

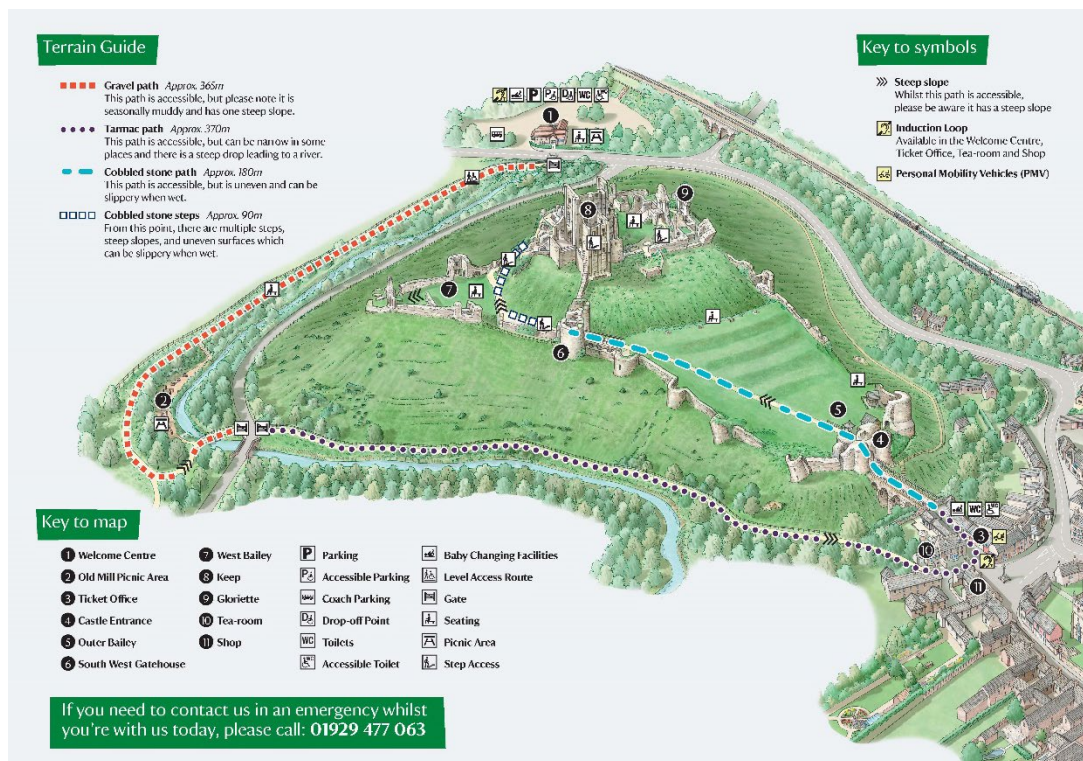
Corfe Castle Access Statement



National Trust Corfe Castle, Isle of Purbeck, The Square, Wareham, Dorset, BH20 5EZ
T: (01929) 481294 E: corfecastle@nationaltrust.org.uk

Introduction

- Corfe Castle was built over 1,000 years ago and has been a royal palace and fortress. The castle is built on a high limestone mound between two hills forming an iconic focal point for all visitors of all ages and abilities.
- Access to some areas is restricted by steps except for the Outer Bailey of the castle. There are steep slopes, drops, uneven stone paths/steps and grassy slopes that can become slippery when wet throughout the site.
- There is mobile phone reception and access throughout the site and staff are always on duty in the kiosk at the castle entrance with radios to help if necessary.
- All dogs, including assistance dogs, are welcome across the site but must be kept on a short lead. Please remove any faecal matter and dispose of it correctly. There are water bowls located in the castle and near the Ticket Office.
- Prams or heavy items can be left by the kiosk in the castle entrance.
- All staff wear National Trust branded clothing and a name badge and will be happy to help in any way you need.



Visitor access map of Corfe Castle.

Arrival & Parking Facilities

1. National Trust Corfe Castle is well signposted from all roads and is part of Corfe Castle village.
2. National Trust Castle View car park (East Street, Corfe Castle, BH20 5DR (01929) 477320) is located on the main A351 road just prior to the turn off for Studland. National Trust members can park for free using their membership cards at the parking machines. Non-members are required to either pay and display or use the 'PaybyPhone' website or app – location 803345.
3. There are 4 designated coach parking bays. Booking is essential in peak seasons.
4. There are 4 disabled parking bays, these are free to park in.
5. Castle View car park is mainly covered with a hardened resin bonding, the remaining sections are covered with hardened stone and is mostly level. This can get dusty.
6. There are no transfer facilities provided by the National Trust to/from Castle View to the castle entrance, but visitors of all abilities can be dropped off in The Square before seeking appropriate parking.

