

Accessibility Guide for Hartlebury Castle

museum@worcestershire.gov.uk, 01299 250416, www.hartleburycastle.com

Contact for accessibility enquiries: Rachel Robinson



Welcome

Hartlebury Castle explores over 1,000 years of history and is made up of the Bishop's Palace, the County Museum and the historic grounds. Hartlebury Castle is committed to widening access and providing for the needs of all its visitors. We constantly seek to improve the quality and accessibility of our site and we welcome feedback from our visitors. The building is Grade 1* listed, however we have attempted to provide appropriate adjustments for accessibility within legal boundaries and to alert visitors to any access issues which we are unable to resolve.

At a Glance



Level Access

- There is level access from the main entrance to:
 - Dining Table

- Bishop's Palace
- Worcestershire County Museum
- Travel & Transport Gallery (temporarily closed)
- Reception Desk
- Ticket Desk in the Gift Shop
- Reception Toilets
- Bishop's Palace Toilets
- County Museum Courtyard Toilets
- Hayley's Kitchen Cafe Toilets
- Hartlebury Castle Gift Shop
- Tickenhill Room (indoor picnic space/meeting room)
- Orchard Rooms
- The Old Kitchen and second-hand book shop
- Carriage Circle
- Castle Terrace
- Car Park - bench under Lime tree
- Children's Play Area (in Cafe)
- Adventure Playground
- There is level access from the car park to:
 - Orchard Picnic Area
 - Carriage Circle



Hearing

- We have a hearing loop in Reception and Hayley's Kitchen Cafe.
- Some staff have disability awareness training.



Visual

- Glass doors have contrast markings.
- Some parts of the venue have low lighting.
- We have display information in audio and other.
- We have information in audio and large print.



General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

Getting here

Hartlebury Castle
 Hartlebury
 Nr Kidderminster
 DY11 7XZ

Travel by public transport

- You can get to Hartlebury Castle by bus and train.
- Bus number 303 operates between Kidderminster and Worcester, Monday-Saturday and stops in Hartlebury opposite the Birches, near the Post Office. Hartlebury Castle is a 15-20 minute walk down the hill from the bus stop, via Inn Lane. For local bus information please telephone Diamond on 0121 557 7337. Alternatively, visit:
http://www.worcestershire.gov.uk/info/20021/bus_travel/1001/bus_timetables. The bus stop is 0.7 miles / 1.1 km from Hartlebury Castle.
- The nearest train station is Hartlebury. The train station is 1 miles / 1.6 km from Hartlebury Castle.
- There is a small unmanned train station in Hartlebury. The Castle is approx. a 20-30 minute walk from the station, train times vary.

Travel by taxi

- You can get a taxi with Regency Taxis by calling 01562 66666. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Albany Taxis by calling 01562 823333. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with P&P Central Taxis by calling 01562 825522. The taxi company has a wheelchair accessible vehicle.

Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The route is 1350mm wide, or more.
- The Castle has two large car parks. The car parks are free and the surfaces are tarmac and rolled Breedon gravel. Access to the gravel car park is over a cattle grid, exits from the car park are sprung gates or kissing gates and lead on to flattened gravel or tarmac paths. There are no barriers or gates on the tarmac car park, it is on a slight slope, and the tarmac is damaged in places. Accessible parking spaces are located on the right of the tarmac carpark as you enter with level access across smooth tarmac to Reception Building. Access to the visitor reception from the car park is via a level path of tactile pavement and concrete large paving slabs running alongside the front of the building. Three designated accessible parking spaces are adjacent to visitor reception and are clearly signposted. The bays are 366cm wide including the hatched area. A accessible parking space can be reserved by telephoning in advance 01299 250416. There is a dropping off point on the left as you enter the tarmac car park. There are no speed bumps or traffic calming measures.



Accessible parking



Main gravel car park (without accessible parking)



Level access entrance to Reception and Cafe

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1350mm wide, or more.

