

# **Access Statement for Tamworth Castle**

## **Introduction**

Tamworth Castle is a magnificent motte and bailey castle, located in the centre of the market town of Tamworth. The intact shell keep houses over 15 period rooms, spanning 900 years of history. Follow the story of the castle and its noble families and experience the hands on Medieval Armoury, the Tudor Dining Room, the Stuart Servant's chamber and the Victorian reception rooms. The magnificent Great Hall and atmospheric Courtyard, take you back in time to follow in the footsteps of Lords and Royalty as the Castle reveals its colourful history. Lots of hands on activities within the displays and an extensive programme of special events delivered throughout the year.

Please be aware that the Castle sits on top of a Norman motte and is accessed via a steep entrance slope. The Castle is a Scheduled Ancient Monument and Grade I Listed Building. The building is characterised by narrow winding staircases and some uneven floors, so care is needed when accessing the upper floors including the Medieval Tower and parapet walkways.

Ground floor access only for wheelchairs users, however a virtual guided tour of the castle is available in the Great Hall, situated on the ground floor. Easy access toilet available on the ground floor. Drop off point for visitors with disabilities at the top of the main drive, at the base of the entrance slope. This is accessed through Holloway Lodge just beyond the Castle Hotel (off Silver Street/The Holloway). Disabled parking available in nearby town centre car parks.

## **Pre-Arrival**

Check Castle website for information on facilities , access and car parking. [www.tamworthcastle.co.uk](http://www.tamworthcastle.co.uk)

- Castle Leaflet and Events Leaflet available in alternative formats and languages upon request (telephone 01827 709634)
- Copy of Castle Guide Book in large print available to view at Castle upon request
- Wheelchair available at Castle upon request. Telephone before visit for further details: 01827 709626

- Information about public transport and routes available via website and castle Leaflet. Telephone Tourist Information Centre for further details:01827 709581
- Town Centre located within one minute walk of the Castle
- Railway station is a ten minutes walk from the castle
- Taxi ranks available at railway station, Bolebridge Street, Corporation Street and Lichfield Street. Accessible taxi's available.
- Tamworth Shop Mobility Scheme available on Level 5 of Ankerside car park please telephone:01827 709392.
- Tamworth Town Centre is fully pedestrianised and fully accessible for visitors with disabilities
- Access restrictions in Tamworth castle: ground floor access only for wheelchair users
- Disabled/Esay access toilets available in the Castle and in Ankerside Shopping Centre and Castle Pleasure Grounds. RADAR key accessible. Keys can be purchased from Tamworth Information Centre, 29 Market Street, Tamworth. Telephone 01827 709581

### **Arrival & Car Parking Facilities**

- No direct parking at Castle site. Pay and Display public car parks available close to Castle site.
- Disabled parking available in Ankerside, Silver Street, Corporation Street and Church Street car parks.
- Drop off point for visitors with disabilities at top of castle drive, at the base of the entrance slope.
- Assistance offered from base of slope to Castle entrance, please telephone Castle Reception in advance of visit: 01827 709626
- Manual wheelchair available for use at Castle site (no hire fee)
- Non-slip smooth tarmac surface on castle entrance slope. Pathway width can accommodate a four-wheeled motorised wheelchair
- Castle contact details displayed in notice board at base of entrance slope.

### **Main Entrance, Reception & Ticketing Area**

- Reception located at top of Castle slope inside the main entrance doors. Reception entrance is accessed by ramp from Courtyard or two wooden steps from porch (no hand rail). Level carpeted floor

throughout reception.

- Assistance can be provided by Castle staff, please telephone before arrival to advise of needs.
- Visitors with wheelchairs can be met and served within the entrance porch area, or can enter Reception via ramp.
- Entrance fees displayed within Castle and in notice board at base of entrance slope.
- Opening Times : Summer season, April to September Tuesday to Sunday 11.30 noon to 4.45p.m. Last Admission 4.00 p.m. Winter season, October to March, Saturdays and Sundays 11.30 to 3.45 p.m. Last admission 3.00 p.m.
- We are open extra days for Bank Holidays and School Holidays.
- Water bowl provided in reception, for service/guide dogs

### **Public Areas - Hall, Stairs, Landing, Corridors etc**

- The Castle is designated as a Scheduled Ancient Monument. The age and nature of the building is such that it is first and foremost a fortress built to keep people out!. The entrance is at the top of the Castle motte which is accessed via a steep entrance slope.
- Floor areas within the Castle are stone flags or brick pavements and old wooden floors. Some are uneven and care needs to be taken.
- The Castle is divided over three floors and split into two wings which are linked by narrow external parapet walkways. There are numerous staircases, some of which are narrow in places and winding. .
- Seating is available in most of the period room displays.
- Lighting is not uniform, and is mostly overhead track lighting with spot lights.
- Interpretation available in rooms is in clear text, readable font and black type on yellow background, suitable for those with visual impairments.

### **Public Areas - Sitting room, lounges, lobbies etc**

- Information as for Hall, Stairs, Landing and Corridors

### **Public WCs**

- Public toilets available within the Castle for men and women.
- Easy access toilet available.

- Baby Changing facilities available in easy access toilet

### **Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe**

- Gift shop available on ground floor selling a range of souvenirs
- Cafe available on ground floor selling a range of confectionary and refreshments. No sandwiches or meals available. Seating and tables available
- Castle site is non-smoking site
- Castle is a licensed premises but only sells alcohol at selected events.
- Picnic area available in Castle Grounds.
- Children's play area available in Castle Grounds

### **Grounds and Gardens**

- Castle sits within the Castle Pleasure Grounds, with floral displays and river views. Seating available throughout the grounds.
- Smooth tarmac pathways throughout the grounds.

### **Additional Information**

- Fire evacuation procedure in place. Castle staff assist in complete sweep of building to aid evacuation.
- Clearly signed escape routes.
- Staff trained in Welcome Host, Disability awareness and First Aid
- The Castle is a no smoking venue

Address: Tamworth Castle, The Holloway, Tamworth, staffs, B79 7NA

Telephone: All general enquiries: 01827 709626 (answerphone available)

Recorded enquiry line: 01827 709629

### **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve if you have any comments please phone 01827709626 or email [heritage@tamworth](mailto:heritage@tamworth).**