



## Chirk Castle Access Statement

Chirk Castle

Chirk

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### Introduction

This access statement provides information on the access conditions for visitors to Chirk Castle. In order to ensure that you have an enjoyable visit please contact us with any queries before you arrive.

### Notes:

- In an emergency staff carry radios, or please call the main office on 01691 777 701. Mobile phone reception at the property can be patchy depending on your provider, and may not be possible within the castle due to the thickness of the walls.
- Dogs are welcome on the estate on a lead, but not inside the castle rooms, cafe, formal gardens or Pleasure Ground Wood please. Assistance dogs are welcome.
- Light levels in the house may be low on some days for conservation reasons.
- There are no fluorescent lights in visitor areas at the castle, though these are present in other areas.
- Please note there is no wheelchair lift to the main State Rooms. Wheelchair access is possible into the Ground Floor of the Adam Tower, Servant's Hall, Tea room and lower East Wing. There is a Virtual tour available for visitors to view the upper State Rooms, and the rooms both up and down stairs in the Adam Tower.
- There is no access for prams into the State Rooms. A parking area is available.
- Large bags and rucksacks must be left at Cromwell Hall before entering the State Rooms.
- Please note that for conservation reasons we cannot allow high heels smaller than a 10p coin or muddy footwear into the house.
- All doors are over 800mm wide unless noted.
- There are speed ramps on the exit drive with a height of 35mm. In the spring there may be additional speed ramps deployed when there are lambs on the parkland. All speed ramps will be sign posted.
- We have an additional pre-awareness guide for visitors who feel it would be beneficial to be able to plan their visit before they arrive on site. Please contact us for a copy.



### **Arrival & Parking Facilities:**

- Chirk Castle is signposted with brown tourism information signs from main routes in the area. There have been issues with Sat. Nav. systems taking people away from the main route to the castle. Please follow signage on your approach.
- The free car park has a tarmac or loose, stone surface that may be uneven in places.
- There are 8 designated blue badge spaces for disabled visitors 30m from Visitor Reception.
- There is a shuttlebus running that can provide visitor transfer from the car park to the castle. The courtesy coach runs daily from 10:30am to 4:45pm (3:45pm in March and October). Please note that the shuttlebus is a volunteer service and there may be some days when it is not available – if this service is required please call us to confirm availability.
- The shuttlebus has a wheelchair lift that is suitable for people who cannot transfer from their wheelchair. The wheelchair lift is suitable for some powered mobility vehicles – please call us before arrival to confirm if your vehicle is suitable.
- The shuttlebus runs between the car park and castle, and then back again. There is no regular schedule – if transfer is required please ask a member of staff to radio the driver.
- If all of the designated blue badge spaces are full then the shuttlebus can drop visitors near their vehicle. Please enquire from the driver.
- Overflow parking is available at the top of the car park. This has a loose surface and is approximately 140m from Visitor Reception. On very busy days excess parking may be on grass next to the ha-ha. In this case a member of staff will be parking cars and will be able to assist.
- Should the shuttlebus not be running then it is possible to drive up to the castle and drop off outside. Please enquire at Visitor Reception first if you wish to do this.

### **Visitor Reception:**

- Access to Visitor Reception is via gravel path and then ramp with a gradient of 1 in 7.
- The Visitor Reception has tile flooring.
- The entrance doorway is 800mm wide. The entrance door is manual opening, and opens inwards. The door is usually open except in the event of cold or high winds – in this case staff can assist with opening the door. There is a door leading to the exit that is only 700mm wide.
- The reception desk is 900mm high. Staff can move around the desk if required.
- Chairs are available in the Visitor Reception area.
- A hearing induction loop is available in the Visitor Reception area.
- Three manual wheelchairs are available for visitors to borrow. Please contact us before arrival to ensure availability.



### **Home Farm:**

- Cobbled courtyard may cause difficulties for wheelchair users or those with limited mobility.
- Route to castle involves uneven gravel paths with the possibility of exposed roots. The route then crosses the main drive, before the steep hill.

### **Home Farm Toilets:**

- Accessible toilets are located at Home Farm, next to the shop, and in the castle courtyard. Please note that due to a step wheelchair access is via the shop, please ask a member of staff.
- The accessible toilet at Home Farm is 2500mm x 2000mm.
- The accessible toilet at Home Farm is hand transfer.
- All toilets have automatic hand driers.

### **Home Farm Shop:**

- Level access to top level of gift shop, lower level is down 5 steps.
- The Home Farm shop is fitted with a hearing induction loop.
- Staff are available to assist in taking items from shelves and finding prices for items if required.

### **Castle courtyard:**

- Entrance to Castle courtyard is 180m from Visitor Reception up a steep hill.
- Access to castle courtyard is through the portcullis, this area has uneven stone paving.
- The castle courtyard has a flat stone surface that may be uneven in places.
- Access to accessible toilets will involve navigating a slight gradient.

