



# Groups get out more!

We want you to make the most of your group day out, so we've put together a sheet of helpful information to ensure everything goes as smoothly as possible.

## Accessibility

Warwick Castle was built as a mediaeval fortress and, as such, it has a large number of steps and narrow doorways which present limitations for guests who use a wheelchair. To assist you, please find further information below about details of our attractions and facilities to help you make your day at Warwick Castle an enjoyable one. You can also read our disability policy below.

## Castle Attractions

Of the Castle's most recent attractions, The Castle Dungeon has limited access to wheelchair users. Unfortunately, it is not possible for wheelchair users to gain access to the majority of the indoor attractions at the Castle. These attractions have steps at the entrances and exits and there are narrow corridors throughout.

## Grounds and Gardens

The pathways through the grounds are all tarmac and enable access around the 60 acres of beautiful grounds and gardens. Only registered assistance dogs are admitted to the Castle and Grounds.

## Outdoor Events

Throughout the year there is outdoor entertainment including craftsmen, fighting knights, birds of prey displays and jousting tournaments which are all accessible to wheelchair users.

## Refreshments

The ground floor of the Coach House situated at the Stables entrance is accessible.

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## Gift Shops

The Armoury and Stables gift shops are accessible.

## Toilet Facilities

Toilets suitable for wheelchair users are located in the Stables Courtyard and Conservatory and are equipped with emergency call alarms.

## Courtesy Wheelchairs

Wheelchairs are available on a first come first serve basis. Please call **0871 265 2000** for more information.

## Parking

Disabled Car Parking spaces are available in both main car parks. Parking in all our car parks is chargeable. See our Directions page for details.

## Disability Policy

Warwick Castle is a national monument spanning 1000 years of history. We want everyone to enjoy as many attractions as possible within the castle and its grounds. We have a 'Welcome All' policy and we look forward to welcoming guests who have a disability, together with their necessary companion. We are keen to promote access to as many areas as possible and for our guests with disabilities to gain as full an experience as possible within the constraints that a mediaeval building allows.

We also promote that guests with disabilities and their necessary companion are treated with respect and in a manner conducive to their needs. It is Warwick Castle's wish to ensure that all our guests including those with disabilities receive the same standard of service.

However, some areas within the castle may have restricted access for safety reasons.

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## Definitions

### The Act

The Disability Discrimination Act 1995

### The Definition

A person shall be regarded as disabled if they have a physical or mental impairment which has substantial long-term adverse effects on their ability to carry out normal day to day activities. Substantial being more than minor or trivial. Long term being that the impairment must have been there for more than 12 months or likely to last at least 12 months.

Opening times and facilities are correct at time of going to print (March 2010).

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We've left some space for your notes

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