

Lincoln Castle Accessibility Statement 2017

We welcome all visitors and aim to make our visitor experience accessible to all. We hope that the following information helps you to plan your visit and ensures you have a memorable experience at Lincoln Castle.

Pre-arrival

- We offer free admission for carers of disabled visitors. Please note that carers' tickets can only be collected on arrival in the ticket office and are NOT bookable in advance online.
- Please note that proof of eligibility may be requested.

Arrival

- There is no visitor car parking available on site but there are several car parks in the vicinity. Details of car parks close to the castle can be found on the castle's website.
- Please note that the accessible entrance to the castle is via the East Gate.



- The West Gate entrance is ramped and too steep to be an accessible entry point.
- If you have booked your ticket online, please see a member of our Visitor Experience Team in the shop on arrival for access related information that will help you make the most of your visit.
- We have two wheelchairs (Lomax Modular 9 HM) on site available for hire. Please hire these from our Shop.



Lincoln Castle Accessibility Statement 2017

During your visit

Grounds and Medieval Wall Walk

- Lincoln Castle is an historic monument with many steps and uneven surfaces. Please take care when moving around the site.
- The Medieval Wall Walk is accessed by a turnstile. A wheelchair pass gate is located at the turnstile.



- There is a lift to the east section of our Medieval Wall Walk, which overlooks the Cathedral West front and has spectacular views.
- The east section of our Medieval Wall Walk is accessible for wheelchair users between the lift and Cobb Hall.
- Please note that beyond Cobb Hall there are steps, uneven walkways and narrow sections, which are inaccessible for wheelchair users.



- The Medieval Wall Walk is 1/3 mile long and there is no seating anywhere along it until Lucy Tower, which is about ¾ of the way around the wall walk.
- An audio guide is available for the Medieval Wall Walk. A transcript of the full script is available for visitors with hearing impairments from the member of staff at the turnstile entrance to the Medieval Wall Walk.
- Induction loop headsets are available for use with our audio guides.
- The audio guide includes an accessible tour for visitors only accessing the east section of the wall.
- The path up to the Bath House is ramped and only accessible by a wheelchair user with assistance.

Lincoln Castle Accessibility Statement 2017

Victorian Prison

- Some parts of the Victorian Prison have very narrow walkways and doors, making access difficult for wheelchair users. There is a member of staff in the prison at all times – please ask for assistance if required.
- There is a platform lift to the Victorian Prison though this may not be suitable for larger wheelchairs and/or mobility scooters. The dimensions of this lift are 56 inches x 43 inches.



- There is a lift between all three floors of the Victorian Prison. Each floor is accessible to wheelchair users though not all individual cells are accessible.
- Please note that there is nowhere for wheelchair users to turn around on the upper walkways of the male prison.
- There is an accessible viewing platform for the Victorian Prison Chapel, which is accessed via the lift situated just off the main lobby (next to the shop) in the front of the prison building. You will need to collect an access pass from the shop in order to use the lift.



- Transcripts of the Victorian Prison films for visitors with hearing impairments are available from the member of staff on duty in the Victorian Prison.
- The exercise yard is accessible for wheelchair users but the fire exit route out of the exercise yard is down two steps.

Lincoln Castle Accessibility Statement 2017

David P J Ross Magna Carta Vault

- There is a lift in the David PJ Ross Magna Carta Vault and the vault and cinema are fully accessible.



Scripts of the Magna Carta films are available from the member of staff on duty in the vault. Please note that the documents are displayed in a room with low level lighting as a conservation requirement.

The film which is displayed Magna Carta contains flashing images



Lincoln Castle Accessibility Statement 2017

Langton's Café

- Langton's Café is situated on the ground floor and has step free level access.
- The Café is counter service and the staff will be more than happy to help on request.



- Please ask the staff for any dietary requirements.
- Highchairs are available for infants
- There are additional outdoor seating provisions.



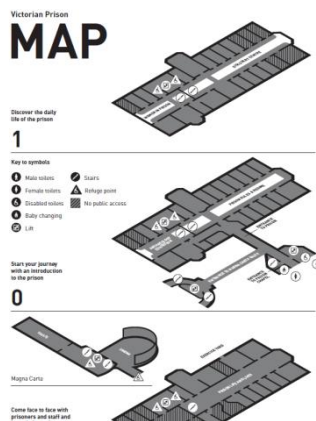
Lincoln Castle Accessibility Statement 2017

General

- Assistance dogs are welcome on site and can accompany visitors through all areas of the Castle and grounds.
- Wheelchair accessible toilets are located on the ground floor of the prison or at the East Gate entrance.
- There is a toilet hoist in the disabled toilet on the ground floor of the prison.



- There are a number of wheelchair refuge points located throughout the Victorian Prison and David P J Ross Magna Carta Vault. These are highlighted on the map.



- Induction loops are located in the shop, Victorian Prison and the David P J Ross Magna Carta Vault (in the spaces where audio forms part of the interpretation).

If you require any further information or help planning your visit please contact a member of our Visitor Experience Team on 01522 554559.

If you require any further assistance during your visit, please speak to any member of the team who will be more than happy to help you. If you have any feedback that would help us to improve our accessibility, please email our Visitor Experience Team on lincoln_castle@lincolnshire.gov.uk. We welcome your comments and suggestions.

We look forward to welcoming you to Lincoln Castle.