

**Castell Penrhyn a'r Ardd
Penrhyn Castle and Garden****Access Statement**

Castell Penrhyn, Bangor, Gwynedd, LL57 4HT (sat-nav)
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**Penrhyn Castle is a 19th century fantasy castle
with industrial and colonial foundations**

The dominating stone façade of Penrhyn Castle hides more than just its internal red-brick construction. The unique architecture, opulent interiors and fine art collection sit alongside a history of sugar and slate fortunes, of social unrest and the longest-running industrial dispute in British history. The extensive grounds are perfect for exploring and enjoying spectacular views of Snowdonia and the North Wales coast. Little explorers can climb trees, make dens and run wild in the grounds.

Points to note:

- In an emergency staff carry radios or please call the main office on 01248 353084. Mobile phone reception at the property can be patchy depending on your network and may not be possible inside the castle due to the thickness of the walls.
- Dogs are welcome on the estate on a lead, but not inside the castle rooms including Victorian kitchens, castle shop or children's play area. Assistance dogs are welcome throughout the site.
- Please take care around open water.
- Light levels may be low on some days inside the castle for conservation reasons or exhibitions.
- There are no fluorescent lights in visitor areas in the castle though these are in other areas.
- At busy times because of pinch points there may be no access to prams inside the castle. You may be asked to leave these on entry.
- Large bags, rucksacks and child carriers must be left in the Grand Hall on entry to the castle.
- There are speed ramps with a height of 80mm and 480mm width on the drive for both entrance and exit. All speed ramps are signposted.

1) Introduction

Penrhyn Castle is built at the top of a small hill. The garden is primarily meadowland/ woodland, with a terraced walled garden. Mobile reception is intermittent inside the building, with better coverage outside. If visitors have a problem whilst at the property, they can call 01248 353084 during normal opening hours. All dogs are welcome anywhere in the grounds, gardens and stable cafe at Penrhyn Castle, on a short lead. Only assistance dogs are welcome *inside* the castle.

Light levels inside the castle can be quite low in some areas/ times of the day for conservation or exhibition reasons. Large bags / prams/ child carriers will need to be left in the Grand Hall with a member of staff before visiting the rest of the castle.



2) Arrival & Parking Facilities

Penrhyn Castle is signposted with brown tourism signs from both directions of the A55, and from the A5. The above postcode should be used for sat-nav, to ensure visitors are directed to the National Trust entrance and not a private driveway. Please follow signage on your approach.

The free car park has a tarmac, or loose stone surface, and may be uneven in some areas. The driving area is tarmac, with parking bays surfaced in gravel. There are steps and slopes between different sections of the car park.

The designated disabled car parking spaces are surfaced in the same loose gravel. There are 6 blue badge / disabled car park spaces with level access approximately 20metres from the Visitor Centre. There is also a Blue Badge car park approximately 200m from the castle entrance – visitors should visit the visitor centre before being directed to this.

The visitor centre is approximately 450m from the castle entrance. Where possible we run a buggy service (10am-4pm). This is a volunteer service and there may be some days when this is not available. If you require this service, please call us to confirm availability. The golfbuggy is not accessible for those unable to transfer from their wheelchair. The additional car park near the castle is better suited in this instance.

The buggy service transports visitors between the visitor centre and the main castle, when available the buggy can transport visitors from the castle around the garden and grounds. There is no timetable for the buggy, please ask a member of staff to radio the driver if you require transport while visiting.

You can drop off passengers at the main castle if there are no designated disabled spaces or transport available. Please visit the visitor centre first if you wish to do this.

There is an electric car charging point with two chargers in the main car park, next to the visitor centre. Our overflow car parking is approximately 200m from the visitor centre. The driving area is tarmac, with parking bays surfaced in loose gravel.

3) Visitor Reception

The visitor centre can be accessed by ramp or via two steps from the car park. There is level access into the building. The doorway is approximately 2000mm wide when fully open.

The entrance and exit doors are manual opening and both open outwards. They are self-closing. Staff and volunteers are on hand in the building to assist with opening the door if required.

The visitor centre flooring is wood laminate with carpeted mats on entrance and exit. There are soft furnishings such as sound clouds on the ceiling, padded seating and fabric window blinds to absorb some sound and echoes, however the space can be noisy when busy.



The reception desk is approximately 1200mm high. Both desks are 'pods' and staff can walk round to talk to visitors as necessary. There is a 60mm high table in reception and clipboards to use if the desk cannot be reached. There are hearing loops on both tills.

There is lots of natural light through windows and glass doors. There are LED spotlight bulbs lighting the central part of the room. There is a bench available for visitors to sit on under the eaves canopy at the visitor centre.

