

Purbeck Property (Corfe Castle) Access Statement

National Trust
Corfe Castle
The Square
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Introduction

1. Corfe Castle was built over 1,000 years ago and has been a royal palace and fortress. The castle is built on a high limestone mound between two hills forming an iconic focal point for all visitors. Access to some areas for the less able or for wheelchair users is restricted by steps, except the outer bailey by the entrance. There are steep slopes, drops, uneven stone paths/steps and grassy slopes that can become slippery when wet with certain footwear. No climbing on the walls or masonry is permitted.
2. There is mobile phone access and staff are always on duty with radios in the castle to render assistance or call for emergency help if necessary.
3. Well trained dogs on a short lead are allowed into the castle, with an onus on the owners to remove any faecal matter and dispose of it in the correct manner to prevent any harm to children or other nuisance to visitors.
4. Visitors' prams can be left by the staff kiosk at the outer gatehouse. Child carriers are available but size restrictions may apply.

Arrival & Parking Facilities

1. Corfe Castle is well signposted from all roads and is part of Corfe Castle village.
2. The National Trust car park is located at Castle View visitor centre, East Street, Corfe Castle BH20 5DR (01929 477320) on the main road into the village before the Studland turn off under the Swanage Railway Bridge. National Trust members park free. Pay and display for non-members.
3. There are four (4) designated coach parking bays – booking is necessary in peak season.
4. There are four (4) designated disabled parking bays. Paved access to the castle, although uphill and steep in some places, is available via the road pavement, 300 metres to the castle along East Street.
5. The whole car park is surfaced by hardened stone dust and is mostly level. This can get very dusty following dry spells.
6. There are no transfer vehicle/facilities available from/to the car park.
7. Visitors of all abilities can be dropped off in The Square, Corfe Castle before seeking appropriate parking.
8. There are Purbeck District Council free parking bays in The Square and West Street where disabled badge holder visitors can park for up to three (3) hours or pay & display at the parish council car park 250 metres along West Street. This has a flagstone pavement uneven in places.

WCs

1. There are accessible toilets beside the castle ticket office and 18thC National Trust Tea Room.
2. There are nappy changing facilities in each of the male/female toilets with appropriate disposal containers.
3. The toilet areas are lit by fluorescent lights, the windows are frosted by the hand washing sink areas. There are automatic air blade hand dryers.
4. There is an alarmed designated 'disabled' toilet without changing table & hoist requiring Radar key access. A hand dryer is provided.

Visitor Reception

1. The Visitor reception (ticket office) situated on the right of the path leading up to the castle entrance is accessible for all persons. The floor consists of uneven Purbeck flagstones and stone wall.
2. Visitors are greeted by a member of staff from a small 'pod' area just inside the external width 807cm (2' 7") doorway allowing ease of access into the reception area.
3. The entrance area is level with a slight slope within the reception area, LED roof spotlights ensures there is sufficient visibility.
4. The entrance door is manually opened and in warmer weather remains open throughout opening hours. Staff/volunteers will assist with opening the door if required.
5. The oval open pod reception point has an 80cm high main area with phone/laptop and a lower 'gull' wing about 750cm high. Staff will always be available to speak to visitors face to face.
6. The two till areas are split on each side of the reception area to facilitate visitor flow and enhance privacy
7. The reception area contains three (3) desks with two visitor chairs per membership recruitment desk without arm rests.
8. Induction loops will be available at the reception and membership recruitment desks.
9. There are no manual wheelchairs or powered mobility vehicles available.

Corfe Castle (Ruins)

1. The Corfe Castle entrance is about 50m from the reception area and 300m from the Castle View visitor centre.
2. The path to the outer gatehouse of the castle consists of uneven cobbles on an uphill slope.
3. The outer gatehouse access is 4m wide with cobbled 3m wide path and grass verges up through the castle.
4. There are no WC/refreshment facilities within the castle confines.
5. There are limited guided tours available, bookable in advance.
6. There are interpretation boards located throughout the castle.
7. There is a no wheelchair access owing to steps beyond the South West gatehouse.
8. There are quiet areas throughout the ruins, especially the outer bailey and south west bailey.

Catering

1. The counter height is higher than 850mm so is there a lower counter level to assist wheelchair users when ordering. Table assisted service is also provided for visitors that experience difficulty queuing and staff will then assist them.

2. Due to the nature of the building, we have a limited number of tables with 1,200mm of space around them. Staff will ensure wheelchair users are directed accordingly.
3. Our till point has an induction loop system to assist those with hearing impairments.
4. We currently have large print menus available and straws are available.

Retail

The shop is situated in The Square. Access is from a slabbed uneven path of 75cm wide, up a small slope 114cm in length, with access through a manual opening single door of 66cm which opens to a double access of 133cm wide.

1. On entry to the shop there are three separate areas. First entry is through the main shop entrance. This leads through to the middle room of the shop by a 106cm wide access with a small 20cm slope or a 156cm wide access. This leads to the back room of the shop which is accessed by three steps with limited headroom from 156cm to 178cm. A hand rail is available on the right hand side of the steps.
2. The till area is from 71.5cm to 89.5cm high. The PDQ machine is moveable down to the lower level and the till display can also be seen from low levels.
3. The first two rooms are lit by spotlights and the back room is lit by strip lights to maintain visibility in the shop.
4. Shopping bays/shelves are from 71cm to 174cm with staff available to assist with viewing stock on the higher or lower shelves as required.
5. Where possible, we ensure there is a circulation space of 1200mm between the display stands
6. Our till point has an induction loop system to assist those with hearing impairments.
7. All promotional items are in large print with staff available to assist with the prices of all other items where required.

Tea Room Garden

1. Throughout the gardens we have uneven paving slabs, grass and low gradient slopes with steps leading to the lower Tea Room garden. Full access is possible to the main garden for those with mobility problems via our side gate near main visitor toilets.
2. Access to the Tea Rooms is down 2 steps (with low door frame and no handrail) however this can be bypassed by walking out the garden gate and in the front door if required.
3. The garden hosts varying styles of tables/seating to accommodate different requirements.

Contact details for more information

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Map

Add any maps with access features marked to the back of the Statement