7. There are alternative non-Trust parking facilities in Corfe Castle Village:

- The Village Square (BH20 5EZ) has free parking up to 1 hour, or up to 3 hours with a blue badge (there are no designated disabled parking bays). The pavements in The Square are cobbled. There is a Pay & Display car park in West Street (BH20 5HH) which has two disabled parking bays and is a 10-minute walk from The Square along a cobbled pavement.
- Purbeck Park (BH20 7DW) is a Pay & Display car park on the A351 prior to entering Corfe Castle Village. It has 14 disabled bays and has accessible toilets on site (access via RADAR key). There is access to the railway line and the ability to stop at Corfe Castle train station. This is run independently to the National Trust and members do not get free parking. There is a footpath along the side of the train line that drops into the back of the Castle View car park. The path is about 600m.

8. The entrance to Corfe Castle is accessible from Castle View car park from two main routes:

- Along the footpath which runs adjacent to the Corfe River (known as the Woodland Walk). The path is partly gravel and concrete and has latched gates at each end as the route crosses over the road towards Church Knowle.
- Along the pavement on the A351 East Street. This route is partially concrete and cobbled but is exposed to high volumes of traffic.



Castle View Car Park entrance. Disabled parking bays at front of building.

Castle View Welcome Centre (located in the car park)

1. Internally, the Welcome Centre has a level hardwood surface. The main entrance is at the front of the building facing the A351. Secondary access is through the side of the building, by the toilets.

2. The building has natural light with South and West walls having (mainly) floor to ceiling windows. Artificial light to compliment this is with fluorescent bulbs.
3. Seating and tables are available throughout the Welcome Centre. A selection of hot/cold drinks and snacks can be purchased here. Chairs and tables can be moved to accommodate your needs, please ask a member of staff for assistance.
4. There are no manual wheelchairs or powered mobility vehicles available for loan from here. There are walking poles available to borrow here.
5. There is a display model of the castle showing what it looked like before it was destroyed.
6. There is a second-hand bookshop inside the building.



Exterior and interior of Castle View Welcome Centre.

WCs

1. There are toilets at 3 locations on the property:
 - Next to the Ticket Office prior to entrance of the castle - including an alarmed accessible toilet.
 - In Castle View Welcome centre (Car parking location) - including an alarmed accessible toilet.
 - Inside the Tea-room. There is no accessible toilet here but the closest one is in the Ticket Office toilets opposite.
2. There are baby changing facilities in each of the male/female toilets at the Ticket Office and Castle View Welcome Centre.
3. The toilet areas are lit by fluorescent lights. Windows are frosted to give privacy. There are automatic hand dryers at all locations.
4. There are no changing places facilities on site.



Toilet facilities available in the Welcome Centre, Ticket Office and Tea-room.

Visitor Reception -Ticket Office

1. The Ticket Office is on the right of the path leading up to the castle and its entrance is accessible for all persons. The floor consists of uneven Purbeck flagstones on a slight slope.
2. Visitors are greeted by staff both externally (staff level and time of year dependant) and internally.
3. There is some natural light, but the area is mainly lit by LED roof spotlights to ensure sufficient visibility.
4. The entrance door is manually opened and in warmer weather remains open. Staff/volunteers will assist with opening the door if required. There is a rubber ramp provided for ease of access into the building.
5. The three till points are split evenly throughout the reception area to facilitate visitor flow. They have a lower access point, which is more accessible for wheelchair users.
6. The reception area has three tables with seating for membership recruitment, this number drops to two during the winter season when the Christmas tree is then located within reception.
7. Induction loops are available at the reception pods and membership recruitment tables.
8. There is an all-terrain attendant wheelchair with electric assist available to borrow from here. To make a booking, call us on 01929 481294. There is a maximum booking out time of two hours.

9. Those attending with a carer(s) will only need to pay admission for themselves (non-members), carer's admission is free. Both members and non-members can apply for a National Trust Essential Companion Card. To do this, call Membership Services on 0344 800 1895.
10. There are castle guidebooks for sale (also available in the kiosk at the Castle entrance and in the National Trust shop). There is a selection of leaflets on the property and local area, all of these are free.



