

Powis Castle and Garden Access Statement

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Introduction

1. Medieval castle rising dramatically above the celebrated garden.
2. Mobile reception – the use of mobile phones is not permitted inside the castle or museum. Visitors will be able to get a good signal when outside in the gardens or courtyard. The number to call in an emergency whilst at the property is the number above.
3. Assistance dogs are welcome at the property. Due to the property being surrounded by a Medieval deer park which is in private ownership, dogs are only permitted in NT owned areas. Visitors are welcome to walk their dogs on leads in the car park, on the driveway up to the castle and within the castle courtyard.
4. Powis is classed as a 'fragile and sensitive' property due to the nature of the interior collection. As such, the light levels within the castle have to be carefully monitored and controlled for conservation reasons.

Arrival & Parking Facilities

1. There are directional signs to the car park from the main estate entrance gate.
2. There is a special car parking area for disabled visitors which is located just beyond the main car park. This area is nearer to the ticket office which is approximately 100 metres away. However, if disabled visitors would like to park on the main car park, we do have an access vehicle and there is a pick up/drop off point located in the main car park.
3. The surface of the main car park is gravel, however the disabled parking area is grass overlaid with a nonslip protective surface.
4. There is a fold away ramp located at the back of the access vehicle so anyone using a wheelchair can gain access into the vehicle without having to transfer from their wheelchair.
5. The access vehicle has four drop off/pick up points. The main car park, the disabled parking area, the ticket office and the garden coffee shop. It takes the vehicle approximately 20 minutes to follow this route. Subject to volunteer availability, the vehicle operates every day from 11am – 4:30pm from April to September and from 11am-4pm in March and October.

WCs

1. There are two accessible toilets. There are located in the main toilet block just outside of the castle courtyard and in the formal garden.
2. The accessible WCs are both left hand transfer. There are also drop down rails to the right to assist visitors.
3. Both WC blocks are lit by fluorescent bulbs and have automatic hand driers fitted.

Visitor Reception

1. The building was previously a coach house. The floor and walls are made from stone so the room does echo.
2. The entrance and exit doors are 1000mm in width.
3. The entrance into the ticket office is level. The interior floor is also level but uneven in areas. However it is not necessary for visitors to have to enter the ticket office in order to pay/show their membership cards because portable tills are in use and there is always a member of staff located outside of the ticket office to assist visitors.
4. The door into the ticket office needs to be opened manually however staff/volunteers can assist with opening the door if required.
5. The height of the reception desk is more than 750mm high, however staff are able to move from behind the desk in order to talk to visitors.
6. The ticket office is lit by natural light and lightbulbs. Like the interior of the castle, the light levels are kept low due to the coach and the textiles etc that are on display.
7. There are chairs available which have arm rests.
8. Two manual wheelchairs are available for loan. It is advisable to book a wheelchair before visiting.

House

1. The entrance to the castle is approximately 100 metres from the ticket office.
2. The surface of the courtyard is made from aggregate which is level and wheelchair friendly. However there is a small cobbled area located at the entrance to the courtyard.
3. There are 13 steps into the castle itself and there is wheelchair access on the ground floor only. There are many steps into the Clive Museum and Ballroom. There is a virtual tour of the interior of the castle which is on an iPad. The iPad can be requested on arrival and taken to the visitor.
4. There are two floors in the castle and access to the upper floor is via a narrow set of stairs.
5. There are seats for visitors to use within each room of the castle.
6. There are staff/volunteers within each room.
7. There is a Braille guide for the castle and touch tours can be pre booked.

Catering

1. The restaurant is located within the castle courtyard and is approximately 30 metres away from the ticket office.
2. The entrance into the restaurant and the interior floor are both level.
3. Staff will assist visitors as required, if they experience difficulty queuing.
4. Menus are not available in large print or Braille but staff are on hand to assist visitors.

Retail

1. The gift shop is located within the castle courtyard and is approximately 50 metres away from the ticket office.
2. The main entrance into the gift shop is level. Visitors can also gain access to the shop via the restaurant, however there is a step between the restaurant and shop. The floor within the gift shop is level.
3. If visitors are not able to reach items, staff will assist visitors.
4. If visitors need to know prices of items the staff will assist them with this.



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Garden

1. There are two maps of the garden. One highlights gradients of paths, path surfaces and a step free route. This map is available within the access information booklet that disabled visitors can collect from the ticket office or garden entrance kiosk. The other map is included within the property welcome leaflet and simply highlights the step free route.
2. The paths in the garden are also made out of aggregate.
3. The right hand path from the garden entrance down to the pond is 1:7. The path from the pond down to the daffodil paddock is also 1:7. Visitors using a wheelchair would be advised to use these paths in order to follow the step free route around the garden
4. Due the gradients of the paths it has been deemed unsafe for 3 wheeled mobility vehicles to enter the garden. 4 wheeled mobility vehicles are permitted.
5. There are a number of steps within the garden. The set of steps from the aviary terrace to the orangery steps have a handrail.
6. There are no gates within the garden.
7. The garden team are able to provide a sensory tour. This must be pre booked.
8. There are perches and seats located in the garden.
9. There is an unfenced pond located within the wilderness area of the garden.

Contact details for more information

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