

Lindisfarne Castle Access Statement

Lindisfarne Castle, Holy Island, Berwick-upon-Tweed, Northumberland, TD15 2SH

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Introduction

1. Coastal castle perched on a rocky crag and overlooking Holy Island, accessible only at low tide via a tidal causeway.
2. Mobile reception is patchy in places but 3G/4G is available in certain areas of the Castle. In emergencies visitors should call 999 and ask for the Coast Guard.
3. Assistance dogs only are welcome in the Castle but all dogs are fine in the surrounding field. Dog owners should keep dogs on a lead at all times.
4. Visitors can leave heavy bags or pushchairs in free lockers at the entry point. Narrow areas in the Castle along with the steep climb make this advisable.

Arrival & Parking Facilities

1. The Castle is brown sign-posted from the A1 and is easy to find once on Holy Island.
2. Holy Island has a council-run car park outside the village with a separate disabled car park/coach park in the village. Both are about a mile away from the Castle.
3. The car parks are have gravel surfaces
4. Visitors are welcome to drive along to the Castle and drop off disabled visitors.

WCs

1. There is no accessible toilet at the Castle. There are two unisex WCs inside the Castle, one on each level.
2. The WC on the Lower Battery has a fold-down baby changing table.
3. The WCs are lit with both electric and natural light.
4. Neither of the WCs have electric hand-driers.

Visitor Reception

1. The visitor reception building is a timber building with a vinyl floor inside.
2. The entrance to the building is accessed on level ground from the cobbled area outside.
3. The entrance door into the visitor reception building is 840mm wide
4. The door is not power-assisted but staff are available to help entry.
5. The reception desk is on two levels with the lower level 750mm high and the higher level 1120mm high.
6. The area is lit with LED GU10 spot light bulbs.
7. There are two chairs with arm rests available
8. There is no induction loop available at the reception desk
9. There is no induction loop available at the membership recruitment desk
10. We have no manual wheelchairs or powered mobility vehicles available for loan.

House

1. The Castle is just under one mile from the main council car park.
2. The Castle is accessed through a kissing gate and then by either a cobbled road up to the Visitor Reception building, or via a gravel road and a set of steps, followed by a grassy bank.
3. Access to the Castle from the reception pointed is via a stepped cobbled ramp, followed by a set of steps up to the first level.
4. The main door is wedged open during opening. The door to the Entrance Hall is usually open but in poor weather is kept closed. Staff are available to help open and close this door.
5. The entrance door is 840mm wide
6. Most of the Castle has stone floors and walls, while some areas have timber floor boards.
7. The Castle relies mainly on natural light but all rooms have electric light as well.
8. There are three levels in the building and all are accessed via stone staircases.
9. The narrowest corridor is located at the foot of the Long Gallery steps and is 750mm wide. Most timber doorways into rooms are 750mm wide.
10. There is not space in every room to turn a wheelchair. Generally wheelchair users have some difficulty in accessing the building at all.
11. The Castle has a good provision of visitor seating, consisting mainly of window seats. Where chairs are available, most of these have arm rests.
12. Under normal circumstances there are no staff in the rooms, only at the entrance area and Lower Battery. However in inclement weather staff will revert to the indoor spaces, but even then there are only two or three on the two main levels.
13. There are two public WCs in the Castle, one on each of the two main levels. Neither are accessible WCs.
14. The general public visit is self-guided, and there are no induction loops in the building.
15. There is no audio guide available.

16. Due to the nature of the building powered wheelchairs and mobility vehicles are very difficult to get into the Castle.

17. There are no designated quiet areas where people can sit if they don't want to do the same amount of the visit as other members of their group, however visitors with this requirement can speak to a member of staff for advice.

Catering

There is no catering offer at the Castle, although the reception building does offer a small range cold drinks and snacks.

Retail

1. The shop is 500m from the main Island Car Park and 200m from the disabled car park.
2. The shop is located on Marygate in Holy Island village and so is approached on tarmac road or stone-flagged pavement.
3. There are three steps up to the shop front door.
4. The entrance door is 880mm wide and is not power assisted. The door remains open during shop opening hours.
5. The shop is lit with LED panel lights
6. There is not a circulation space of 1200mm between the display stands.
7. The till points do not have induction loops.
8. Staff will assist reaching down items to view if they cannot be reached by customers.
9. Staff can assist customers when viewing price stickers
10. The shop garden is accessed through the back door, and there is one step up and then one step down.

Garden

1. There is a plan of the garden on the wall inside the garden.
2. There is no alternative route around the garden avoiding steps or uneven ground.
3. The paths are made up of stone flags
4. There are no slopes in the pathways
5. There are two steps into the garden at the gate.
6. The steps do not have hand rails, but there is a gatepost on either side.
7. There is one gate into the garden.
8. There is a plan of the garden showing the planting plan, along with blackboards and a display board showing the latest news.
9. There are three benches available to sit on.
10. There are no water features in the garden.

Contact details for more information

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Map

