

## **Powis Castle and Garden Access Statement 2021**

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### **Introduction**

1. Medieval castle rising dramatically above the celebrated garden.
2. Mobile reception – the use of mobile phones is not permitted inside the castle or museum. Visitors will be able to get a good signal when outside in the gardens or courtyard. The number to call in an emergency whilst at the property is the number above.
3. Assistance dogs are welcome at the property. Due to the property being surrounded by a Medieval deer park which is in private ownership, dogs are only permitted in NT owned areas. Visitors are welcome to walk their dogs on leads in the car park, on the driveway up to the castle and within the castle courtyard.
4. Powis is classed as a 'fragile and sensitive' property due to the nature of the interior collection. As such, the light levels within the castle have to be carefully monitored and controlled for conservation reasons.

### **Arrival & Parking Facilities**

1. There are directional signs to the car park from the main estate entrance gate.
2. There is a special car parking area for disabled visitors which is located just beyond the main car park. This area is after the ticket office which is approximately 100 metres away from the main car park. We recommend visitors stop at the main car park first to collect tickets from the ticket office before driving up to park in the designated area; alternatively, tickets can also be collected from the courtyard shop.
3. The surface of the main car park is gravel, however the disabled parking area is grass overlaid with a nonslip protective surface.
4. The disabled parking area is approximately 100 metres away from the entrance to the courtyard which is up a slope.
5. Currently there is no access vehicle or shuttle bus service available.

### **WCs**

1. There are two accessible toilets. These are located in the main toilet block just outside the castle courtyard and in the formal garden.
2. The accessible WCs are both left hand transfer. There are also drop-down rails to the right to assist visitors.
3. Both WC blocks are lit by fluorescent bulbs and have automatic hand driers fitted.

## Visitor Reception

1. The ticket office is a wooden building located at the upper end of the main visitor car park.
2. The entrance and exit doors are 1000mm in width.
3. The entrance into the ticket office is level and the interior floor is also level. There is usually a volunteer located outside the ticket office to assist visitors.
4. The doors into and out of the ticket office open inwards and need to be opened manually however staff/volunteers can assist with opening the doors if required.
5. The height of the reception desk is more than 750mm high, however staff can move from behind the desk in order to talk to visitors and there is a lower table to the side.
6. The ticket office is lit by natural light and lightbulbs.
7. There are chairs available which have arm rests.

## House

1. The entrance to the castle is approximately 200 metres from the designated disabled parking area.
2. The surface of the courtyard is made from aggregate which is level and wheelchair friendly. However, there is a small cobbled area located at the entrance to the courtyard.
3. There are 13 steps into the castle itself, with no ramp and no alternative access. Visitors able to climb these steps may use a wheelchair on the ground floor. There are many steps into the Clive Museum and Ballroom. There is a virtual tour of photographs of the interior of the castle which is on an iPad. The iPad can be requested on arrival or at the shop and brought to the visitor.
4. There are two floors in the castle and access to the upper floor is via a narrow set of stairs.
5. There are seats for visitors to use within each room of the castle.
6. There are staff/volunteers within most rooms to assist visitors.
7. Touch tours can be pre-booked prior to visiting.

## Catering

1. The main café is located within the castle courtyard and is approximately 30 metres away from the entrance of the courtyard.
2. The entrance into the café and the interior floor are both level.
3. Staff will assist visitors as required, if they experience any difficulty queuing.
4. Menus are not available in large print or braille, but staff are on hand to assist visitors.

## Retail

1. The gift shop is located within the castle courtyard and is approximately 50 metres away from the entrance of the courtyard.
2. The main entrance into the gift shop is level. Visitors can also gain access to the shop via the restaurant; however, there is a step between the restaurant and shop. The floor within the gift shop is level.
3. If visitors are not able to reach items, staff will assist.
4. If visitors need to know prices of items, staff will assist them with this.

## **Garden**

1. There are two maps of the garden. One highlights gradients of paths, path surfaces and a step free route. This map is available within the access information booklet that disabled visitors can collect from the ticket office or garden entrance kiosk. The other map is included within the property welcome leaflet and simply highlights the step free route.
2. The paths in the garden are also made out of aggregate.
3. The right hand path from the garden entrance down to the pond is 1:7. The path from the pond down to the daffodil paddock is also 1:7. Visitors using a wheelchair would be advised to use these paths in order to follow the step free route around the garden
4. Due the gradients of the paths it has been deemed unsafe for 3 wheeled mobility vehicles to enter the garden. 4 wheeled mobility vehicles are permitted at the user's own risk and caution is advised.
5. There are a number of steps within the garden. The set of steps from the aviary terrace to the orangery steps have a handrail.
6. There are no gates within the garden.
7. The garden team are able to provide a sensory tour. This must be pre-booked.
8. There are perches and seats located in the garden.
9. There is an unfenced pond located within the wilderness area of the garden.

## **Contact details for more information**

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