

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Sudeley Castle

Introduction

Sudeley Castle is situated in the countryside of the Cotswold village Winchcombe. Sudeley has award winning gardens, exhibitions and family rooms on show within the castle. The castle is situated on a hill with a gradual approach.

The exhibitions are based over three floors within the castle with no lift access. A Guide is within the exhibition who will be happy to answer any questions.

There is a circular route around gardens that is wheelchair accessible although some visitors may require assistance from their companion. Paths are loose gravel or grassed.

Two manual wheelchairs are available at the Visitor Centre, please phone 01242 604244 to pre-book.

Both the Visitor Centre that houses our entrance and gift shop, and the Terrace Cafe, are on the ground floor and have step free access.

We look forward to welcoming you. If you have any queries or require any assistance please phone Estate Office: 01242 602308 or Visitor Centre: 01242 604244 or email enquiries@sudeley.org.uk.

Disability Access

Car Parking – Disabled Car Park is next to the Castle; please ask in the Visitor Centre on arrival.

Visitor Centre and Shop, Terrace Café, St Mary’s Church and Pheasantry – are all accessible on ground level.

Exhibitions – the majority of exhibitions are on upper levels of the Castle without lift access and therefore not suitable for those with mobility difficulties.

Family Rooms – the ground floor rooms are accessed by 3 steps, currently without a handrail. The 1st floor level is up a stair case without lift access and is not suitable for those with mobility difficulties. All rooms are off narrow corridors.

Gardens – there is an accessible route throughout the gardens however some may need assistance. Pathways are loose gravel or grassed.

Toilets – disabled toilets are situated by the Visitor Centre and by the Café.

Pre-Arrival

Details of how to find us are on our website. Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours, which is GL54 5JD to get directions.

The closest training station is Cheltenham Spa which is approximately 10 miles away. From here buses travel into Cheltenham Town Centre from where you can then get the bus to Winchcombe. Alternatively, taxis are available to hire from the train station

The nearest bus stop is on Winchcombe's High Street which is approximately a 15 minute walk to Sudeley, some of which is up a steady gradient hill. For bus timetables please visit www.transportdirect.info and input our postcode.

The main entrance is down a narrow lane (Vineyard Street, off of High Street) with a height restricted entrance and a weight-restricted bridge. Large vehicles including coaches, minibuses and campervans should enter using our 'exit' gate by coming down Rushley Lane (off High Street).

For more information please contact us on 01242 602308 or 01242 604244.

Car Parking and Arrival

There is ample free parking available on the site by the Visitor Centre. The car park surface is loose gravel lanes and grass verges.

Disabled car park is available by the castle; please ask at the Visitor Centre on arrival.

Coach parking is available next to the Visitor Centre.

Entrance into the Visitor Centre from the car park is on ground level with no steps and a wide doorway.

Main Entrance, Reception and Ticketing Area

The Visitor Centre is where you pay your admission fee and is on the ground level in the car park with step free, level access, throughout.

Entrance into the Castle grounds from the Visitor Centre has a very slight slope but no steps and a handrail.

Once at the castle there is an alternative route to the steps that is signposted. Two manual wheelchairs are available at the Visitor Centre, please phone 01242 604244 to pre-book.

Attraction (displays, exhibits, rides etc.)

Exhibitions over 3-floors within the castle and in the grounds with no lift access.

Award-winning gardens with feature gardens including The Queens Garden, Secret Garden and Herb Garden Walk.

Some of the family's private rooms are now open to visitors including the Library, Morning Room and Chandos Bedroom. Access to the ground floor rooms is by 3 steps with no hand-rail and the 1st floor has no lift access.

St Mary's Church in which Katherine Parr, Henry VIII 6th wife, is entombed and monthly Sunday services take place. The Church is accessible.

Pheasantry with rare breeds of pheasants is accessible.

Terrace Cafe is within the banqueting hall of the Castle which sells a selection of hot and cold food and beverages. The Café and outside seating area are accessible.

An adventure playground with a huge wooden fort, slide and zip wire set in a family picnic area.

Public Toilets

Public toilets are available by the Visitor Centre and Coffee Shop, both on ground level.

Disabled toilets are by the Visitor Centre and by the Terrace Café and includes an emergency pull cord. Baby changing facilities are available in the Disable toilet by the Café.

Catering

The Terrace Cafe is situated on the ground floor with no step access in the medieval banqueting hall.

A selection of hot and cold food and beverages are available.

Table booking is available for larger parties. Please contact us for details and booking form.

Additional Information

Regrettably no dogs allowed on site, only service dogs.

Contact Information

Address:

Sudeley Castle, Winchcombe, Gloucestershire, GL54 5JD

Telephone:

Estate Office: 01242 602308 or Visitor Centre: 01242 604244

Email:

enquiries@sudeley.org.uk

Website:

www.sudeleycastle.co.uk

Hours of Operation:

10am - 5pm, Monday - Sunday, during open season