**Warwick Castle Accessibility Guide**

We want to make a visit to Warwick Castle accessible and enjoyable for everyone. Use the information below to plan a day that suits your individual needs.

**A WARM WELCOME**

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

* We're committed to inclusivity and aim to make our experiences as accessible as possible.
* The information on this page is to help you make informed decisions about your visit and your individual needs.
* A plain text document containing all the information on this page is available to download below. On arrival, please ask for our accessibility leaflet, attractions guide and map.
* If you'd like further advice or guidance before you make a booking or before you visit us, please contact our accessibility team at customer.service@warwick-castle.com
* **Please note that this accessibility information applies to daytime guests and shows only. For details regarding accessibility during evening events, please refer to specific event information or contact us directly:**

**accessibility@warwick-castle.com.**

**Carer Tickets**

Guests who require a Carer are entitled to a free Carer ticket. All tickets must be booked in advance of your visit, and on arrival you are required to show proof of the need for a Carer.

**Documentation Required​**

* Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book
* Attendance Allowance or Carer's Allowance letter of award
* Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded Incapacity Benefit or Employment and Support Allowance (ESA)
* A valid Blue Badge
* In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI)
* A local authority registration document which is local to the attraction where it is being submitted
* A recognised Assistance Dog ID Card
* Credibility’s Access Card with +1 symbol

​​If you have a different form of documentation please send this for verification to **accessibility@warwick-castle.com** prior to making your booking.

**Car Parking, Blue Badge Spaces and Drop Off Zone**

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

**Drop off Zone**

We offer a drop off area, close to the main castle entrance. This is particularly useful for those guests visiting the castle with mobility requirements, however we recognise that there are many reasons, such as hidden disability, why you might wish to take advantage of this service. On arrival, please speak to a member of our parking team who will be happy to direct you.

**Shuttle Bus Service**

A Shuttle Bus Service runs every 15 minutes between the castles’ field car park and the castle entrance, during peak periods, please check our website or the Warwick Castle app for full details. Please note that the shuttle does not run for 1hr at lunchtime. Please refer to signage on the day for specific time information.

**Access for guests with reduced mobility**

**Wheelchair hire**

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

**Mobility Scooter hire**

Warwick Castle now has two electric mobility scooters available for guests to hire. These can be pre-booked by contacting  **customer.information@warwick-castle.com**
Please note that any guest wishing to hire a scooter must first take part in a short orientation with a member of staff prior use.

**Accessible Toilets and Changing Places Toilet**

There are accessible toilets in the following areas:

**Main Entrance (Stables Courtyard, left hand transfer)**

The accessible toilet is located immediately to the right-hand side of the entrance to the female toilets. This toilet is unisex. Please note due to the nature of the building this toilet is of limited size and may pose problems for some wheelchair users who need to transfer laterally. For full details, including dimensions please visit

**Main House (Royal Weekend Party, left hand transfer)** There is a unisex accessible toilet, directly opposite the attraction entrance from the accessibility lift. Please speak to a member of staff should you wish to access this. For full details, including dimensions, please visit

**Adult Changing Room and Accessible Toilet**

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

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

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

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

**Accessibility@warwick-castle.com**

**Wheelchair lift**

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

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

As the lift is located entirely outdoors, inclement weather conditions may impact the use of the wheelchair lift. We will provide any updates on this page where possible.

**Restaurants and Shops**

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

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

(33 steps in total)

The Grounds and Gardens

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

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

**Access for guests with visual impairment**

**Guide dogs**

We welcome Assistance dogs throughout Warwick Castle, with the exception of the Towers and Ramparts and The Castle Dungeon. We are currently working with Guide Dogs for the Blind, to enable us to introduce reasonable adjustments in these two areas.

 Braille Information

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

Touch Tours

Are available of the Great Hall and State rooms exhibits can be pre booked prior to your visit. These tours are free. To book please contact:

**accessibility@warwick-castle.com.**

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

Access for those guests with hearing impairment

Hearing Dogs

We welcome hearing dogs throughout Warwick Castle, with the exception of the Towers and Ramparts and the castle Dungeon.

Hearing Aid Loops

These loops are installed in our ticket office and all shops and restaurants, and also in all external retail and food and beverage units.

Audio Transcriptions

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

British Sign Language (Sign Live) To assist BSL users when communicating with our with our staff, Sign Live QR codes can be found throughout the castle and grounds, including all restaurants, shops, ticket office and main entrance. Simply scan the QR code and you will be quickly connected with a Sign Live BSL interpreter, who will help you with your interaction.

Access for Guests with Hidden disabilities

Sunflower Lanyard Scheme

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

Quiet Times and Spaces

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

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

The Kingmaker exhibition has a publicised quiet time between 2pm and 3pm daily,

**accessibility@warwick-castle.com.**

Emotional Support Dogs

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

Permanent Attractions

Towers and Ramparts

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

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

 (540 steps in total)

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

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

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

(33 steps in total).

Conquerors Fortress

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

(122 steps).

Great Hall and State Rooms

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

This attraction features waxwork mannequins throughout.

The Royal Weekend Party

This attraction is located across two floors and includes some narrow passages and doorways. Entrance into the lower level is via the Great Hall entrance (or accessible lift). There is then a staircase up to the second floor with 26 stairs. To exit there is a spiral staircase into the Central Courtyard with 35 stairs.

(61 steps in total)

The Castle Dungeon

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

The Castle Dungeon is dark, with a steep spiral staircase, so may be unsuitable for some guests with reduced mobility or guests with hidden disabilities. Please also note that this is an interactive attraction and guests are invited to participate at various points during the experience.

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

**The Horrible Histories Maze**

The Horrible Histories Maze is accessible for standard size wheelchairs.

Some areas (such as the obstacle run on exit) are not suited for those with restricted mobility, however there are alternate routes within the maze available.

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

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

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

The Mill and Engine House

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

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

Seasonal shows and Attractions

Zog Playland

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

Zog Live Show

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

Zog and the Quest for the Golden Star

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

Wars of the Roses Live Joust

This show takes place in a purpose-built arena and has two wheelchair access areas.

Please note that the show can be crowded and extremely dynamic with amplified sound, and pyrotechnics. The second show of the day is generally less crowded There is an area where we can accommodate some guests who may need to escape from the crowds, but please note this is of limited capacity. Please speak to a member of staff on arrival at the arena.