Exterior and interior of Ticket Office. There is an all-terrain wheelchair available to hire here.

Corfe Castle (Ruins)

1. The castle entrance (Outer Gatehouse) is located 50m from the Ticket Office and roughly 700m from Castle View Welcome Centre.
2. The path to the Outer Gatehouse from the Ticket Office consists of uneven cobbles on an uphill slope, these can get slippery when wet.
3. Access through the Outer Gatehouse is 4m wide leading onto a 2m wide cobbled path bordered by grass on an upward slope.
4. There are interpretation boards located through the castle, as well as 3 audio points (text versions available on request)
5. Some interpretation boards are available in British Sign Language and Audio format. To view these, you can scan the QR code next to each board. You can also watch them on our YouTube channel: @NTCorfeCastle
6. There is no wheelchair access beyond the Southwest Gatehouse as there are large steps.

7. There are walking poles available to borrow from the kiosk in the Outer Gatehouse.
8. No climbing on the walls or masonry is permitted.
9. There is seating and tables in the Outer Bailey for visitors to enjoy. There are benches throughout the Castle, with spectacular views.



The Outer Gatehouse. Walking poles are available to borrow. The Outer Bailey of Corfe Castle.

Food & Beverage – National Trust Tea-room

1. See above for access to the Tea-room from Castle View car park (Same as ruins) as all locations are in the same proximity.
2. The area directly outside the Tea-room is uneven cobbled flagstone.
3. Access is through the front entrance with secondary access through the Tea-room garden. The front door has no access limitations however access to the building through the garden has two deep steps. Wheelchair users are advised to order in the Tea-room before finding seating in the garden or alert a member of staff who will be happy to assist you.
4. Both front and rear access are through manual doors, with staff being able to assist if needed.
5. All visitor rooms have soft and hard furnishings with seating and tables throughout.
6. The second and third floors are for staff and volunteers only.
7. The counter height is higher than 850mm with no lower counter level currently in place for wheelchair users. Table assistance is provided for those that are less abled even during busier periods.

8. Staff will assist visitors as required and often table service occurs during quiet trading times so queuing is not always required.
9. Due to the nature of the building, there are limited numbers of tables with 1,200mm of space around them. Staff will ensure wheelchair users are directed accordingly and movement of furniture made a priority to accommodate.
10. The till point has an induction loop system.



Interior and exterior of the Tea-room.

National Trust Tea-room Garden

1. The Tea-room garden is located at the back of the building. You can enter here through the Tea-room (via 2 large steps) or through the side gate before the main bridge to the castle.
2. Throughout the garden there are flat paving slabs which can get slippery when wet with steps that lead to the lower garden section.
3. The garden furniture hosts a selection of tables/seating to accommodate differing needs and requirements.



The Tea-room garden.

Retail – National Trust Shop

1. See above for access to the Shop from the main car park (Same as Ruins) as all locations are in the same proximity
2. The pavement outside of the shop is only 2' 6" wide with slabbed uneven path, this can get slippery when wet. There is only one entry point. There is a slight slope into the shop which measures 114cm long and 133cm wide. A 'Caution Ramp' sticker is in place.
3. The entry point is a manually opened set of double doors, staff are available to assist with those that need assistance.
4. The first area of the shop is lit by spotlights with the back room lit up by strip lights and natural light in through the windows. There are two main large windows located by the entrance to the shop that allows natural light in.
5. There is an area towards the back of the shop that is only accessible via three steps. Wheelchair users will not be able to access to this section, but staff can assist with their needs if items for sale are wanted to be viewed. There is limited headroom ranging from 156cm to 178cm on the steps, but protective padding is in place to minimise injury if impact occurs. There is a handrail available on the right of the steps.
6. The counter ranges in height from 70cm to 90cm high. Card machines are moveable down to the lower level.
7. Shopping bays/shelves range from 71cm to 174cm in height with staff being available to assist with viewing stock on the higher or lower levels.
8. The till points have induction loops systems to assist those with hearing impairments.
9. There is a circulation space of 1200mm between display stands.



Exterior and interior of shop.

Contact details for more information:

James Gould
Visitor Operations and Experience Manager, Corfe Castle
National Trust Corfe Castle Ticket Office
The Square, Corfe Castle
Wareham
Dorset
BH20 5EZ

T: (01929) 477325
T: 07990 565503
E: james.gould@nationaltrust.org.uk

Date: 27 October 2023