



# Accessibility Guide for Highcliffe Castle

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## Contact for accessibility enquiries: Duty Management Team

### Welcome

Highcliffe Castle is situated on the cliff top overlooking Christchurch Bay.

From spring 2019 the newly restored East Wing of the castle will be open to the public for the first time, following extensive building works. Two new lifts have been installed to give greater access to all floors open to the public and an additional accessible toilet has been added. All public areas have wheelchair access.

Whether you plan to enjoy the heritage areas and visit our shop or the tea rooms, or whether you are attending a wedding or other event, we guarantee you a warm welcome. Please contact us when planning your visit if you need further help or advice.

### At a Glance

#### Level Access

- There is level access from the main entrance to:
  - Entrance desk and main visitor centre route
  - Shop
  - Event rooms including event bar, dining room and wedding rooms
  - Castle grounds
  - Grounds public toilets
  - Ground floor accessible toilet
  - Accessible toilet in the basement level (via lift)
  - The Castle Kitchen tea rooms and toilets
- There is level access from the car park to:
  - Steamer Point picnic area
  - Highcliffe Castle Vista – open grass area.
- We have a viewing area for wheelchair users.

#### Hearing

- Some staff have disability awareness training.

#### General

- We have a complimentary ticket policy for personal assistants.
- There are three accessible public toilets for disabled visitors.
- Some staff have disability awareness training.

## Getting here

Highcliffe Castle  
Rothesay Drive  
Christchurch  
BH23 4LE

### Travel by public transport

- You can get to Highcliffe Castle by bus and train.
- The nearest bus stop is on Lymington Road and is the Castle Golf Course stop. The bus stop is 0.2 miles / 0.3 km from Highcliffe Castle.
- The nearest train station is Hinton Admiral. The train station is 1.2 miles / 1.9 km from Highcliffe Castle.

### Travel by taxi

- United Taxis are available to book by calling 01202 556677. The Company has a wheelchair accessible vehicle. This needs to be prebooked with them on the morning of the day you wish to travel.

### Parking

- There is an adjacent pay and display car park with accessible parking spaces. These spaces are free to those who are exempt from paying a license fee.
- There is a drop-off point at the main entrance. Please call in advance of your visit so we can drop the bollards which maintain the pedestrian area.
- There is level access from the car park to the main entrance. On one access path there is a slight slope which affects just a small portion of the path. Otherwise it is all level.

## Arrival

### Path to main entrance

- There is level access from the street to the main entrance.

### Main entrance

- The main entrance has level access and can be reached via gravel paths which surround the castle.
- The main doors are side hung and automatic.

## Getting around inside

### Lifts

- We have 2 lifts.
- Lifts give access to all floors.

#### Lift 1 – Lift to all floors

- The lift is a platform lift.

- The lift door is 1000mm wide.
- The lift is 1100mm wide and 1500mm deep.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number but gives no audio information.
- The door opens automatically on pressing the button and on arrival at destination floor.

#### **Lift 2 – Lift to first floor**

- The lift is a platform lift.
- The lift door is 1000mm wide.
- The lift is 1100mm wide and 1500mm deep.
- The lift buttons have raised numbers.
- The lift shows the floor number at each floor but has no audio information.
- The lift has a manually operated door and is glass sided.

#### **Ticket/ information desk**

#### **Shop desk**

- There is level access from the main entrance to the desk. The desk has a low section.

#### **Things to See and Do**

- We have a complimentary admission ticket policy for personal assistants.

#### **Main visitor centre route at Highcliffe Castle**

There is level access from the main entrance to this area. There is a lift.

- Some display information is low for wheelchair users.
- The guided tours are accessible to all and are offered several days a week. The standard format that these follow makes them accessible to all with no special measures needing to be taken.

#### **Spectator/ Audience viewing areas**

- We have a viewing area for wheelchair users overlooking Victorian Kitchen.

#### **Ground floor internal windows to the Victorian Kitchens**

- There is level access from the main entrance to the internal viewing area.
- This area is located within a corridor on the visitor route. Two internal floor to ceiling windows allow visitors on the 1st floor to look down into the Victorian Kitchen in the basement. There is no seating as this is an area to look down into while passing on to the next room. There is written interpretation but no commentary. Stewards are located in the rooms and could be available to talk about this area if required.

#### **Bar**

#### **Event Bar**

- There is level access from the main entrance to the bar.

- The bar is for weddings and events only. This is not a facility offered on a daily basis. There is no seating located within the bar as drinks are purchased for consumption at the seating area for each particular event.

## Public Toilets

### Grounds public toilets

- There is a public toilet for disabled visitors.
- There is level access from the main entrance to the public toilet.

### Ground floor accessible toilet

- There is a public toilet for disabled visitors.
- There is level access from the main entrance to the public toilet.

### Accessible toilet in the basement level

- There is a public toilet for disabled visitors.
- There is level access from the main entrance to the public toilet (via a lift).

## Public toilet

### The Castle Kitchen Tea Rooms Toilets

- From the main entrance to the public toilet, there is level access.



## Shop

### Highcliffe Castle Shop

- There is level access to the shop.
- The route through the shop is 800mm wide or more.
- The Highcliffe Castle Gift Shop is located in the main entrance area.



## Place to eat and drink

### Castle Kitchen tea rooms

- There is level access from the main entrance (via a small ramp) to the dining area and tables but no steps.
- The dining area is self-service. If you need table service please enquire.
- The route through the dining area is 800mm wide or more.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- The Castle Kitchen tea rooms are run separately. Please contact them directly for any further information you might require on 01425 276190.

## Getting around outside



### Highcliffe Castle Grounds

- There is level access from the main entrance to the grounds.
- There is a permanent ramp.

- The grounds are all have level access. Sloped access to the beach will be possible via the zig zag path from Easter 2019.
- The routes around the castle are mainly gravel.

### Designated Walking Trail

#### 4 Mile Walking Map of Highcliffe

- The trail is 6438metres long. Some of the trail has a loose surface of sand, beach or gravel sections. It is sloped in places with seats occasionally available.
- This is a trail offered by the Highcliffe Action Team, which is an external company from Highcliffe Castle. More information can be found here [www.highcliffevillage.com](http://www.highcliffevillage.com)

### Picnic Area

#### Steamer Point Picnic Area

- There is level access from the car park to the picnic area where you can consume your own food. Picnic benches are available.

#### Highcliffe Castle Vista

- There is level access from the car park to the picnic area where you can consume your own food. This area is a grassed area where you are welcome to picnic. There are a few public benches available.

## Customer care support

### Accessibility equipment

- We provide wheelchairs for internal use which are free of charge for your visit.
- There is no designated area for assistance dogs, however there is a wooded area and paths around the grounds for exercise.

### Customer care support

- Some staff have disability awareness training.