

EASTNOR CASTLE

Access Statement

Issue date 27.03.18



1. Introduction

- 1.1 Eastnor Castle is located in the Malvern Hills and surrounded by a large deer park, arboretum and lake. It is privately owned by the Hervey-Bathurst family.
- 1.2 Besides being a visitor attraction, the Castle fulfils other roles as an exclusive-use wedding venue, corporate entertainment venue, corporate training and team building venue, as well as a venue for product launches and location filming.
- 1.3 Business or private parties can also stay in the Castle's 12 guest bedrooms.

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1.4 The Castle is open for public visits from Easter through until the end of September on Sundays, Bank Holidays and weekends in July and August.

1.5 Eastnor Castle grounds extend to 31 hectares, of which 7 hectares are taken up by Eastnor Lake.

2. Pre-Arrival

2.1 Eastnor Castle is located at the foot of the stunning Malvern Hills on the borders of Herefordshire and Worcestershire. Eastnor Castle can be accessed via the M50/M5 motorways (M5 Junction 7 Worcester South & M50 Junction 2 Ledbury). Please only follow the brown attractions signs to Eastnor castle. Sat Nav instructions will take you along unsuitable roads (Albright Lane and Clenchers Mill Lane). If in doubt please head for Ledbury then follow the signs for Malvern then Tewksbury. The nearest main line railway station is located in Ledbury although a bus service does not run between Ledbury and Eastnor. There is unlikely to be a taxi at Ledbury Station so it is advised you pre book transport from the station.

2.2 If assistance is required with your arrival please contact Castle Office in advance.

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3. Arrival & Car Park Facilities



Entrance to the Back Drive

- 3.1 On normal open days, blue badge holders can park next to the front door of the Castle in the courtyard. The castle courtyard is accessed via the back drive which is the first turning left after the main visitor opening/Land rover Experience carpark entrance when travelling from Eastnor village centre.

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Accessible Parking in Castle Courtyard

3.2 The visitor car park is laid to gravel throughout.



Visitor Entrance Building

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- 3.3 The Visitor Entrance is located to the north of the car park. The visitor entrance is a single story structure with level flooring through-out.



Visitor Entrance Counter & Staff

- 3.4 The ticket office desk is 90cm high.
- 3.5 All Eastnor visitor opening staff wear branded, navy blue Eastnor uniform.
- 3.6 Concessionary Tickets are offered to those acting as carers during their visit.

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4. Castle Entrance



Castle Entrance Staircase

- 4.1 Access to the Castle is via 14 steps up to the main entrance where visitors can access the ground floor Castle rooms. We have an automatic wheelchair stair climber to carry visitors up these steps; to use this, visitors must be able to transfer into our wheelchair which is connected to the stair climber. Unfortunately, we do not have hoist facilities.
- 4.2 Flooring in the castle is a mixture of fitted carpets, rugs, natural flooring (smooth stone slabs & floorboards).

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5. First Floor Bedrooms

5.1 Access to the first floor bedrooms is via a vertical platform lift.

5.2 We also offer an excellent DVD tour of the upstairs rooms on a TV in the downstairs hallway.

5.3 Please note we are unable to operate our lift on Bank Holidays so wheelchair users may not be able to visit our upstairs rooms on these days. This procedure has been adopted following advice from the Herefordshire Fire Safety Officer who assessed the emergency evacuation of the first floor as a significant risk on busy open days.

6. Ice Cream Parlor, Shop & Tea Room

6.1 The Castle Ice Cream Parlor, Shop and Tea Room are easily accessible by wheelchair. There is a small step to gain access directly to the Ice Cream Parlor from the Tea Room Courtyard. Access to the Ice Cream Parlor avoiding the step can be gained via the Gift Shop. The Ice Cream Parlor has a level, non-slip floor. The Gift Shop is carpeted. If you wish to order your refreshments from the Tea Room courtyard there is a Service Bell for wheelchair users' use.

The Ice Cream Parlor counter is 90cm high. The gift shop counter is 80cm high.

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- 6.2 The Tea Room is accessed via a set of six stone steps.
Disabled access is located via a ramp leading from the adjoining courtyard.
- 6.3 The tea room has a solid wood floor which is level. The access from the main entry point via the stone steps includes some uneven stone slabs before entering the tea room.
- 6.4 The Tea Room Courtyard is a mixture of stone slabs and cobbles which can be uneven in places.