Members of staff will be able to arrange a manual wheelchair or a mobility scooter to be brought down for visitors to borrow. There are six wheelchairs and two mobility scooters on site and these are first come first serve. Please call to confirm availability if you require this service.

4) WCs

There are two accessible toilets onsite. One next to the visitor centre and main car park and another in the kitchen courtyard at the back of the castle which is approximately 600m from the visitor centre.

The kitchen courtyard toilet is 2800mm x 2900mm and has a left-hand transfer. The courtyard is accessed by a ramp and the courtyard has a flat stone surface which may be uneven in places. The visitor centre toilet is 2400mm x 1250mm and has a right-hand transfer. There are no changing places facilities on site.

All toilets on site have low energy automatic hand driers and a combination of natural and artificial lighting. There are hand towels in both accessible toilets on site in addition to the hand driers.

Baby changing facilities are available in the kitchen courtyard next to the female toilets, in the unisex toilets in the Barbican archway by the castle main entrance, these toilets have a two-step entrance and in the accessible toilet by the visitor centre.

5) Castle

The main castle is 450m from the visitor centre. The path from the visitor centre to the castle is loose gravel and uphill. Around the edge of the castle the driveway is tarmac. To access the front door, the path is uphill with deep gravel and there is a section of cobbles. There is an alternative access to the main entrance avoiding the deep gravel, through the Castle café at the rear of the castle.

The main entrance is ramp access. The main entrance door is 1500mm wide and is left open in normal opening hours. There is an internal door which opens inwards. This is accessed via

a small ramp. This door may be closed in windy or cold weather, however, please knock if you require a member of staff to assist you in opening the door.



The alternative route requires going around the back of the castle and through the level access door into the Castle café. There is a sign showing this in the rear courtyard. Visitors should then make their way through the café and castle shop where a member of staff will be able to direct visitors to access the Grand Hall. The alternative route leads through doors which are all 750mm or wider.

The corridors leading to the Victorian kitchens have stone flooring and no wall coverings which may create echoes. Some areas of the castle may have low light levels for conservation reasons.

The main visitor route flooring varies between carpet, wood and stone areas. The ground floor is all level access although some carpets may have raised edges.

Access to the first floor is via the Grand staircase up 50 carpeted steps, split by 5 landings, 4 with 9 steps leading to them, 1 with 14 steps. The steps are 15cm high and have a stone bannister on one side. There are additional steps on the first floor without handrails. Please note there is no lift and for fire evacuation, wheelchairs are not permitted upstairs. Visitors will descend towards the Chapel down 8 steps, and to the Gallery up 4 steps followed by level access and a further 8 stone steps up to Upper Keep. Exit from the first floor is down the same 50 carpeted steps in the grand staircase, to the ground floor. On occasion there may be additional rooms opened, accessible from the ground floor up 12 carpeted steps.

There are no corridors or doors which are narrower than 750mm on the main visitor route. There is space to turn a wheelchair in each of the main castle rooms on the ground floor. Powered wheelchairs are welcome in the ground floor of the castle. During busy times it may be more difficult to navigate through some of the rooms.

There is a seat in each room for visitors to use, without armrests and where possible, there are volunteers in the main rooms in the castle.

The nearest toilets are in the barbican archway by the main entrance, these toilets have a twostep access. The nearest accessible toilet is in the kitchen courtyard, at the rear of the castle.

The large print introduction to the house and exhibition information is available in the Grand Hall. There is seating available in the Grand Hall for visitors who want to wait inside for other members of their group.

6) Victorian Kitchens

The Victorian kitchens are approximately 600m from the visitor centre.

The kitchens can also be accessed from inside the main castle down 14 stone steps. There is a handrail on the right-hand side. Visitors who cannot use the stairs should exit the castle through the Castle café which leads into the rear courtyard. There is a ramp from the rear courtyard to the kitchen courtyard.

Access into the Victorian kitchens is from the kitchen courtyard. There is a ramp or 8 stone steps from the rear courtyard at the back of the castle into this area. The courtyard is level stone and slate slabs and they can be slippery in wet weather.



The entrance door is left open during normal opening hours. It is wider than 850mm and provides level access from the courtyard. The corridors in the kitchens are stone floored and can be uneven.

There are few soft furnishings in the kitchens and so there can be sound echoes.

The kitchens are naturally lit through windows and artificial light, there are no fluorescent bulbs. There are areas which are very low lit and can be dark depending on the natural light.

7) Cafés

7i) Castle Café

The castle café is 600m from the visitor centre.

It is possible to access the Castle café from inside the Castle, through the castle shop. This is level access and floors vary from stone to wood. Both entrance doors are in excess of 850mm wide.