Main entrance

- The main entrance has level access.
- The door is 1030mm wide.
- The main door is sliding and automatic.
- Two wheelchairs are available to be borrowed from Reception for the duration of your visit, they can also be pre-booked by calling 01299 250416. Reception is manned 10:00 - 17:00 Tuesday-Friday and 11:00-17:00 Saturday-Sunday and Bank Holidays.

At the main reception entrance, there is a side-hung door which is kept open except in extreme weather conditions and a slight step of 3cm. Following this, there are glass sliding doors which are automatic. To exit the reception building, there is a side-hung door with automatic opening, operated by a push button. The surface outside the door is a firm, gravel surface and has low level lighting with a hand rail. The Reception area and welcome desk are lit using bright spotlights and there are large windows and plenty of natural light. Just inside the entrance is a thin mat to minimise dirt levels. The Reception area has parquet flooring and is level throughout.

The Reception desk is 900mm high and is fitted with a hearing loop. Admission prices are clearly displayed above the desk. When it is necessary for a visitor to be accompanied by a carer we will give free admission to the carer.

There are tactile, braille maps available from Reception on request.

A pad and pen are available from Reception if required. A clip board is also available if you are required to fill in any forms.

Assistance dogs are welcome across the whole site and in the Cafe. Drinking water can be provided - please ask a member of staff. Non-assistance dogs can be walked in the grounds and are welcome in the Orchard picnic area and Cafe outside seating area.



The door to exit the Reception desks and start your visit



The doorway from Reception to the Ticket Desk



The Main Reception Entrance

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors.
- Some parts of the venue have low lighting.



The contrast markings on the glass Reception doors



The Green Staircase, County Museum



The Red Staircase, County Museum



The Great Staircase, Bishop's Palace



- We have 2 lifts.
- You can get a lift to all floors.

County Museum Lift

- The lift door is 890mm wide.
- The lift is 1020mm wide. The lift is 1390mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- The County Museum lift is also fire safe in the event of an emergency.



The County Museum lift

Bishop's Palace Lift

- The lift is a platform lift.
- The lift door is 770mm wide.
- The lift is 1010mm wide. The lift is 1410mm deep.
- The lift says the floor number at each floor.

- The lift buttons have raised numbers or letters.
- The Platform lift in the Bishop's Palace is enclosed, to operate the lift the button must be continuously pressed until you reach the required floor. The Bishop's Palace lift is recommended for up to 4 people standing. The lift is accessed via narrow corridors which are dimly lit. The doors are automatic and open outwards. There is a 30 second delay before the lift door automatically closes. The buttons are 100cm from the ground and there is a fixed grab rail at 90cm. The buttons have raised numbers and braille. Currently, due to technical issues, the lights flicker slightly inside the Bishop's Palace lift. The Platform lift in the Bishop's Palace is not suitable for mobility scooters.



The Bishop's Palace lift



Ticket/ information desk

Reception Desk

- From the main entrance to the desk, there is level access. The route is 1030mm wide, or more.
- The door is 1030mm wide, or more.
- The desk has a low section.
- There is a low desk section located in the Gift Shop area. It is 74cm in height. It is not protected by a perspex screen (installed in 2020 due to covid-19).



The Reception desk

 *Ticket/ information desk*

Ticket Desk in the Gift Shop

- From the main entrance to the desk, there is level access. The route is 1030mm wide, or more.
- The door is 1030mm wide, or more.
- The desk has a low section.



The Ticket desk in the Gift Shop



The Ticket Desk in the Gift Shop

Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have display information in: audio .
- Handling objects are available across the site.

Bishop's Palace

- From the main entrance to this area, there is level access. The route is 1240mm wide, or more. The door is 1960mm wide.
- Some display information is low, for wheelchair users. There are seats.
- The entrance to the Castle is accessed by two large stone steps, and a small lip on the bottom of the door frame. There are hand rails on either side and the steps are 145cm wide. Level access is available via the County Museum entrance in the North Wing of the Castle.

All ground level rooms are on one level. Flooring is variable and uneven in places with wooden floors, flagstones and carpets of different depth. Staff are able to assist with alternative routes if needed.

