

## Access Statement

This access statement does not contain personal opinions as to our suitability for those with access needs but aims to accurately describe the facilities and services that we offer all our guests and visitors.

Temporary changes due to the Covid-19 pandemic are highlighted in red

### Introduction

Sudeley Castle and Gardens is situated in the countryside of the Cotswold town of Winchcombe. Sudeley has award winning gardens, exhibitions and family rooms on show within the castle, a rare-breeds pheasantry and large adventure playground with picnic area.

- Free parking and disabled parking available
- Free entry for carers with paying disabled visitor
- Accessible entrance and gift shop
- Accessible café and restaurant
- Accessible WC at entrance and inside the castle
- Accessible garden route (although assistance may be required)
- Accessible Pheasantry, Church and Adventure Playground
- Limited to access to Exhibitions and Castle Rooms within the castle due to stairs. **The Castle Rooms are currently closed, and the Exhibitions are not accessible for wheelchair users**

For more information please visit our website [www.sudeleycastle.co.uk](http://www.sudeleycastle.co.uk) or contact us on 01242 604244 or [enquiries@sudeley.org.uk](mailto:enquiries@sudeley.org.uk)

### Pre-Arrival

Details of how to find us are on our website. Alternatively, you can plan your journey by car or public transport using [www.traveline.info](http://www.traveline.info); simply enter your postcode and ours, which is GL54 5JD to get directions.

The closest train station is Cheltenham Spa which is approximately 10 miles away. From the station buses travel into Cheltenham town centre where you can then get the bus to Winchcombe. Alternatively, taxis are available to hire from the train station.

The nearest bus stop is on Winchcombe's High Street named 'Abbey Terrace' which is approximately 1 mile and a 15-minute walk to the Visitor Centre, some of which is up a steady gradient hill. For bus timetables please visit [www.traveline.info](http://www.traveline.info) and input our postcode.

The main entrance is down a narrow lane (Vineyard Street, off the High Street) with a weight-restricted bridge. Large vehicles including coaches, minibuses and campervans should enter using our 'exit' gate by coming down Rushley Lane (off the High Street).

Two manual wheelchairs are available at the Visitor Centre, please phone 01242 604244 to pre-book.

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## Car Parking and Arrival



Main car park



Disabled Car Park



Sloped access from car park to Visitor Centre

There is ample free parking available on the site by the Visitor Centre. The car park surface is loose gravel lanes and grass verges with a large section of hardstanding spaces directly in front of the Visitor Centre.

Limited mobility car parking is available by the castle; please ask at the Visitor Centre on arrival whilst purchasing tickets for access and directions. **Tickets must be bought online before your visit and presented at the temporary side entrance which is sign posted.**

Coach parking is available next to the Visitor Centre. **We are not able to accommodate group bookings in 2020.**

Entrance into the Visitor Centre from the car park is on ground level with no steps and a wide doorway via a slab pathway. **Entrance is via the side gate of the Visitor Centre which is slabbed and gravelled.**

## Main Entrance, Ticketing Area and Gift Shop



Sloped access from car park to Visitor Centre



Entrance to Visitor Centre



Slight slope from Visitor Centre to castle grounds

The Visitor Centre is where you pay your admission fee and is on the ground level in the car park with step free, level access, throughout. **Tickets must be pre-bought online.**

Carers receive free admission with a paying disabled visitor; please ask at the admission desk. **Carers can choose a complimentary ticket online and present it with their fully paid ward's ticket on arrival.**

Entrance into the castle grounds from the Visitor Centre has a very slight slope with no steps or handrail.

## The Castle and Gardens



Access avoiding steps



Sloped entrance to exhibitions



First set of stairs to exhibitions

**There is a one-way route which should be followed except for wheelchair users who are unable to use the grass bank. In this instance, please double-back once at the Church steps for further access to the Church, gardens and Pheasantry, using the driveway from the Castle terrace to the Visitor Centre and ask for assistance.**

Once at the castle there is an alternative route to avoid the steps that is signposted.

Room Guides, Tour Guides and Volunteers can be found in and around the castle who will be happy to assist and answer questions.