### **State Rooms:**

- Access to Cromwell hall is up 6 stone steps.
- The entrance door is manual and opens inwards. This is usually open, however on windy days it may be closed. In this instance please knock and a member of staff will be available to assist you.
- There is a portable hearing induction system in Cromwell Hall. Please ask if this is required. This portable system can also be used by tour guides on house tours.
- The floor surfaces vary throughout the State Rooms, including stone, wood and carpeted floors. Wooden floorboards may be uneven in places. Carpets may have raised edges.
- Access to the main State Rooms is then up 26 carpeted steps in the Grand Staircase.
- Please note there is no wheelchair lift into the main State Rooms. Wheelchair access is possible into the Ground Floor of the Adam Tower, Servant's Hall, Tea room and lower East Wing rooms.
- A sensory list is available for the State Rooms for visitors with limited vision.
- Visitors will descend down 32 carpeted steps into the East Wing.
- Ear defenders are available at Cromwell Hall, if these are needed please ask a member of staff.
- The Virtual Tour is available from Cromwell Hall on an iPad, for use in Cromwell Hall or the café.



### **East Wing:**

- The East Wing has mainly carpeted floors or some exposed floorboards. Floorboards may be uneven and carpets may have raised edges.
- Exit from the East Wing is down a wheelchair ramp.
- For wheelchair users only, entrance to the East Wing is up the wheelchair ramp and through the exit door, and then back out again through the same door. In the East Wing wheelchair users can visit the Bow Room, Lower Dining Room and Library.
- There is a video of the Howard De Walden period at the castle. This video has music but no spoken audio component.
- The Virtual Tour is available in the East Wing on four iPads, two in the Bow Room and two in the Lower Dining Room. Please ask a volunteer or member of staff to assist you with accessing the Virtual Tour.

### **Chapel:**

- Entrance to the Chapel is up 4 steps.
- The chapel floor is parquet floor with carpet.
- A wheelchair ramp is available, please contact us if required.

### **Servants' Hall:**

- Access to the Servants' Hall is down a single stone step.
- The Servants' Hall has an uneven stone floor.

### **Adam's Tower:**

- Access to the lower floor of the Adams Tower is down a single stone step.
- The Adams Tower has uneven stone or wooden flooring throughout.
- Access down to the lower guard room is down 15 narrow, uneven, winding stone steps
- Access from lower guard room to dungeon is down 27 narrow, uneven, winding stone steps.
- Access from the ground floor up to middle floor is up 15 narrow, uneven, winding stone steps.
- Access to the upper floor is up 20 narrow, uneven, winding stone steps. The upper floor has 9 uneven stone steps to access the Magistrate's Court room.
- Exit from the Adams Tower is a return down the same steps.

### **Cafe:**

- Cafe access is down a single stone step from the courtyard. Additional level cafe access can be gained via a separate corridor with a stone floor.
- The tea room has stone flooring throughout which may be uneven in places.
- The height of the counter in the tea room is 920mm. Staff can move around the counter to assist.



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- There is circulation between tables of 1200mm.
- The tea room till point has an induction loop.
- Straws and large handled cutlery are available.

### **Courtyard Shop:**

- Access to Courtyard Shop is down 1 stone step.
- The courtyard shop is open seasonally – if required please call us to check before you visit.
- The Courtyard Shop is not fitted with an induction loop.
- Staff are available to assist in taking items from shelves and finding prices for items if required.

### **Courtyard Toilets:**

- Access to toilet area is down a single stone step.
- Male toilets are down 3 further stone steps. The floor is stone and may be slippery when wet.
- Female toilets are down 22 further stone steps. The floor is stone and may be slippery when wet.
- A separate accessible toilet is available, with access directly from the courtyard.
- The accessible toilet in the castle courtyard is 2250mm x 2000mm.
- The accessible toilet in the castle courtyard is hand transfer.
- All toilets have automatic hand driers.

### **Garden**

- Garden access is via a gate from the area to the left of the portcullis.
- Much of the Garden has accessible pathways (please see map below).
- The pathways are small pea gravel which can be slippery in dry spells but the covering is kept to a minimum to make access for wheelchairs easier.
- There are some grass slopes which may be slippery when wet. Most are negotiable but The Lime Tree avenue is steep from the middle down and not suitable for wheelchairs.
- The Formal Garden is easy to negotiate but there is a detour around the Rose Garden – views of the Rose Garden can be gained from the steps at the top or over the hedges.
- There is quite a slope down to the Lower Garden. The gravel paths can get difficult, but the gravel dressing is kept to a minimum to affect a covering. The long border can be viewed from the steps at the top or from the lawn accessed by from lower end.
- The Shrub garden has a gravel path running right through to the Terrace and the grass paths are quite firm in the summer months. Good views of the Rockery can be gained from the gravel path on the left and the path through to the Hawk House.
- Access through to the Pleasure Ground Wood is level along the path from the Font but the grass path down the Lime Avenue to the Terrace is steep and can be slippery when wet or dry. The pathways in the Pleasure Ground Wood are hard with a light wood chip covering. At the far end there is a steep slope to the gate.



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- The Pleasure Ground Wood is 200m+ from the Garden Gate so this needs to be taken in to consideration when planning walks through this area.
- There are seats throughout the gardens, but in the main seating can be found around the top lawn, around the rose garden, in the Hawk House, and along the ha-ha.

## Historic Laundries:

- Access to the top room of the laundries is via a flat path.
- The laundries have tiled floors throughout which may be uneven.
- Access to the lower room of the laundries is via a ramp that may be slippery when wet.

## Woodland walks

- The woodland walks may have uneven stone, bark, dirt or grass paths throughout. Areas of the woodland walks may have exposed rocks or tree routes, steep gradients, and may be slippery when wet. Woodland walk leaflets are available on site.

## Contact details for more information

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## Garden Access Map