We encourage visitors to sit on any seats that are not marked as fragile.

Exhibitions in the Bishop's Palace, in the South Wing of the Castle, are partly reliant on audio visual presentation. Written transcripts of the audio are available in the Bishop's Palace lobby. Most of the objects on display can be handled by visitors and unless signposted otherwise, furniture can be sat on. Visitors are encourage to play in the children's first floor hidden playroom accessed through a wardrobe door.

Some of the portraits in the Great Hall are only accessible to view up close from the symmetrical staircase. There are 18 stairs to the top, and 18 down the other side.

Lighting throughout the building is variable with some rooms being purposely kept darker as part of the immersive interpretation experience. The entrance lobby is lit by natural daylight and overhead lights. Some rooms are lit by ceiling lights and others are well lit by large windows during daylight hours.

The Main Staircase is the main evacuation route in the Bishop's Palace. The platform lift does not function during a fire alarm. There is a level exit through the County Museum.

An evacuation chair is available for all floors if required in the Bishop's Palace. A number of doorways are fitted with self-closing devices that cause doors to

automatically close. The majority of doors in the Bishop's Palace have door knobs. The first floor lift lobby currently has a heavy door that opens into the corridor and can affect wheelchair navigation. Please ask a member of staff if you require assistance.

There are 19 steps to the Mezzanine floor and a further 10 to the first floor. The stairs have thick carpet runners throughout. There are banisters on either side are approximately 20cm wide. The stairs are 28cm deep and 16cm high.



The Chapel



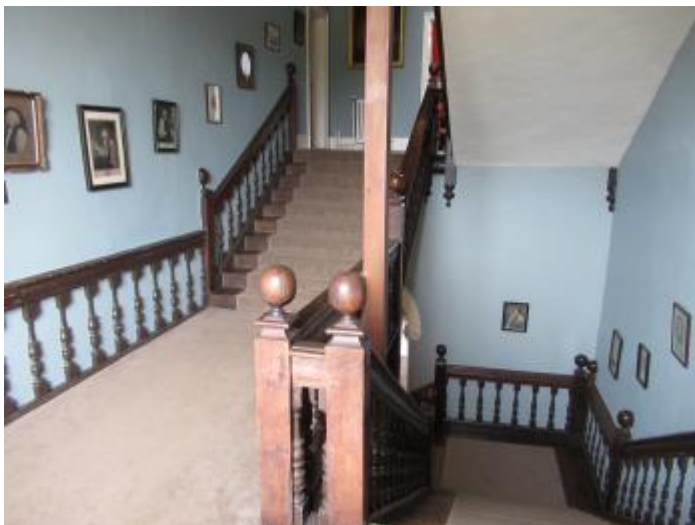
The Long Gallery



The Georgian Saloon



The Great Hall



Bishop's Palace Staircase, first floor landing by Hurd Library



The Castle Main Entrance leading into Bishop's Palace



Gateway leading to the Carriage Circle and the Bishop's Palace

Worcestershire County Museum

- From the main entrance to this area, there is level access. The route is 1020mm wide, or more. The door is 940mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Most of the collections are presented so as to be viewable from wheelchair height, however some displays in flat cases may be difficult to view for wheelchair users. Our exhibitions are fully accessible to wheelchair users. Please ask staff to open the fire door (86cm wide) to provide level access to the two ground floor rooms (Lavish Living in the 1950s and The Schoolroom) which are accessed internally by two steps. Alternatively ask staff to position a temporary ramp over the steps from the Archaeology Exhibition into the Lavish Living in the 1950s Gallery. Interpretation boards are provided for most exhibits. Interpretation and labelling on all new exhibitions is designed with a minimum of 16 point text and generally uses a clear font such as Arial or Calibri. We have attempted to include displays which stimulate all senses. For example, the Herb Garden provides a variety of smells and textures, there are a number of boxes in various rooms containing replica objects which visitors can touch, use and dressing up.

