

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.

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 access to Exhibitions and Castle Rooms within the castle due to stairs. Please ask a member of the team for details.

For more information, please visit our website www.sudeleycastle.co.uk or email 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; 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 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 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.

Car Parking and Arrival



Main car park



Castle terrace bays



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 reserved and signposted at the front of our car park. We also have 2 disabled parking bays at the Castle Terrace if required; please ask at the Visitor Centre on arrival for further information and access.

Coach parking is available next to the Visitor Centre.

Entrance into the Visitor Centre from the car park is on ground level with no steps and a wide doorway via a slab pathway.

Main Entrance, Ticketing Area and Gift Shop



Sloped access from car park to
Visitor Centre



Admission Entrance



Slight slope from Visitor Centre
to castle grounds

The Visitor Centre is where you show your pre-booked ticket (or pay your admission fee) and is on the ground level in the car park with step free, level access, throughout.

Carers receive free admission with a paying disabled visitor; please book a complimentary ticket online or ask at the admission window. The carer's complimentary tickets must be presented with their ward's fully paid ticket.

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

The Castle



Access avoiding steps



Entrance to exhibitions



First set of stairs to exhibitions

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

Our Guides and Volunteers can be found in and around the castle who will be happy to assist and answer questions, and have access to information on tablets for those who can access the inside spaces but wish to see and hear about what is on display.

Entrance to the exhibitions is from the terrace. Exhibitions are over 3-floors within the castle with stairs with a handrail but no lift access. Chairs are located throughout the exhibitions for visitors.



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 open to visitors including the Library, Morning Room and Chandos Bedroom. Access to the ground floor rooms is by 3 steps with no handrail and the 1st floor is up a stone, spiral staircase with a rope handrail. Alternative access and exit from the 1st floor is via a large, wooden staircase with banister. There is no lift access within the Castle Rooms. Please ask a team member from within for assistance if required.

Several 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'.

A film room is located off of South Hall by 2 steps with no handrail, and with a small step into the film room itself.

The Gardens, Church & Pheasantry



Grass bank access to Church



Steps to tomb



Steps in Queens Garden

Our paths are a mixture of hardcore, gravel and grass with access ramps in places. Some pathways are uneven so please take care, and we have benches throughout the gardens to enable rest when needed.

There are stone steps without handrails from the Queens Garden to the HaHa surrounding it. The top of the HaHa is accessible via the grass bank as below.

St Mary's Church can be accessed by stairs with a handrail or via a grass bank to the right on the Church to avoid the steps. Once at the top of the bank, please go right and around the back of the Church for access. Please note this bank is rather steep, and an alternative route would be from the Visitor Centre and through the Pheasantry. Katherine Parr, Henry VIII's 6th wife, is entombed within and some Sunday services take place as well as wedding blessings. 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. At times there are disinfectant mats at the entrance and exit to help prevent the spread of bird flu.

Playground

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 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 Terrace Cafe in the Castle, both on ground level.

Limited mobility toilets are in the Visitor Centre and by the Terrace Cafe in the Castle and includes an emergency pull cord and handrail. Baby changing facilities are available in both limited mobility toilets.

Food and Beverage



Terrace Cafe



Terrace Seating



Terrace Café Pavilion access
with ramp

The Terrace Cafe is on the ground floor of the Castle and sells a selection of hot and cold food and beverages. The Terrace Cafe and outside seating area are accessible, and the Pavilion adjacent is accessible with a ramp by request.

The Pantry adjacent to the Visitor Centre has a step without handrail and with a ramp by request, and sells hot and cold snacks, ice-creams, cakes, and hot and cold drinks for take-away with picnic tables out the front.

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 The Pantry with a water bowl available.

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