the shower area.

## Access to the Stables accessible toilet



- This accessible toilet has a step free access.
- This Is located in the Stables courtyard opposite the entrance to the castle.
- No key is required to enter this toilet. This locks from the inside.

### Summary

- This area includes both an accessible toilet and a baby changing facility.
- Drop Down rails are available either side of the toilet
- There is an emergency alarm for the toilet. The cord to activate the alarm is within reach of the toilet.
- There is a sanitary and nappy bin.
- There is a flip down table mounted to the wall to baby change.

## Access to the RWP Accessible Toilets:



- The wheelchair lift is to the left of the Great Hall, when facing, and is between the Great Hall and the Kingmaker exhibition Entrance)
- Please speak to any member of staff, should you need to use the lift, they will happily assist you.
- Please note that large electric wheelchairs and large mobility scooters may not fit into the lift. Should this be the case and should you be able to self-transfer, or transfer with help from members of your party, then we can offer you the use of a manual wheelchair for use within the state rooms.
- To access the Great Hall using the Wheelchair entrance you will be guided by a team member through the Royal Weekend Party Corridor.

## Summary:

- This area includes both an accessible toilet and a baby changing facility.
- Drop Down rails are available either side of the toilet
- There is an emergency alarm for the toilet. The cord to activate the alarm is within reach of the toilet.
- There is a sanitary and nappy bin.

# Accommodation



## Parking (Accommodation guests - Bays 5 through 8)

- The car park is located in the Stratford Road Car park.
- The car park does not have a height restriction barrier.
- The car park does have a barrier control system.
- The car park surface is tarmac.
- Clearly marked/signposted parent and child parking bays are not available.
- All parking spaces are provided on a first come first served basis.
- There is an additional car park for visitors.
- There are 5 Blue Badge parking bays available located in bay 8.
- The blue badge bays are located roughly 50 metres from the entrance to the hotel.
- There are 6 Electric vehicle charger bays located in bay 8. 2 of which can be reserved through this link - <https://rawcharging.com/reserve/warwick-castle>
- The route from the car park to the reception desk is accessible to a wheelchair user with assistance.
- The entrance is not clearly visible from the car park.
- The route from the car park to the entrance is clearly signposted. A member of the car parking team will assist with directions
- Knight's Village guests are advised to park in bays 5, 6, 7 and 8.

- Parking is free for all accommodation guests.

## Reception Desk (Hotel)



- The entrance to the reception desk is located by Bay 8.
- This area has a step free access through a set of self-opening doors.
- The closest accessible toilet can be located in the reception area via a door located on the left hand side after entering through the main entrance.
- The closest standard toilets can be located in the reception area via a door located on the left hand side after entering through the main entrance.
- There are 3 self check in machines located on the right had side. 1 of these machines is lowered to tailor towards guests in wheelchairs.
- If you require any assistance, there is a receptionist located on the left hand side after entering the area.
- There is a moderate level of background noise in the reception desk from the talking portraits and the moving horse located in the centre of the reception area.
- There are 2 elevators located at the back on the reception area.

## Accessible Rooms (Hotel)

- There are 4 accessible rooms located at the hotel.
- There is a step free access to all 4 hotel rooms.
- These rooms are located on different floors. You can access the top and bottom floor rooms via the elevator located at the back of the reception area.
- These rooms contain 2 single beds and 1 double bed.
- There are handrails located around the bathroom for both the bathtub shower area and the toilet.
- The shower has an adjustable head.
- The toilet does contain a red cord if any assistance is required.
- The sink in the accessible room is lowered.

## Access to the lodge and Glamping Area

- To access the lodges and glamping area, we recommend heading through the reception area.
- There is a bridge located at the back left behind the reception area. These doors do are not automatic and open towards you if you enter through the reception area.
- There is a wooden bridge which is approximately 150 metres.
- This bridge takes you to the restaurant and tavern area.
- The lodges and tents are clearly marked via signposts and maps.