Flooring surfaces throughout the museum are various including carpets, linoleum, wooden floorboards and concrete. Outside you will find paved, grass, tarmac and limestone surfaces. There is a thin floormat to minimise dirt levels at the main entrance to Reception and the County Museum building. Other than that there are no rugs or mats throughout the County Museum.

All bins inside the County Museum are an accessible height, they operate by lifting a lightweight lid or with a foot pedal action.

A variety of seating is available on all floors of the County Museum, specifically in the Reception area, picnic benches in the Orchard and long benches and window seats in various exhibitions.

There are two staircases in the County Museum connecting three floors. Each staircase has a hand rail and landings between floors. Both staircases are carpeted. Each floor is connected by wooden steps with anti-slip nosings and hand rails. The red staircase is 120cm wide; each tread is 17.5cm high and 24cm deep with a 90cm hand rail.

The green staircase is 120cm wide; each tread is 15cm high and 26cm deep with a 90cm hand rail.

This is an historic site with uneven paths and floors, and low ceilings in places. The red County Museum staircase has uneven surfaces.



The Agriculture gallery



Footsteps Through Life exhibition



The Victorian Schoolroom



The County Museum level access Entrance and glass lift



Lavish Living, Worcestershire in the 1950s Exhibition

Travel & Transport Gallery (temporarily closed)

- From the main entrance to this area, there is level access. The route is 1020mm wide, or more. The door is 730mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a small lip on the entrance and exit of the Travel and Transport gallery, currently temporarily closed.
The Cider Mill is a historic exhibit which can only be viewed from a distance over a low wooden fence.



Travel and Transport Gallery



Travel and Transport Gallery

[Public toilet](#)

[Reception Toilets](#)

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1030mm wide, or more.
- The toilet door is 1030mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 1150mm at the side of the toilet. There is 1880mm in front of the toilet. The toilet seat is 440mm high. The toilets have handrails.
- A toilet is located on the ground floor of the Reception building. The Reception building houses one unisex/disabled toilet with baby changing facilities. Access to the accessible toilet in Reception is via a single leaf door, which opens outwards and to the left. There is one fixed horizontal grab rail to the left of the toilet and one hinged support rail to the right of the toilet (71cm high when lowered). The sink has a lever operated thermostatic mixer tap. There are vertical grab rails on either side of the sink. There is an emergency pull cord with an audible alarm, there is also a flashing light connected to the fire alarm for individuals with hearing disabilities. There is adequate room for a wheelchair user to be accompanied. There is a coat hook and one wide window sill which can be used as a shelf. Total floor area in the disabled toilet measures 2.6 x 1.76 metres, and the floor is tiled. Wall colour contrasts with floor colour.



Disabled Unisex Toilet, Main Reception

Public toilet

Bishop's Palace Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1020mm wide, or more.
- The toilet door is 860mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 440mm at the side of the toilet. There is 131mm in front of the toilet. The toilet seat is 460mm high. The toilets have handrails.
- Toilets in the Bishop's Palace are located between the entrance lobby and the Georgian Saloon. The Bishop's Palace has female toilets with three cubicles, male toilets with one cubicle and three urinals and one accessible toilet.

Access to the accessible toilet in the Bishop's Palace is via a single leaf door which opens outwards and to the left. There are fixed horizontal and vertical grab rails to the left and right of the toilet and one hinged support rail to the right of the toilet. There is also a vertical grab rail to the left of the sink. It has a lever operated thermostatic mixer tap. There is an emergency pull cord with an audible alarm. There is adequate room for a wheelchair user to be accompanied. The floor area measures 1.47 x 2.22 metres. Flooring is vinyl and the wall colour contrasts with the floor colour.



