



Castle Ward Access Statement

This is a comprehensive access statement for the property and all facilities. For up-to-date information on opening times and Covid restrictions, please refer to our website. Face coverings currently must be worn inside all buildings, unless you are exempt under government guidance.

Castle Ward

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Introduction

Castle Ward is an 840-acre estate with several parking areas. The principle buildings are Castle Ward House, The Barn, The Stable Yard Buildings and the Farmyard.

Points to Note

- As of July 2021, the estate is open daily from 9am – 6pm. The Shop, Tea-room and Secondhand Bookshop are open from 10.30am – 4.30pm, regulations permitting. Both the Woodland Playpark and Adventure Playparks are open. The House is currently open Thursday – Sunday from 11am to 4pm. The Trail-head café, Slaughterhouse Shop, Cornmill, Tower House and Barn are currently closed.
- There is no need to book to visit Castle Ward and we are operating as normal with regards to admissions. Facilities will be cleaned at least twice a day and additionally when necessary.
- The estate covers over 800 acres and contains a number of steps, slopes and uneven, rocky paths.
- Dogs are welcome on leads in the estate, with dog bins available at all car-parking areas and at points along the trails, dog bowls in the Stableyard and Farmyard and a tie-up area outside the tea-room. The tea-room is dog-friendly. Service dogs only are welcome in the Mansion House. An off-leads area is situated beside the Admission Hut with parking available in the Overflow car-park. Please note the Overflow Car-park can be waterlogged after rainfall.
- Mobility scooters are available to hire with prior notice to castleward@nationaltrust.org.uk or by calling 028 4488 1204.
- We offer free entry to an accompanying carer with a paying disabled visitor.
- Phone signal throughout the estate can be patchy depending on provider. In general, higher areas provide more coverage. Free NT Wi-Fi is available in the Stableyard.

1. Approach and Parking

- There is good directional signage from most roads leading to this venue.
- SatNav users are encouraged to use BT30 7BA when travelling to Castle Ward and access is via the main Strangford to Downpatrick road. There is no access to Castle Ward via the Audleystown Road.
- Before reaching car-parking, visitors will pass the Admission Hut where they will be approached by a staff member to record member visits or take payments via card. This can be done from the car window if necessary.



- The main car park is some 175m (200 yards) from the main buildings. The surface is graveled, hard ground with some uneven surfaces. Paths to the Stableyard from the Main Car Park and Overflow carpark are tarmac.



Main Car Park



Overflow Car Park

- The Accessible car park is located to the side of the Stableyard, close to the main house and Stableyard area where the Tea-room, Shop, Secondhand Bookshop and Toilet facilities are located. Spaces are designated with posts. Access to the House from the Accessible Car Park is via a sloped uphill path, or a more gentle uphill route through the garden.



Shore Car Park



Accessible Car Park

- If prior notice is given, blue badge holders may drop off at the side of the main house for access to the mansion..
- Additional car parking is provided in the Overflow Car Park beside the Admission Hut, around 250m (380 yards) from the Stableyard, located in a field. The ground is generally solid but can be uneven and waterlogged after rainfall.
- The Shore Car-park provides closer access to the lower site with a small number of designated spaces. The surface in the car park is hard and the paths surrounding it are regularly muddy, uneven and waterlogged after rainfall.
- Bicycle racks are located in the Accessible car-park on the left hand side as you enter.
- Existing signage provides a strong colour contrast (white on brown)



Bicycle racks in the Accessible car-park

2. Toilet Facilities

Toilet facilities in Stableyard

- Clear signage to the toilets is provided and access is on ground level. The accessibly toilet cubicle is large and is a single transfer style.
- All the toilet areas have automatic hand driers, automatic lighting and there is an alarm to call for assistance in the case of an emergency in the disabled toilet.
- The door has a lever style locking system.
- There are no adult changing facilities but baby change facilities are available here.

Toilet facilities in Farmyard

- The accessible toilet in this area has a small ramp at the entrance. There is a raised lip at the start of the ramp. There are no handrails to the ramp.
- This toilet has good colour contrast between the floor and walls.
- All the toilet areas have automatic hand driers, automatic lighting and there is an alarm to call for assistance in the case of an emergency in the disabled toilet.
- There are no baby change facilities.



Farmyard toilets

3. Mansion House

- There is no need to book tickets for the House. It is currently open Thursday – Friday from 11am – 4pm for free flow access to the ground floor.
- Access to the Mansion House is via the garden path, which is graveled and on a gentle incline with some tight turns. From main carp park to the House is around 350m (400yards) Alternate route is via a new path approaching the gothic side of the mansion from the Accessible car park and is around 180m (200yards) to the main doors of the mansion house. This path is wide with graveled surface.
- Entrance to the mansion house is currently via the main Classical doors and Exit is via the main Gothic doors. Neither area is covered. Wheelchair users will enter and exit the mansion via the Classical doors where two metal ramps are provided over the steps.