Alternatively, there is level access outside from the rear courtyard. The door manually opens inwards and is signposted from the rear courtyard. The entrance is on cobbles and there is a high edge where the doorstep and cobbles meet. Staff or volunteers will be able to assist with opening the door if required.

The cafe can be a busy space and can get quite cramped and noisy. There are no carpets or soft furnishings, so the room can echo. There is lots of natural light as well as some artificial light.

The counter height is higher than 850mm, however staff can walk around the counter to assist any visitors as necessary. A large print menu is available and staff are also available to answer any queries and assist with reading the menu options. Please ask for assistance.

Circulation space can vary between seating areas, but staff will be happy to move tables or chairs to assist with seating if needed. Large handled cutlery, double handled mugs, and straws are available, please ask a member of staff.

7ii) Stables Café

The Stables café is approximately 500m from the visitor centre.

The stable café is accessible from the path next to maple lawn or through the Railway Museum courtyard across cobbles. To avoid this, at the rear of the castle, the maple lawn entrance is tarmac.

From the rear of the castle, access into the Stables café is level before a right turn down the ramp. There are steps continuing forward. From the Railway Museum, access is level with a door width of 850mm.



The entrance door is usually left open in normal opening hours. If closed, it is manual opening inwards. Staff and volunteers can assist with opening the door if required. The door is 850mm wide.

The café has a counter and display area with wood laminate flooring. The seating area is stone paved and may be slightly uneven in places. During busier times a second seating area may be opened, this area has a ramped entrance and wood effect laminate floor.

The café can get quite busy, cramped, and noisy at times. There are no soft furnishings to prevent echoes from the loud noise. If visitors' alert staff to explain they are unable to or have difficulty queuing, staff will be available to assist them in ordering.

There is lots of natural light in the seating area. The till point is equipped with a hearing loop. Both the till and counter area contain artificial light. The counter height is higher than 850mm, however staff can walk around the counter to assist any visitors as necessary.

Circulation space varies between tables and staff can move tables to help with seating if necessary.

Large print menus are available, and staff can assist in reading the display labels and menu boards. Straws, large handled cutlery and double handled mugs are available. Please ask a member of staff.

8) Shops

8i) Castle Shop

The Castle shop is approximately 650m from the visitor centre. The shop can be accessed from inside the main castle or through the Castle café.

There is level access from the Grand Hall across carpet and stone. There are high edges on the carpet. Staff are available in the Grand Hall to assist in directing visitors along the bell corridor into the castle shop.

From the Castle café visitors can exit into the kitchen corridor and the Castle shop. This is level access from wood flooring in the café to stone flooring.

Both entrance doors are open during normal opening hours and are in excess of 850mm wide.

There is a hearing loop at the till point in the Castle shop. The shop has even stone flooring and some soft furnishings, noise can echo sometimes in this area. During busy times the

shop can be quite loud and feel cramped in certain areas. The shop is mostly lit by artificial light.

There is a circulation space of 1200mm between the display stands. Staff and volunteers are available to answer queries and assist reaching down or finding items to view if they cannot be reached by customers. There is no large print price list, but staff can assist with pricing queries.



Gardens

There is a visitor map of the outside of the castle and areas where there are steps are identified. Any paths which aren't included in this map may be muddy, uneven and varying in surface and gradient.

There is a route round the perimeter of the grounds and into the walled garden which is step free and on largely level loose gravel paths. Further access into these areas is available without steps, however some routes may be muddy. There are 26 steps in the walled garden; 12 descending between the top terrace and next level with a further 4 to the fuchsia archway. The lower bog garden is accessed by an additional 10 steps. You can access the top terrace without steps, and the lower bog garden by using the ramped path along the outside of the walled garden. The bridge in the bog garden has a handrail. Due to the historic nature of the walled garden there are handrails on some of the central stairs and not on others.

All designated paths are loose gravel around the gardens. Some additional routes are grass throughout the grounds and are likely to be muddy dependent upon weather; these are identified on the visitor map. Access to Rook Wood play area and Cwt Ogwen are along paths covered by trees and there may be uneven tree roots and muddy sections making them unsuitable for some wheelchairs and prams.

There is a gate into the walled garden which is left open during opening hours. There are 3 ponds in the walled garden and an area of water in the bog garden. These are surrounded by stepped paved edging.

There are benches throughout the garden at viewpoints, identified on the visitor map. There are benches on the top terrace in the walled garden and in Rook wood play area with the addition of accessible picnic tables and standard picnic tables on the lawn by the castle.

Updated: 22.02.24

Next update due: 22.02.25

Map



Castell
Penrhyn
Castle

