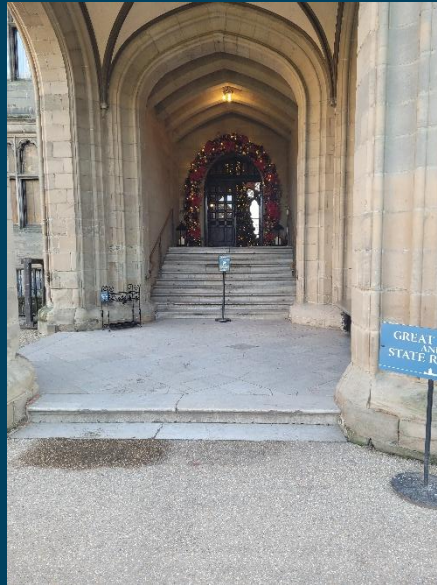


Courtyard Attractions

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