

**Access Statement for Lancaster
Castle Guided Tours of the
Courtyards: April 2021**

www.lancashire.gov.uk

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 visitors.

Information in alternative format

This access statement can be provided in large print on request.

ACCESS STATEMENT FOR LANCASTER CASTLE

Situated very close to the city centre, Lancaster Castle is still a working building. Public access to the castle is through the main gatehouse situated at the front of the building. Entry to the courtyard area is free of charge. Currently, due to ongoing covid-19 restrictions, we are only able to offer open air tours of the courtyard area. These are free of charge and run regularly throughout the day between 10:00 and 15:30 (specific tour times vary and are subject to change).

Wheelchair access is severely limited. The area immediately outside the gatehouse is cobbled, but it is sometimes possible for vehicles to drop off/pick up people with mobility problems just outside the main John O'Gaunt Gatehouse. It should be emphasised, however, that this is not always possible and can only be offered by prior arrangement. Vehicles cannot be left inside the perimeter of the walls.

Access throughout the site (and thus on the tour itself) is via uneven floor surfaces. The tour route has some changing floor levels. Tours last approximately 30 minutes.

PRE-ARRIVAL

Lancaster Castle is located in the centre of the city and is sign-posted from junctions 33 and 34 of the M6 motorway.

The castle is situated at the top of a hill, and so all pedestrian routes to the building are via a steep climb. The castle is a five minute walk from the railway station; the bus station is a ten to fifteen minute walk.

The streets surrounding the castle are a mixture of paving flags, cobbles, and tarmac, and are uneven in places.

ARRIVAL & CAR PARKING FACILITIES

There is a car park on site, situated at the rear of the castle, but on most weekdays it is primarily intended for people attending the crown court. However, we will always try to accommodate visitors with mobility problems; limited-mobility visitors are strongly recommended to contact us in advance with regard to car parking. There are also 'pay and display' spaces around the castle perimeter, and other car parks are available within walking distance. 'Blue badge' holders should consult Lancaster City Council policies in regard to the use of blue badges in pay and display spaces (Tel. 01524 582000).

The area immediately outside the gatehouse is cobbled, but it is sometimes possible for vehicles to drop off/pick up people with mobility problems just outside the main John O'Gaunt Gatehouse. It should be emphasised, however, that this is not always possible and can only be offered by prior arrangement. Vehicles cannot be left inside the perimeter of the walls.