Disabled Toilet, Bishops Palace

Public toilet

County Museum Courtyard Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1020mm wide, or more.
- The toilet door is 810mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1000mm at the side of the toilet. There is 1110mm in front of the toilet. The toilet seat is 400mm high. The toilets have handrails.
- Toilets at the County Museum are located in a separate outside toilet block, opposite the main County Museum entrance and adjacent to the Forge. The toilet block consists of three separate areas - male, female and accessible facilities. Access to the accessible toilet by the main County Museum is via a single leaf door, which opens outwards to the left with a 82cm high horizontal grab rail on the inside. There are fixed horizontal and vertical grab rails to the left and rear of the toilet and one hinged support rail to the right of the toilet. There is also a grab rail to the left of the sink. There is a coat hook but no shelves. There is adequate room for a wheelchair user to be accompanied. The floor area measures 2 x 1.76 metres. The floor is vinyl and the wall colour contrasts with the floor colour.



Accessible Toilet, County Museum Courtyard near Forge



County Museum Courtyard Toilets near Forge

Public toilet

Hayley's Kitchen Cafe Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1240mm wide, or more.
- The toilet door is 850mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 660mm at the side of the toilet. There is 1450mm in front of the toilet. The toilet seat is 470mm high. The toilets have handrails.
- The toilets in the Cafe are located in a corridor off the main dining area. There are male, female and accessible facilities located here.

Access to the accessible toilet in the Cafe is via a single leaf door, which opens outwards and to the right. There are fixed horizontal and vertical grab rails to the left and right of the toilet and one hinged support rail to the left of the toilet. The sink has a lever operated thermostatic mixer tap. There is an emergency pull cord

with an audible alarm. There is adequate room for a wheelchair user to be accompanied. The floor area measures 1.47 x 2.22 metres. The floor is vinyl and the wall colour contrasts with the floor colour.



Accessible Toilet, Cafe



Shop

Hartlebury Castle Gift Shop

- From the main entrance to the shop, there is level access. The route is 1030mm wide, or more. The door is 1030mm wide.
- The route through the shop is 800mm wide, or more.
- The Gift Shop desk is 90cm high with a lower level area 74cm high. The PDQ/Chip & Pin terminal is mobile and can be moved to suit the customer. The display shelves are at a variety of heights from ground level upwards. Some shelves are lit with spotlights, the room also has large windows and lots of natural light. Price labels are printed, but not in large print. Staff are happy to assist with price enquiries, or to carry or move stock around for you. The till display is visible to the customer. The floor is limestone slabs and is level throughout. When stock is displayed in baskets on the floor we ensure there is always adequate access for wheelchairs.



The Hartlebury Castle Gift Shop

Place to eat and drink

Hayley's Kitchen Cafe

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 1240mm wide, or more. The door is 1690mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat, low potassium, low sodium, no gastric content, high fibre, vegan and halal specific diets.
- The dining room is uniformly lit by large ceiling lights. There is adequate clearance around the tables to accommodate a wheelchair. Tables are moveable and measure between 75-79cm high. The tables have legs at each corner, with a minimum of 61cm gap between legs. The chairs in the cafe have no arms. The menu is only available on a large chalkboard by the counter. Service is available from the counter, but table service is available if required.

For Sugar free options, we can adapt items on the menu to suit, but not sweet options. The Cafe can adapt items on the menu to suit customers who require no gastric content.

The Cafe would need advanced notice to cater for customers who require high fibre and to cater for halal meat, however there are already other options on our menu.

Telephone Number: 01299 251901

Email: hncatering@outlook.com

Cafe opening times for Hayleys' Kitchen are Tuesday to Sunday 10am to 5pm. Last orders for hot food is 4.30pm. Booking advised for Sunday Lunch. Booking essential for Afternoon Tea.



Hayley's Kitchen Cafe indoor seating area



Hayley's Kitchen Cafe outdoor seating area



Steps leading to Hayley's Kitchen Cafe from Car Park



Accessible level access path to Hayley's Kitchen Cafe

Tickenhill Room (indoor picnic space/meeting room)

- From the main entrance to this area, there is level access. The route is 1030mm wide, or more.
- The door is 1030mm wide.
- The Tickenhill Room is located next to Reception accessible toilet. This space can be hired or reserved for a quiet space if available. The Tickenhill Room is sometimes available as an indoor picnic space, please ask Reception staff for availability.



