

# **Castle Drogo Access Statement**

**All measurements are approximate.**

## **General Information**

For more information about access and opening times please refer to the sections below, check our website for current information or contact Castle Drogo by telephone on 01647 433306, or e-mail [castledrogo@nationaltrust.org.uk](mailto:castledrogo@nationaltrust.org.uk)

## **Mobile phone reception and emergency procedures**

- Mobile phone reception across Castle Drogo and the estate varies between networks (but is generally poor).
- Staff and volunteers are contactable during opening hours, 10am – 4.30pm communicating with each other via radio.

## **Assistance dogs**

- Registered assistance dogs are welcome throughout the property, including the castle, formal garden, and café.

## **Other key information**

- Light levels within the castle are quite low, this is in part due to historic lighting as well as the conservation of items within the castle.
- There is a ramp to access the Entrance for the Castle. It is possible to access the entrance hall and library without

navigating stairs. All other areas within the castle require ascending or descending some stairs.

- Please note that many of the stairs within this Grade 1 listed castle don't have handrails.



Ramp up to the Entrance Hall



Tramper – Countryside mobility scooter

- Mobility Tramper hire is available for use on the estate and grounds (operated in partnership with Countryside Mobility Scheme). Please contact Castle Drogo on 01647 433306, or e-mail [castledrogo@nationaltrust.org.uk](mailto:castledrogo@nationaltrust.org.uk)
- There are three wheelchairs available for visitors to use in the visitor centre and two located in the castle. Please ask a member of staff if you wish to use one.
- There are large print guides and a BSL guide available please ask in the Entrance Hall for these.

## Arrival and parking facilities

- There are 6 designated spaces for disabled visitors. These spaces are on Golpla, plastic reinforced gravel. It's approximately 50 metres from the car park down a gentle tarmac slope to the Visitor Centre. Visitors parking in accessibility spaces do not need to obtain a parking ticket.
- The rest of the car park is level and on Golpla, excluding the overflow car park which slopes and has a stony surface.
- There are two coach bays as you come into the car park and larger spaces for motorhomes located in the overflow.
- Due to the narrow roads on the approach to Castle Drogo coaches and motorhomes longer than 10.5 metres and wider than 2.39 metres (or bigger than 43 seats) are not recommended.



Accessible parking bays



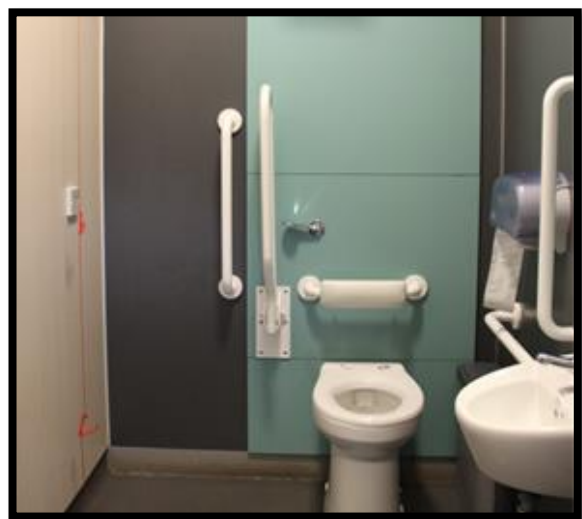
The buggy can accommodate 5 passengers

- There is a drop off point located near the café as you first enter the car park. It is also possible to contact us in advance if you wish to speak to someone about drop off options and distances.
- We have a buggy service running from the visitor centre down to the castle, as well as down to the bus stop twice a day, please see the 'getting here' page on our website for full details. This is operated by volunteers, please ask a member of staff at visitor reception if you require the buggy. Please also be aware that there is a short path (roughly 65 metres) with a gentle slope from the visitor centre down to the buggy pick up point. There are benches at both pick up points at the visitor reception and at the castle.

## WCS

The accessible toilet is located at the visitor centre.

- Right hand transfer.
- The toilet cubicle is 1.5m x2.2m.
- Artificial light.
- Hand wash facilities (with low basin), paper towels.



Accessible toilet at the visitor reception



## Visitor reception

Visitor reception houses reception, café, shop and WCs. The gentle slope from the car park brings you down to a level circular area in which you then enter visitor reception.



Entrance to the visitor centre



Visitor reception desk

- The entrance door is an automatic sliding door 1480mm wide.

- Exit for the castle and gardens is through 2 automatic sliding doors, again 1480 mm wide.
- The reception desk is 850mm high.
- An induction loop is fitted at the till at visitor reception.
- Floors are polished recycled glass (in the shop there is a heavy-duty floor covering).
- The visitor centre is naturally well lit but there is fluorescent lighting as well.
- There is a bench with arms available for visitors in the Visitor Centre.
- An easy read booklet is available from visitor reception on request.

## Castle Approach

- There is a buggy service from outside the visitor reception for transport to the castle. This buggy does not accommodate wheelchairs.
- The Castle is roughly 330m from visitor reception. This is down the main tarmac drive. There are several benches along this path.

