



EASTNOR CASTLE

## Access Statement

Issue Date 08.04.22

### 1. Background

- 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.
- 1.4. The Castle is open for public visits on selected dates from Easter until the end of September.
- 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 and M50 junction 2 Ledbury). Please only follow the brown attraction 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 Tewkesbury.
- 2.2. The nearest mainline 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.
- 2.3. If assistance is required with your arrival, please contact the Castle Office in advance.
- 2.4. Tickets can be purchased through the Eastnor Castle website in advance of a visit. Concessionary tickets are offered to those acting as carers during their visit.



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### 3. Arrival and Car Park Facilities

- 3.1.** Blue Badge holders can park in the designated Accessible Parking area in the main visitor car park. This area is signposted from the car park entrance and is next to the main door of the Visitor Entrance. There are 5 Accessible Parking bays.



Accessible Parking Bays

- 3.2.** The visitor car park is laid to gravel throughout.
- 3.3.** The Visitor Entrance is located to the north of the car park. The Visitor Entrance is a single-storey structure with level flooring throughout.



Visitor Entrance



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- 3.4. The counter in the Visitor Entrance is 90cm high.
- 3.5. All Eastnor Castle staff wear branded, navy-blue uniform tops.



The counter in the Visitor Entrance

## 4. Castle Entrance

- 4.1. Access to the Castle is via 14 steps up to the main entrance where visitors can access the ground floor 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.



The entrance steps into the Castle



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- 4.2.** Flooring in the Castle is a mixture of fitted carpets, rugs and natural flooring (smooth stone slabs and floorboards).

### **5. First Floor Bedrooms**

- 5.1.** Access to the first-floor bedrooms is via a vertical platform lift.
- 5.2.** Please note we are unable to operate our lift on Bank Holidays or busy event days 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 Parlour and Castle Tea Room**

- 6.1.** The Ice Cream Parlour and Castle Tea Room are easily accessible by wheelchair.
- 6.2.** The Ice Cream Parlour serves from an outside facing counter.
- 6.3.** The Castle Tea Room is accessed via a set of six stone steps. Disabled access is located via a ramp leading from the adjoining courtyard.
- 6.4.** If you wish to order your refreshments from the Castle Tea Room courtyard, there is a Service Bell for wheelchair users' use.
- 6.5.** The Castle 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.
- 6.6.** The Castle Tea Room Courtyard is a mixture of stone slabs and cobbles which can be uneven in places.



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### **7. Toilet Facilities**

**7.1.** Disabled toilets are located in the following areas:

7.1.1. Adjacent to the Visitor Entrance (accessed via a ramp)

7.1.2. Opposite the Adventure Playground (mobile unit)

### **8. External Areas**

**8.1.** 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.

**8.2.** A map of the castle paths can be found on the Eastnor Castle website and hard copies can be obtained from the Visitor Entrance upon arrival.

### **9. Additional Information**

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

**9.2.** We 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.

**9.3.** 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.

**9.4.** Areas of the grounds can be steep in places. These areas are largely accessed via mown grass paths that may become slippery after rainfall.

**9.5.** The beautiful lakeside walk is a mixture of path surfaces. Generally, the lakeside walk can be completed in 30 minutes from the Lower Terrace.



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- 9.6. 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 tower leading to the Upper Terrace. Access through the two tunnels and the North Terrace is via gravelled pathways. The path running through the first tunnel from the Castle courtyard has a slight incline.
- 9.7. There are three excellent play areas located by the Visitor Entrance, Ice Cream Parlour and Weir. All have wood chipping surfaces.
- 9.8. The Knight's Maze is located north of the Visitor Entrance and offers a fun challenge. There is a risk of becoming disorientated and lost. If this occurs, place one hand on a hedge and simply follow it to the exit. This will take some time depending on your location within the maze. Maze Escape Route leaflets are available from the Visitor Entrance and a download is available from the Eastnor Castle website.
- 9.9. 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.Contact Information

The Castle Office is open Monday to Friday between 9.00am and 5.30pm.

The full postal address is:

Eastnor Castle  
Castle Office  
Ledbury  
Herefordshire  
HR8 1RL

Tel: 01531 633160

Email: [enquiries@eastnorcastle.com](mailto:enquiries@eastnorcastle.com)

### Hospitals:

Hereford County Hospital: 01432 355444

Worcester County Hospital: 01905 763333

Ledbury Community Hospital: 01531 632488

Malvern Community Hospital: 01684 612600



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### Doctors:

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

### Chemists:

Boot the Chemist – Ledbury:	01531 632687
Day Lewis Pharmacy – Ledbury:	01531 632693

### Vets:

Leadon Vale Veterinary Clinic: The Tower Road Trading Estate Ledbury	01351 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