The Tickenhill Room

Orchard Rooms

- From the main entrance to this area, there is level access. The route is 1020mm wide, or more.
- The door is 740mm wide.
- Orchard Rooms are used for School and group visits as a lunch room. Orchard Rooms can be requested for a quiet space if available. Craft activities are sometimes held within these rooms during School holidays. Double doors can be opened to allow wider access to both Orchard Rooms.

The Orchard Rooms are sometimes available as an indoor picnic space, please ask Reception staff for availability.



Orchard Room 1



Orchard Room 2

The Old Kitchen and second-hand book shop

- From the main entrance to this area, there is level access. The route is 1020mm wide, or more.
- The door is 940mm wide.
- The Old Kitchen has original tiled flooring, making it naturally uneven in parts. It is a large space which can be hired or reserved for a quiet space. The Old Kitchen is also used for craft activities during School holidays. Various workshops and courses are also regularly held in here.

Located just off Worcestershire County Museum lobby the Old Kitchen now includes a second-hand book shop and seating.

A moveable small area for young children with a low bench, low tables, books, toys and a small circular floor rug is located in the center of the Old Kitchen.

The Old Kitchen is sometimes available as an indoor picnic space, please ask County Museum staff for availability.



The Old Kitchen



The Old Kitchen with children's toys and The Second Hand Book Shop

Getting around outside

Carriage Circle

- From the main entrance to the gardens, there is level access.
- The route is 1550mm wide, or more.
- The Carriage Circle is located at the front of the castle. It is accessed via the main entrance and through the gatehouses. There is a large tarmaced circular driveway throughout the Carriage Circle, and it is even throughout. The Carriage Circle has level access leading from reception with a circular tarmac path. There are 9 steps, with no handrail, down from the Carriage Circle to the Queen Elizabeth Walk. Steps lead to the Bishops House front door next to the Chapel. One step leads on the right of the Carriage Circle to the Museum Courtyard and Orchard. The Nature Bothy is open in the gatehouse entrance to the Carriage Circle, the Bothy doorway is 88cm wide and held open with a wooden step of 3cm high .



The Carriage Circle



The Carriage Circle Benches and Games



Bothy Entrance in Carriage Circle



Inside Bothy with Nature Displays

Castle Terrace

- From the main entrance to the gardens, there is level access.
- The route is 1550mm wide, or more.
- The Castle Terrace is surfaced with tarmac leading from the County Museum courtyard to the balcony overlooking the moat. The surface then changes to gravel further along the terrace leading to the gravel Queen Elizabeth Walk. The Castle Terrace and Queen Elizabeth Walk have access passed the Museum glass entrance. There is a sweeping slop downwards outside the Museum entrance. There is a drainage dip at the beginning of the walk. There are benches available on the Castle Terrace overlooking the moat, and on Queen Elizabeth Walk. There are very low stone walls along the Castle Terrace, and metal handrails on the corner leading to steps down to the Moat Walk and a steep sloped sided drop to the side of the path on the Queen Elizabeth Walk.



The Castle Terrace



The Castle Terrace



The Castle Terrace



Queen Elizabeth Walk



Queen Elizabeth Walk in Bloom

 *Designated Walking Trail*

Moat Walk

- The trail is 804metres long. Some of the trail has a loose surface. Along the trail there are steps at either end of the perimeter walk, the steps can be avoided using the step free path from the lower carpark. The trail is sloped. The trail has seats.
- The Moat Walk includes steps and uneven surfaces.

Information sign posts and a nature trail are located on the Moat Walk exploring local wildlife, including animal cut out shapes, a wormery and covered bird hide with seating.

The Moat Walk is half a mile and will take approximately 20 minutes to walk. It is accessed from the Castle Terrace via 20 steps. The steps have handrails. The stone and gravel steps are part of the historic landscape and are steep and uneven in places.

The route continues left across the lawn of the Sunken Garden. To access the Orchard Terrace, there are 6 steep and uneven stone steps without a handrail at the far end of the sunken garden. These are followed by a woodchip path. There are a further 10 log steps up to the Orchard Terrace. From this point, the walk continues without steps. There are steep, sloping paths and the route is either woodchipped or boardwalk.