- There are no public toilets within the Mansion House.
- Service dogs are welcome.
- Powered and manual wheelchairs are welcome in the house. If using a mobility scooter, this will need to be left outside and a manual wheelchair can be provided.
- Face masks must be worn at all times inside the house, unless you are exempt under one of the reasons listed in the government guidance.
- The route through the ground floor of the house is flat and in general is quite wide but has some tight turns depending on the specific route in use. There is currently a one-way system in place within the house. Should you need to leave at any stage or to return to the main entrance, please mention this to one of the Room Stewards.
- There are stone and wooden stairs to the other floors although not all floors may be available to visitors at the time. The stairs to the first floor are wide, stone steps with a handrail. Access to the Victorian Bedroom on the first floor is up three steps into the Dressing Room from the hallway and exit is down two steps from the bedroom back to the hallway.
- While the house is open for free-flow, audio installations are in each room combining spoken word with background music. Transcripts of the audio are available for visitors.
- There are a few seats available in the house for visitors to rest during their visit.
- A photograph album of upper floor exhibits is available.
- The audio loop system for guided tours is not currently in use.
- Prams and buggies are not allowed in the house. Visitors will be asked to leave them at the entrance.
- During opening hours a member of staff is permanently in place at both entrance and exit and each provided with radios.

Stableyard

4. Reception

- Reception is located in the Stableyard which is a hard gravel surface. Access is up two steps or via a short ramp (5.5m) The main door is 105cm wide.
- There is a tight turn to the left immediately and then right on entering the area. Once in reception there is adequate circulation space.
- During the summer months it is staffed from 9.30am to 4.30pm and staff can advise on routes, provide leaflets, information about National Trust membership and answer any other queries.
- There is lighting from windows and LED lighting.
- The counter is 96cm (37inches) from ground level.



Stableyard area with seating,
Shop and Tea-room entrances

5. Tea-room

- Tea-room is located off the Stable yard in a large room with seating. Access is via a large glass door at ground level. Circulation space is good on tiled floor.
- This Tea-room is self-service and serves a range of sandwiches, hot food and drinks, most of which is all made on site from scratch. Local ingredients are used when possible. Dietary and allergen information is available for all menu items.
- The counter is 90cm high with an extended tray rest.
- The tea-room is open currently from 10.30am – 4.30pm daily. Outdoor seating is available in the Stableyard and Courtyard on metal or wooden seats.

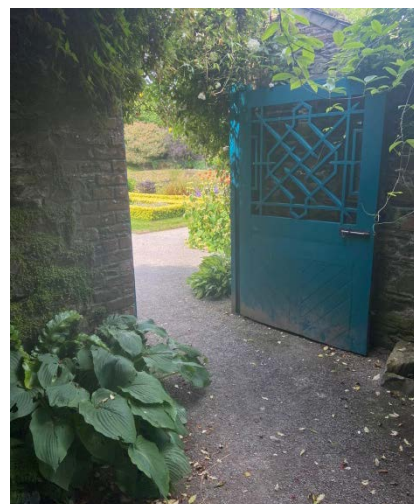
6. Shop

- The Retail shop is located off the Stableyard, with access via a glass door at 90cm wide. Within the shop there is a one way system which at the narrowest point is 115cm wide.
- Access to the Tea-room from the shop is available through a door beside the till area.
- The Shop is currently open from 10.30am to 4.30pm daily.
- The counter is 98cm high with a lower section at 80cm.

7. Garden



- Entrance to the garden is between the main car-park and Stableyard area. The width of the entrance is 110cm wide. Inside the garden there is a slight slope and gravel paths which are around 2m wide. The centre of the garden has a large number of steps but the path can be followed to exit via the garden door to continue into the pinetum via a step-free route. The garden door is 118cm wide.
- The lawns are surrounded with metal edging about 7cm tall.
- Although the paths are hardened gravel, at times throughout the year there may be loose gravel on the surfaces.
- Benches and chairs are situated throughout the garden for visitors to use.



8. Theatre

- The theatre is a converted barn and can be accessed from the stable yard and the tea-room and is used for functions and conferences.
- There are double doors 1300mm wide from the theatre to the tea-room.
- The theatre can be entered from the Stableyard via steps.
- There is no fixed seating within this theatre and it is used for various functions.

9. Seating

- There are picnic benches throughout the estate, focused near main car park and lough shore areas.
- There are benches throughout the gardens and around the house.
- There are seats and tables available in the courtyard and stableyard areas near the tea-room.
- Seating is available throughout the house if needed.

Visitor Map