7. Toilet Facilities

- 7.1 Disabled toilets are located in the following areas:
- Adjacent to the Ticket Office (accessible)
 - Adjacent to the Café (restricted width)
 - Mobile Units (Bank Holiday Weekends only)

8. External Areas

- 8.2 The Castle grounds are quite hilly, and although access to the terraces overlooking the lake is possible, it is not possible to access the arboretum and lakeside with a wheelchair.

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A map of the castle paths are found on the Eastnor Castle website. Hard copies can be obtained in the visitor entrance, castle and gift shop.

9. Shops

9.1 The attractive market town of Ledbury is three miles away from the Castle. In the town there is a chemist, a selection of food stores and Doctors Surgery. Ledbury has an enviable array of independent shops as well as a supermarkets, filling stations and a community hospital. Easy access to the M50/M5 is within five mile of Ledbury.

10. Additional Information

10.1 Well behaved dogs are welcome in the grounds and in the Castle but must be kept on a lead at all times.

10.2 We welcome anybody to the Castle who wants to come but are obliged to point out that there are some physical restrictions within Eastnor Castle and those visitors with mobility issues may not be able to access all parts of the Castle. As a Grade 1 listed building there are very few alterations we are permitted to carry out within the Castle.

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- 10.3 There are various paths winding through the stunning grounds which surround the castle. They are a mixture of tarmac, gravel, trackways and mown grass paths.
- 10.4 Areas of the Eastnor Castle Grounds can be steep in places. These areas are largely accessed via mown grass paths that may become slippery after rainfall.
- 10.5 The beautiful lakeside walk is a mixture of path surfaces. Generally, the lakeside walk can be completed with 30minutes from the Lower Terrace.
- 10.6 Access to the terraces can be gained via short tunnels through two towers leading firstly to the North Terrace then through a short tunnel under a second towers leading to the upper terrace. Access through the two tunnels and the North terrace is via graveled pathways. The path running through first tunnel from the castle courtyard is has a slight incline.
- 10.7 Eastnor has the benefit of three excellent play areas located by the Visitor Entrance, Castle Shop and Weir. All have wood chipping surfaces.
- 10.8 The Knights Maze is located north of the Visitor Entrance and offers a fun challenge. There is a risk of becoming dis-ordinated and lost. If this occurs, place one hand on a hedge and simply

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follow it to the exit. This will take some time depending on your location within the maze.

10.9 Signage is located through the grounds to help direct visitors to various areas of the castle and grounds. Grounds signage is navy blue with white text.

10.10 The castle gates are locked promptly at 5.30pm. Visitors are reminded to ensure they have left the castle grounds before this time.

11. Contact Information

The Castle Office is open Monday to Friday between 9.00am and 5.30pm. The full postal address is:

Eastnor Castle
Ledbury
Herefordshire
HR8 1RL

Tel: 01531 633160

Fax: 01531 631776

Email: enquires@eastnorcastle.com

HOSPITALS

Hereford County Hospital	01432 355444
Worcester County Hospital	01905 763333
Ledbury Community Hospital	01531 632488
Malvern Community Hospital	01684 612600

DOCTORS

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St Katherine's Surgery Ledbury	01531 63327
Out of Hours	0330 1239309
Ledbury Market Surgery	01531 632423
NHS Direct	0845 4647

CHEMISTS

Boots the Chemist - Ledbury	01531 632687
Day Lewis Pharmacy - Ledbury	01531 632693

Boots Midnight Pharmacy
Enigma Retail Park
Malvern
Open 12am every night

VETS

Leadon Vale Veterinary Clinic The Lower Road Trading Estate Ledbury	01531 632276
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Argus Veterinary Service 39 New Street Ledbury	01531 633922
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Griffiths & Stokes Ledbury Park Veterinary Centre The Southend Ledbury	01531 633141
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RAILWAY

Ledbury Station	01531 635988
National Rail Enquiries	0845 748 4950

LEDBURY TAXIS

Richard James	01531 633596 / 07836 777196
NAB Hire	01531 633044 / 07778 181459