

## **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/visitors.

### **Introduction**

Sudeley Castle is situated in the countryside of the Cotswold village Winchcombe. Sudeley has award winning gardens, exhibitions and family rooms on show within the Castle. The Castle is situated on a hill with a gradual approach.

The exhibitions are based over three floors within the Castle with no lift access. A Guide is within the exhibition who will be happy to answer any questions.

There is a circular route around the gardens that is wheelchair accessible although some visitors may require assistance from their companion. Paths are compacted stone, loose gravel or grassed.

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

Both the Visitor Centre that houses the entrance and gift shop, and the Castle Kitchen, are on the ground floor and have step free access.

We look forward to welcoming you. If you have any queries or require any assistance please phone the Estate Office: 01242 602308 or Visitor Centre: 01242 604244 or email [enquiries@sudeley.org.uk](mailto:enquiries@sudeley.org.uk).

### **Limited Mobility Access**

Car Parking – limited mobility car park is next to the Castle; please ask in the Visitor Centre on arrival.

Visitor Centre and Shop, Castle Kitchen, St Mary's Church and Pheasantry – are all accessible on ground level.

Exhibitions – the majority of exhibitions are on upper levels of the Castle without lift access and therefore not suitable for those with mobility difficulties.

Family Rooms – the ground floor rooms are accessed by 3 steps, currently without a handrail. The 1st floor level is up a staircase without lift access and is not suitable for those with mobility difficulties. All rooms are off narrow corridors.

Gardens – there is an accessible route throughout the gardens however some may need assistance. Paths are compacted stone, loose gravel or grassed.

Toilets – limited mobility toilets are situated at the Visitor Centre and by the Castle Kitchen in the Castle.

### **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 which is approximately a 15 minute walk to Sudeley Castle, 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 height restricted entrance and 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).

For more information please contact us on 01242 602308 or 01242 604244.

### **Car Parking and Arrival**

There is ample free parking available on the site by the Visitor Centre. The car park surface is loose gravel lanes and grass verges.

Limited mobility car parking is available by the Castle; please ask at the Visitor Centre on arrival.

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.

### **Main Entrance, Reception and Ticketing Area**

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.

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

Once at the Castle there is an alternative route to the steps that is signposted. Two manual wheelchairs are available at the Visitor Centre, please phone 01242 604244 to pre-book.

### **Attraction (displays, exhibits, rides etc.)**

Exhibitions over 3-floors within the Castle and in the grounds with no lift access.

Award-winning gardens with feature gardens including The Queens Garden, Secret Garden and Herb Garden Walk.

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 has no lift access.

St Mary's Church in which Katherine Parr, Henry VIII's 6th wife, is entombed and some Sunday services take place. The Church is accessible.

Pheasantry with rare breeds of pheasants is accessible.

The Castle Kitchen is on the Castle Terrace and sells a selection of hot and cold food and beverages. The Castle Kitchen and outside seating area are accessible.

An adventure playground with a huge wooden fort, slide and zip wire 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. The fort itself includes ladders and has several levels so would not be recommended to visitors with limited mobility.

### **Public Toilets**

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

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

### **Catering**

The Castle Kitchen is situated on the ground floor with no step access.

A selection of hot and cold food and beverages are available.

Table booking is available for larger parties. Please contact us for details.

### **Additional Information**

Regrettably no dogs or pets allowed on site, only service dogs.

### **Contact Information**

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

Telephone - Estate Office: 01242 602308 or Visitor Centre: 01242 604244

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