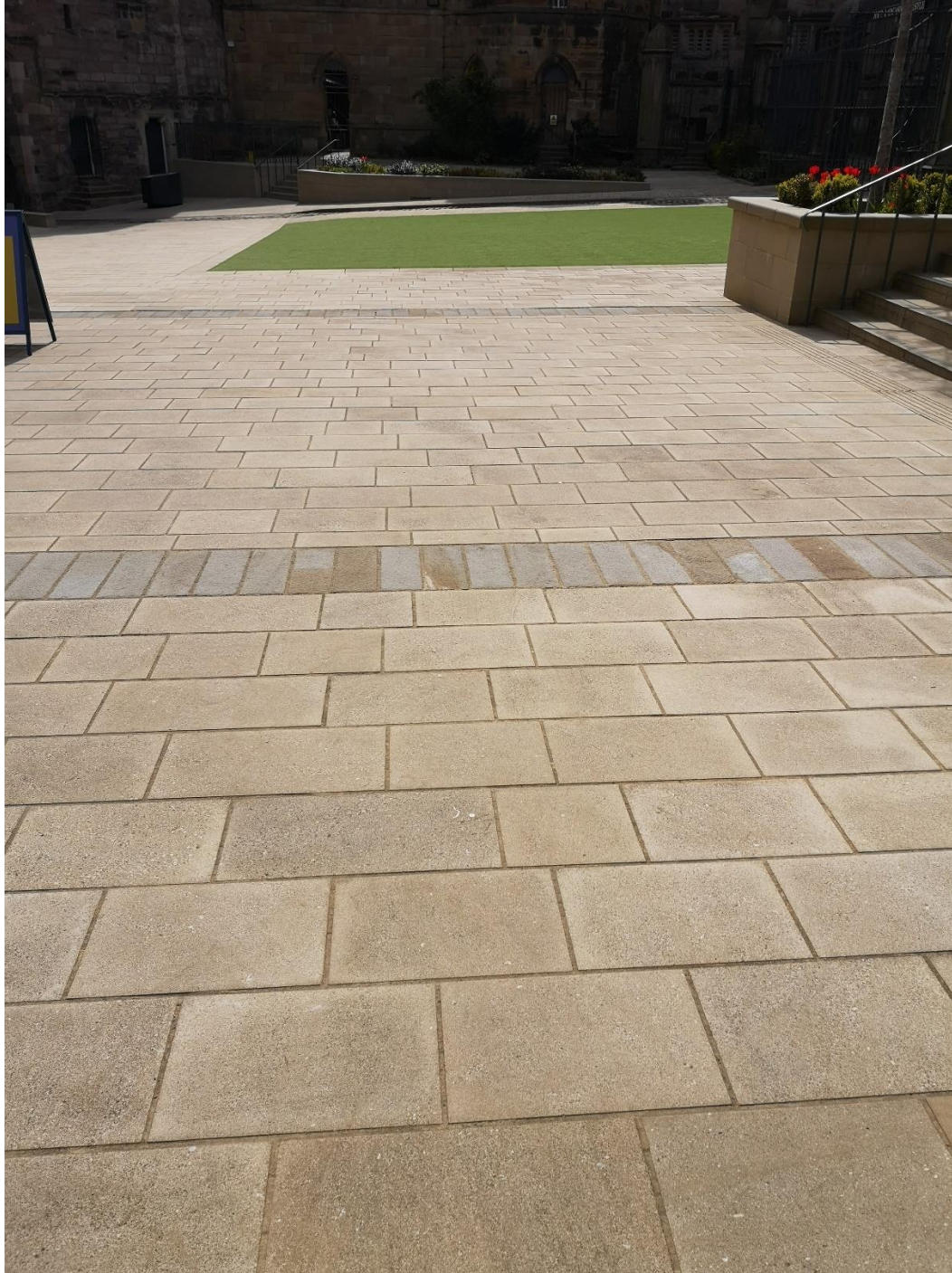
The aforementioned car park is lit at night by streetlight-style lamps. It is primarily tarmac and generally level, with some cobbles on the lower part of the approach to it. From the car park, access to the gatehouse involves walking around the walls keeping the castle on your left. The route from car park to gatehouse involves walking along a tarmacked path which leads to the cobbled area immediately outside the gatehouse. There is a step up onto the path and a step down at the other end. The width of the gatehouse is 3 metres 30 centimetres (approx. 11 feet).



The Approach to the Gatehouse

THE TOUR ROUTE

Floor surfaces are a mixture of flagstone, cobbles, tarmac and concrete. Baggage and personal belongings cannot be stored on site.



The Lower Courtyard



Ramp adjacent to the cloister and tour booking office



Entrance to the Upper Courtyard



The Upper Courtyard



Chapel Yard

ADDITIONAL INFORMATION

A disabled toilet is available on site, it is located in the toilet block adjacent to the café. There are public toilets in the same area. The toilets are lit by low energy bulbs or fluorescent tubes. The floors are vinyl and the taps are a mixture of standard fittings, push fittings and lever fittings. Baby changing facilities are also located here.

Visitors are alerted to any emergency within the Castle courtyards and/or buildings via audible sounders.

All Lancashire County Council staff are trained in emergency evacuation procedures and a safety announcement is made prior to the start of all tours.

All Lancashire County Council staff also receive relevant equality and diversity training.

Assistance dogs are welcome.

Colin Penny: Museum Manager

Lancaster Castle Museum

The Shire Hall

Lancaster Castle

Castle Parade

Lancaster

LA1 1YJ

01524 64998

Email: lancastercastle@lancashire.gov.uk