The boardwalk is made of wood with anti-slip grooves in each plank. While every effort is made to keep paths clear of weeds and plant life, visitors are reminded that it is a and trip hazards may occur.

The walk exits into a coppice via a one-way, self closing door. The return route to the Reception building is via the tarmac car-park, following a woodchip slope and 8 uneven stone steps.

The moat and other water-logged areas are not fenced off and can be deep in places. Deep-water signs are in place in these areas.

An alternative route is the step free gravel path that slopes down towards Old Moat Coppice from the lower car park. The pathway is located on the right-hand side of the carpark opposite the Café. It gently slopes up for approx. 3 metres and then bends sharply to the left following the edge of the grass field. The path bends again to the left down a steep gravel step free sloped path into the Coppice. Take a left

turn onto an earth path. Then a short gravel path and a right turn onto a gently sloped wooden boardwalk which rises gently to a wooden bridge over a stream. The bridge has a one-way wooden gate to the Perimeter Walk. To access the Adventure Playground, Moat Walk you must purchase a ticket from Reception. At Reception they can give you a 7-digit code to open the one-way gate using the metal keypad.

The boardwalk continues over the stream and leads directly to the Adventure Playground, and Moat Walk and along to an earth pathway around the Moat to the Bird Hide and Sunken Garden.

The Adventure Playground is in woodland with earth and leaf covered flooring accessed by one wooden step down from the board walk. The playground includes a wooden climbing frame with two wooden towers with low ceilings linked by a bridge over the boardwalk and two green tube slides. A wooden and rope balance trail and a zip wire suitable for adults are included in the woodland area. Three wooden benches are located on the edge of the play area. A rope fence marks the edge of the play area.

Please be aware all persons use the play area at their own risk. A responsible adult should always supervise children.

Dogs must be kept on a short lead and away from the play equipment.



The Moat Walk, Orchard Terrace



The Moat Walk, Sunken Garden



The Moat Walk



The Moat Walk



The Moat Walk



The Moat Walk



Nature Trail on the Moat Walk



Information Signposts on Moat Walk by Sunken Garden steps leading to Orchard Terrace



Step Free Sloped Path to Moat Walk from Car Park opposite the Cafe



Step Free Sloped Path in Old Moat Coppice



Board Walk and Gate with key-pad leading to Moat Walk



Gravel and Stone Steps from Castle Terrace to Sunken Garden at Moat Walk Start



Stone Steps to Sunken Garden from Castle Terrace

Picnic Area

Orchard Picnic Area

- From the car park to the picnic area, there is level access. The path is 1020mm wide, or more.
- The entrance is 1020mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- The grass in the County Museum Orchard area is cut regularly, however the surface of this area is uneven. All outside paths are swept daily and checked regularly. There are 2 dustbins in the Orchard.



Orchard Picnic Area and Herb Garden



Orchard Picnic Area Musical Instruments and Finger Maze



Orchard Picnic Bench with space for Wheelchair User



Orchard Picnic Bench and Wooden Gazebo in Picnic Area

[Picnic Area](#)

[Carriage Circle](#)

- From the car park to the picnic area, there is level access. The path is 1550mm wide, or more.
- The entrance is 1550mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- There are picnic benches and tables & chairs located around the Carriage Circle. There is adequate space surrounding these tables should a wheelchair be required here.
The Carriage Circle surface is level throughout.



The Carriage Circle

Smoking

Car Park - bench under Lime tree

- From the main entrance to the smoking area, there is level access. The route is 1240mm wide, or more.
- The entrance is 1240mm wide.
- The designated smoking area is located in the car park, at the circular bench under the lime tree. Smoking is not permitted elsewhere on the site.



Circular Bench near Car Parks

Children's Play Area (in Cafe)

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1690mm wide, or more. The entrance is 1690mm wide.
- There is an outdoor play area in the Cafe outside seating area.



Children's Play Area

Adventure Playground

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1600mm wide, or more.
- The Adventure Playground is located behind the Castle in woodland on the circular Moat Walk, it can be reached from two directions.