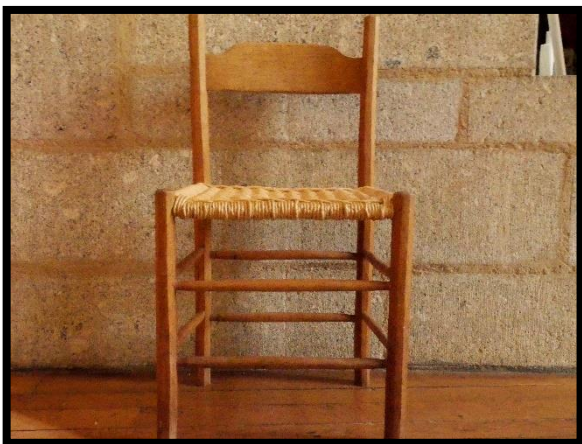


Path across the forecourt

- The surface on the forecourt is gravel. There is a path across the gravel for wheelchairs and pushchairs.
- There is a granite ramp in place to get into the house.
- The door to the castle is 1200mm wide and opens inwards.

## Castle interior

- The areas throughout the house are lit with natural and artificial lighting. Some areas can be quite dark for conservation purposes and due to historic lighting.
- Flooring surfaces are a mixture of wood, stone, and carpet.
- The Entrance Hall and Library are the only rooms that don't require ascending or descending stairs to access.
- A book is available upon request with photos showing the other parts of the castle.
- There are chairs for visitors in most rooms throughout the house.



Chairs like this can be found around the castle



The Library at Castle Drogo

- Volunteers can be found in most rooms and are equipped with radios to contact staff if needed.
- There are no accessible WCs in the castle.
- Manual wheelchairs can be used throughout the property. There are two in the castle that visitors can borrow. Please ask a member of staff or volunteer if you wish to use one.

## **The café**

- The café is located within the visitor centre building.
- The doorway is over 1500mm wide and is a sliding door that is fully opened when the café opens. There is plenty of space for a powered wheelchair.
- There is lots of natural light but there are some fluorescent lights as well.
- There is outdoor seating which can accommodate wheelchair users.
- The counter height is 850mm.



- Menus are printed above the café counter in a DDA approved font.
- The tables are mostly 1200mm apart.
- Larger cutlery, straws and two handled mugs are available on request.



The cafe at Castle Drogo

The shop at Castle Drogo

## The shop

- Entrance to the shop is level and by the reception area. The doorway is 1800 mm
- Inside the shop the floor is a heavy duty covering
- The lighting is LED.
- There is a minimum of 100cm clearance between tables.
- The Trumper route back into the Visitor Centre, passes directly through the shop, parallel to the counter.
- There is an Induction Loop fitted at the till point.



- There is a slight ramp into the shop from the plant centre.
- The Plant Centre surface is gravel.
- The counter height is 760 mm
- The team can assist with service and with lifting and carrying goods if required.

## The Garden

- Some of the formal garden is terraced with granite steps (with no handrail).
- Paths in the garden are gravel.
- There are 2 level paths taking you into the garden without using steps.



Gravel path surface



Granite steps with no handrails

## The Estate

- At places the gorge is very steep and many sections such as at Sharp Tor there are no barriers. Children and dogs should be supervised.
- Mr Drewe's path is wheelchair accessible, the easiest point of access is from the small car park to the left-hand side of the Castle. Please see accessible walking route for location.
- There is an easy 1 mile walk on Piddledown Common, but this is not wheelchair friendly. It can be accessed on the Trampler or other all-terrain mobility scooters. The route is signposted with a Trampler marker.
- The other walks down into the gorge can be steep in places but are mainly flat by the river.
- There are steps and bridges to navigate on the Teign gorge circular route.
- If you are planning a walk on the estate and are unsure about the terrain, ask one of our team in the visitor centre and they will be able to advise you.





Foresters path, Teign Gorge.



Steps over medieval wall, part of the Teign circular route

- There is a printed accessible map available in visitor reception.



## Finding your way around

### The castle

As you explore the castle find out about Drewe family life at Castle Drogo and immerse yourself in the architecture of this uniquely designed building.

### Orchard

Full of wild flowers this is the perfect place for a peaceful picnic.

### Chapel and Gun Room

Discover more about the River Teign and its inhabitants in the Gun Room.

### Mr Drewe's Path

Take a stroll along Mr Drewe's favourite path and enjoy the views up and down the gorge.

### The Luncheon House




Discover more about the garden by picking up a guide.

### Bunty House

Come on in and play, have a picnic with the teddy bears, read a story or welcome a friend in for tea.

### Key

- 1 Car park
- 2 Visitor centre (reception, shop, café, second hand books, toilets)
- 3 Picnic areas
- 4 Garden
- 5 Garden entrance
- 6 Rhododendron Garden
- 7 Castle entrance
- 8 Toilets
- 9 Castle exit
- 10 Servants garden and pushchair store

-  Steep/uneven path
-  Dog path
-  Dog waste bin

### The Drogo Estate

Explore the Teign Gorge with its ancient woodland, riverside walks and dramatic views. Pick up a walks leaflet from reception to help you find your way.