Entrance to the exhibitions is from the terrace or the sloped entrance from the Mulberry Lawn. **The entrance to the exhibitions is now from the Castle's terrace and is signposted.**

Exhibitions are over 3-floors within the castle with no lift access. There are two exhibition rooms and a Welcome Film by the family that is on ground level. Chairs are located throughout the exhibitions for visitors. **One of the ground level exhibition rooms and the Welcome Film are not accessible due to temporary closures for one-way route.**



Ramped access to South Hall – entrance lobby to castle rooms



Steps to ground floor rooms in South Hall



Stepped access to South Hall via Knot Corridor

Some of the family's private rooms are now open to visitors including the Library, Morning Room and Chandos Bedroom. Access to the ground floor rooms is by 3 steps with no hand-rail and the 1st floor is up a large, wooden staircase with bannister, and has no lift access. **These rooms are currently closed.**

A number of paintings and exhibits can be seen in the entrance lobby of the castle rooms, known as 'South Hall', where a Guide or Volunteer can answer questions. There is ramped access to 'South Hall' from outside, or from the 'Knot Corridor' which links the exhibitions to the castle rooms where there are steps. **These areas are currently closed.**



Grass bank access to Church



Ramped access into Church



Steps to alter and Katherine Parr's tomb (*top middle*)

St Mary's Church can be accessed via a grass bank to the right on the Church to avoid the steps. Please note this bank is rather steep, and an alternative route would be from the Visitor Centre and through the Pheasantry. **The alternative route is not currently available due to the one-way route. For assistance please ask at the Visitor Centre and arrangements can be made for access.**

Katherine Parr, Henry VIII's 6th wife, is entombed within and some Sunday services take place. The Church is accessible using the side entrance on the left of the church which is a ramped entrance; however, Katherine Parr's tomb is by the alter which is only accessible by two steps without handrails.



Accessible Pheasantry



Bridge access to Adventure Playground



Adventure Playground

The Pheasantry with rare breeds of pheasants is accessible. **The one-way route requires access via the steep grass bank. For access please ask at the Visitor Centre for assistance.**

An adventure playground with a huge wooden fort, slide and zip wire is set in a family picnic area. The adventure playground area is accessed by a large wooden bridge – this is accessible to wheelchair users and pushchairs although via the ramp which may require assistance. The fort itself includes ladders and has several levels so would not be recommended to visitors with limited mobility. The whole area is enclosed with access only via the bridge.

### Public WCs

Public WCs are available at the Visitor Centre and by the Castle Kitchen restaurant in the Castle, both on ground level.

Limited mobility toilets are in the Visitor Centre and by the Castle Kitchen restaurant in the Castle and includes an emergency pull cord. Baby changing facilities are available in both of the limited mobility toilets.

### Catering



Castle Kitchen entrance



Terrace Seating



Castle Kitchen Pantry access with ramp

The Castle Kitchen restaurant is on the ground floor of the castle and sells a selection of hot and cold food and beverages and children's menu options. The Castle Kitchen restaurant and outside seating area are accessible, and the Pavilion adjacent is accessible with a ramp by request. **The restaurant is operating as a simple take-away café, serving**

freshly made rolls, snacks, cakes and drinks. Access is via the conservatory and ramp access is available by request. Seating is available inside the conservatory or out on the terrace.

Table booking is available for larger parties. Please contact us for details. We are unable to reserve tables.

The Castle Kitchen Pantry adjacent to the Visitor Centre has a step with a ramp by request and sells hot and cold snacks, ice-creams, cakes and hot and cold drinks.

### **Dogs and Pets**

Regrettably no dogs or pets allowed in the Castle or grounds, only service dogs. Dogs are welcome in the Visitor Centre and Castle Kitchen Pantry with a water bowl available.

### **Contact Information**

Address - Sudeley Castle, Winchcombe, Gloucestershire, GL54 5JD

Telephone - Visitor Centre: 01242 604244

Website - [www.sudeleycastle.co.uk](http://www.sudeleycastle.co.uk)

Email – [enquiries@sudeley.org.uk](mailto:enquiries@sudeley.org.uk)

We look forward to welcoming you to Sudeley Castle and Gardens.