## Accessible Rooms (Lodges)

- There are 2 accessible lodges.
- To access the lodges, there is a raised wooden walkway. Please note that this walkway can be uneven at points.
- All lodges have a step free access including the accessible lodges.
- The lodges include one single bed and 1 bunk bed.
- There are handrails that can be pulled down either side of the toilet.
- There is an emergency red cord located next to the toilet if assistance is required.
- There is a shower located in the corner of the bathroom.

- There is a chair located in the shower.
- The shower head height is adjustable.
- The shower head can be taken off the stand to be moved more freely.
- There are handrails that can be pulled down in both corners of the shower.
- There is a shower curtain that does not reach the floor, which can make the bathroom slippery after shower use.

## Glamping Tents:

- There are no accessible only tents for the glamping.
- There is step-free access to the glamping tent surveyed.
- The width of the tent entrance is 90cm.
- The entrance is secured by a zip.
- Each tent has a double bed and two single beds.
- None of the internal tent struts create an obstruction next to the bed.
- There is not an emergency alarm in the tent.
- Additional features/facilities in the tent include: a chair with armrests.
- Some of the Glamping Tents have one step at the entrance. Please speak to a member of staff before you enter.

## Accessible Shower

- This accessible shower is located within the shower block building.
- There is sloped access to the accessible shower.
- There is signage on the shower door.
- There is a shower unit with a detachable shower head.
- The shower head is height adjustable.
- There is a seat for the shower.
- The seat/chair is not height adjustable.
- The height of the flip-down/tip-up or fixed seat is 40cm (1ft 4in).
- Dropdown rails are available on both sides of the shower seat.
- There is a vertical grab rail for the shower.
- There is not an emergency alarm for the shower.

## Standard Shower

- The shower facilities are located within the shower block building.
- There is step-free access to the shower facilities.
- The door opens towards you.
- The lighting levels are moderate to good.

## Playground and evening entertainment



- The playground and evening entertainment is located by the Knights Tavern.
- There is both a stepped access and a step free access.
- There is a total of 9 steps to get down to the play area.
- A ramp is located opposite the lodges to access this area step free.
- The flooring in this area is a mix if bark and stones.
- This can be very uneven and difficult to move with guests with limited mobility.
- The closest accessible toilets are located Knights Tavern.
- The closest standard toilets are located in the Knights Tavern.

## Knights Tavern



- The closest accessible toilets are located in the Knights tavern to the right hand side of the bar.
- The closest standard toilets are in the Knights Tavern to the right hand side of the bar.
- The Knights Tavern is located before the lodges and just past the bridge from the hotel area.
- The entrance to the Tavern is through automatic doors which open away from you.
- The tavern will open daily from 12pm.
- There is a step free access to the tavern.
- Tables do not need to be booked in advanced.
- There is a bar area where food and drink can be ordered.
- Food and drink can be brought to the table.
- Takeaway cups are available upon request.

## Accommodation restaurant

- The closest accessible toilets are located in the food hall before the buffet station on the left-hand side.
- The closest standard toilets are located in the food hall before the buffet station on the left-hand side.

- The food hall is located opposite the bridge from the reception area of the hotel.
- There is step-free access to the food hall.
- Tables can be booked in advance.
- There is a bar where food and drink can be ordered and a buffet counter.
- Staff can bring food and drinks to tables.
- The type of food served here is hot and cold meals and snacks.
- This area does play background music.
- Background music is played at all times.
- There is ample room for a wheelchair user to manoeuvre.
- The majority of tables are accessible to wheelchair users.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- The lighting levels are low to moderate.

## Accessible toilets (Knight's tavern & Food Hall)



- This accessible toilet is located ahead and to the left as you enter the food hall.
- This accessible toilet is approximately 15 metres from the main entrance.
- There is step-free access into the accessible toilet.
- This is a shared toilet.
- A key is not required for the accessible toilet.
- There is written text signage on or near the toilet door.

- The door opens outwards away from you.
- The door is easy to open.
- The door is locked by a twist lock.
- The door has a horizontal grab rail.
- The contrast between the horizontal grab rail and internal door is medium.