Please see information on the Perimeter Walk starting from the Carriage Circle down stone steps on to the Castle Terrace and then down stone and gravel steps with handrails behind the Chapel leading to the Sunken Garden. A grass and earth pathway follows around the Moat Walk to a wooden board walk and the Adventure Playground opposite the Castle.

An alternative route is the step free gravel path that slopes down towards Old Moat Coppice from the lower car park. The pathway is located on the right-hand side of the carpark opposite the Café. It gently slopes up for approx. 3 metres and then bends sharply to the left following the edge of the grass field. The path bends again to the left down a steep gravel step free sloped path into the Coppice. Take a left turn onto an earth path. Then a short gravel path and a right turn onto a gently sloped wooden boardwalk which rises gently to a wooden bridge over a stream. The bridge has a one-way wooden gate to the Moat Walk. To access the Adventure Playground and Moat Walk you must purchase a ticket from Reception. At Reception they can give you a 7-digit code to open the one-way gate using the metal keypad.

The boardwalk continues over the stream and leads directly to the Adventure Playground, and Moat Walk and along to an earth pathway around the Moat to the Bird Hide and Sunken Garden.

The Adventure Playground is in woodland with earth and leaf covered flooring accessed by one wooden step down from the boardwalk.

The playground includes a wooden climbing frame with two wooden towers with low ceilings linked by a bridge over the boardwalk and two green tube slides. A wooden and rope balance trail and a zip wire suitable for adults are included in the woodland area

Three wooden benches are located on the edge of the play area. A rope fence marks the edge of the play area.

Please be aware all persons use the play area at their own risk. A responsible adult

should always supervise children.
Dogs must be kept on a short lead and away from the play equipment.



Adventure Playground with step from Boardwalk



Adventure Playground Benches and Green Slide



Adventure Playground in woodland



Step Free Sloped Path to Adventure Playground from Car Park



Step Free Sloped Path in Old Moat Coppice leading to Adventure Playground



Boardwalk in Old Moat Coppice leading to Adventure Playground



Key Pad on One Way Gate leading to Adventure Playground

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in Reception and Hayley's Kitchen Cafe.
- We are able to provide a large print map of the site upon request. We have two wheelchairs which can be borrowed from Reception for the duration of your visit. Wheelchairs can also be pre-booked by calling 01299 250416.
- Assistance dogs are welcome throughout the site. There is a grassed area surrounding the car park which can be used as a toilet area for assistance dogs.



Reception can assist you with any accessibility enquiries.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- An alarm will sound in the event of an emergency evacuation. The glass County Museum lift is fire safe and can be used for the safe evacuation of the County Museum if required. The fire assembly point is located near the main reception, under the large tree at the car park entrance.

All routes throughout the building are kept clear and free of obstacles.
Fire exits are clearly signposted.

Customer care support

- Some staff have disability awareness training.
- We have information in audio and large print.
- If any of our guests have any additional requirements, we offer a free familiarisation visit so please contact us if you wish to arrange a pre-visit. Otherwise, feel free to contact us and our staff will do their best to accommodate any additional requirements needed.

The County Museum continually monitors, reviews and improves our accessibility. The majority of our staff are trained first-aiders. There will be at least one trained first-aider on duty at any time.

Hartlebury Castle is open from February 1st to December 23rd.

The Castle is closed on Mondays. The Castle is then open Tuesday to Friday 10am-5pm and Saturday, Sunday and Bank Holidays 11am-5pm.

Hayley's Kitchen Cafe is open Tuesday-Sunday and Bank Holidays 10am-5pm.

To fully appreciate this historic site, we recommend allowing 3 hours for your visit. Please be aware that on certain dates, access will be to the County Museum ONLY with revised ticket costs.

If you are planning a special visit to Hartlebury Castle, please check the website or call us before travelling to avoid disappointment.



Glass County Museum lift



Fire Assembly Point by large tree at Car Park Entrance



Fire Assembly Point

Guide last updated: 23 April 2024