



WARWICK CASTLE ACCESSIBILITY GUIDE

JANUARY/FEB 2022

This document is designed to ensure all guests are aware of what Warwick Castle is and what it involves and help everyone make informed decisions about their visit. Warwick Castle is an iconic heritage site where you can experience the fun of real history through immersive attractions and spectacular shows.

We are committed to inclusivity and accessibility and want to ensure all guests who cross our threshold have the best experience possible.

Visitors with disabilities are always welcome to Warwick Castle and we operate a free carer ticket for all our disabled guests. This document provides information regarding the accessibility of the Castle and grounds.

We recommend that you print this leaflet and use it as a guide throughout your visit. However, we do also provide copies of this information from the Castle entrance area.

Should you need to discuss your visit or requirements with us, please contact us via any means below. The customer services team are available daily from 9am to 5pm.

- Call us on **01926 406 663**.
- 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). Please display your blue badge in the car.

If you are staying at our Knight's Village, we have Bays 8, 9 and 10 reserved exclusively for our accommodation guests to use.

Surfaces in both the Stratford Road and Stables car parks are tarmac. On occasion, during busy times, you may be directed to park on the grass overflow field which is a 20 minute walk to the Castle entrance. If this is unsuitable if you require assistance with parking please speak to an attendant in the car park.

Drop Off Point: People with mobility restrictions can be dropped off at the top of the drive, 30 metres from the Castle entrance, please ask a member of the car park team who will direct you to the drop off point.

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. On arrival please bring with you proof of need for a carer such as a copy of your blue badge or a letter from DLA/Personal Independence.

Top tips around the site

If using mobility aids, we recommend going through the Bear and Clarence Tower entrance to access the Central Courtyard to avoid the cobbled stones of the Barbican. To achieve this, turn right when exiting the ticket scan area.

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:

Indoor Attractions

The Great Hall & State Rooms are wheelchair accessible from our Wheelchair Lift, located next to the Courtyard Shop and Kingmaker Attraction. To use this lift, please contact the nearest member of staff or call 07968 998908, as member of staff is required to operate this lift.

Due to the historic and protected nature of our site, the Kingmaker Attraction, The Time Tower and the Upstairs rooms of the house are unfortunately not accessible by Wheelchair, however we welcome anyone who wishes to explore these areas to use our Interactive Virtual Tour: <https://my.matterport.com/show/?m=HCmSPZ4meT4>

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.

The Conqueror's Fortress

This is an outdoor part of the Castle walls and involves a sloping pathway and a series of 46 steps to reach the top. Good views can be found here of the local surroundings. Descend via the official exit path which is again a sloping pathway with a series of 76 steps. 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 use any of the other routes into the courtyard.

To access some of the shows and attractions you may need to head onto grassy areas. If you need support, please speak to any member of the team.

Accessible Toilet facilities

Enhanced cleaning of all toilets is taking place hourly.

There are three wheelchair accessible toilets at the Castle. One facility is situated in the Stables Courtyard at the main entrance. This facility has a pull chord alarm system should assistance be required.

The second is in the main Castle building in the Royal Weekend Party attraction. This is accessed via the Accessibility Lift. Please speak to any member of staff to arrange access for you or call 07968 998908. This facility also has a pull chord alarm system.

Our third option is next to the Conservatory Tea Rooms, which is a newly refurbished accessible toilet and a **Changing Places** adult changing facility. This has a pull chord alarm system.

Welfare Room

If you require the use of a quiet area, for medical reasons, prayer or breast-feeding we have a Welfare Room available. Please speak to any member of staff and they will assist you. The entrance is not wide enough to accommodate all wheelchairs 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, Gaol, Princess Tower and Time Tower have spiral staircases and narrow stairways. When attending any of our outdoor shows the teams in this area will advise the best place for you to stand/sit. Dogs must not be left unattended at any time. When you arrive at the Castle please make staff aware if there is an assistance dog in your group.

First Aid

We have trained First Aiders on site at all times who are happy to help should you require assistance during your visit. If any help is required, please inform the nearest member of staff.

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.

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 House

This traditional Victorian building has a beautiful and tranquil feeling as it acts as a focal point of the Peacock Gardens and offers a selection of homemade sandwiches, toasted sandwiches, salads, homemade soup, high tea, cakes, and hot and cold drinks. This restaurant is accessible for wheelchairs.

The Undercroft Café is open daily for hot and cold drinks and pastries.

This is down a steep flight of steps with a handrail and is unlikely to be suitable for those with limited mobility.

Seasonal outdoor units

We have several 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

All lodges have a toilet and stand up shower located on the ground floor.

The reception and Banqueting Hall have one wheelchair accessible toilet. All public toilets have baby changing facilities.

Walkways

There are raised wooden walkways which connect all the lodges and the Knight's Village reception and they are suitable for wheelchairs. Please note that in wet or icy conditions the walkways can become slippery.

Banqueting Hall

All food and beverage is served in the Banqueting Hall which is fully accessible.

Assistance Dogs are welcome in the Knight's Village in both the accommodation and the Banqueting Hall.

First Aid

We have at least one trained First Aider at the Knight's Village at all times: please inform the nearest member of staff if you need support.

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 Castle entrance.

Quiet times

We have several recommended times around the year when is best to visit for guests who prefer a quieter time at the castle.

Please Note: these are guideline times in which we believe the attractions will be at their most and least busy – these may be subject to change depending on volume and varying school holidays.

Attraction	Quiet hours	Quiet dates	Busiest hours	Busiest dates
Horrible Histories Maze	3pm onwards	January – Feb half term November- December	10am-3pm	Feb half term April-September Halloween week Weekends
The Conqueror's Fortress	10-11am 3pm onwards	Jan – March September November - December	11am-3pm	April-August Halloween week

Future Plans

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 delighted to install an adult changing and accessible toilet facility to the latest modern standard in January 2022. Please get in contact in advance of your visit if you require any further details of our changing facilities.

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 us, 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**.