



# Argyll Estates Accessibility Guide

Argyll Estates warmly welcomes all visitors to Inveraray Castle & Gardens. We recognise that visiting many historic properties and the countryside can present difficulties for people, therefore we are continually improving procedures, and providing extra assistance where possible to ensure that all our visitors can enjoy a comfortable and enjoyable day out.

We hope this guide will provide the information you need to help you enjoy your visit. Further information and advice is available by contacting the Estate Office – our contact details are later in this document.

## OVERVIEW

### Level Access:

- We have level access from ground level to the: Entrance Hall, State Dining Room, Tapestry Drawing Room, China Turret, Armoury Hall, Saloon, North-West Hall, and Exhibition Room. An accessible toilet is also on this level.
- Loose gravel around the exterior of the Castle and Gardens can make access difficult for wheelchair or pushchair users.
- We have a blue-badge holder drop-off point at the entrance to the Castle.
- Free parking is available on request at the front door of the Castle for blue-badge holders who are driving.

### Hearing:

- We do not have a hearing loop anywhere in the Castle – however, we have guide cards for each room that will explain what the guided tour covers.
- We welcome visual interpreters on our tours.

### Visual:

- Any glass doors or full-height windows have contrast markings.
- Some parts of the Castle have low lighting.
- Menus and guide cards are available in large print on request.

### General:

- We have a complimentary ticket policy for blue-badge holders and one assistant.

### Road to main entrance:

- From Inveraray to the main entrance, there is level access on a flat road.
- The road is 600 metres from Inveraray to the Castle main entrance.

### Main entrance:

- The main entrance has level access via 2 ramps to the ground floor.
- There is a double door with plenty of room for wheelchairs and pushchairs.
- The floor is made of stone.

We hope you have a great day with us.



## **CASTLE ACCESSIBILITY**

Inveraray Castle and Gardens aims to attract a wide range of visitors. We aim to educate and inform visitors about the Clan Campbell's natural and cultural heritage and we are continually working towards raising standards in visitor facilities and customer care.

In order to achieve this, Argyll Estates is constantly reviewing how to improve all forms of access to the Castle and grounds and is striving to demonstrate best practice in the management of its properties, in the services it provides, and towards the people it employs.

Our ticket kiosk and car park await you at the end of the road where you can pay for your entrance to the Castle & Gardens.

### **Pedestrian Access**

The short, flat walk from the town of Inveraray to the Castle takes approximately 10 minutes. The road itself is 600 metres from Inveraray to the Castle entrance. When walking, please be aware that the road is also used for vehicles and that pedestrians should walk in the designated walking lane. Please take care when walking with young children that they do not enter into oncoming traffic.

### **Car Access**

Please drive on the left, be courteous to other drivers and lookout for pedestrians. The speed limit on all Estate roads is 10mph. Ensure you select the car lane on approach and follow directional signage. Please do not stop on the Castle drive as this causes congestion – instead, drop the car off in the car park and walk back using the pedestrian lane. A one-way system is in operation in the Castle car park. Follow directional signage for entrance to the Castle or gardens.

### **Accessibility**

At the car park, we have designated blue-badge parking spaces which are on hard standing. The rest of the car park is gravel and can be difficult to navigate for wheelchair users.

Entrance to the Castle is via 4 stairs or a ramp followed by a further 2 stairs or a ramp through double doors, with plenty of room for a wheelchair. Once inside, the rooms are carpeted and the ground floor is on one level with no stairs, and the doors are wide enough for wheelchair access.

Access to the first floor is via 40 carpeted stairs and includes the: North-West Landing, Princess Louise Room, Victorian Room, MacArthur Bedroom, and Photo Turret.

Access to the basement which includes: the Old Kitchen, Gift Shop and Tearoom is via 24 uncarpeted stairs from within the Castle or 19 stairs from outside. The basement surface at the bottom of the stairs is worn and uneven in places.

The gravel paths in the gardens are also difficult to navigate for wheelchair or pushchair users, however, there are some beautiful walks and paths around the Estate that are more suitable for visitors with walking difficulties. There is level access throughout the gardens.

For those visitors who have hearing difficulties, a welcome sheet can be provided which explains how entrance to the Castle works.

For visitors with a visual impairment, we welcome a visual interpreter with free entry to the Castle in order to get the best experience possible. Admission for visitors with a blue-badge and one companion is free.

## **Toilets**

Male and female toilets are located outside the Gift Shop in the basement of the Castle and are only accessible via 19 stairs by the entrance to the Gardens. There is an accessible toilet available by the Exhibition Room for those with walking difficulties. The door access is 28 inches/71cm wide via an inward opening door and sliding door. Please ask a member of staff to show you the location.

## **Fire Procedure**

1. On hearing the fire alarm, immediately stop what you are doing.
2. Leave the building by the nearest fire exit in an orderly manner.
3. Do not stop to collect personal belongings.
4. Assemble at the front of the Castle on gravel by field boundary.
5. Do not re-enter the building until told it is safe to do so.

If you would require additional assistance in the event of an emergency, please make this known on your arrival.

## **First Aiders**

Castle staff are first aid trained. If first aid is required, you should contact the nearest staff member immediately. Please report all incidents, no matter how small, to a member of our team.

## **Smoking Areas**

Smoking is not permitted within the Castle, gardens, or by any door/gateway/public space leading to these areas.

## **Assistance Dogs**

We welcome assistance dogs at Inveraray Castle & Gardens. Water bowls are situated around the grounds. If you can't see one, just ask and we will be happy to assist.

## **Historic Property Warning**

There may be low headroom, uneven surfaces/floors and a risk of falls from low parapets on bridges, folly's, etc as this is a historic property and has original features.

## **Bags**

For the safety of our staff, other visitors and our historical artefacts, bags are not permitted within the Castle. Please leave any bags in your vehicle – but be sure to cover them up. Lockers are available in the gents/ladies' toilets outside the Tearoom/Gift Shop.

## **Refreshments**

The Tearoom of the Castle is in the basement. Therefore, we are able to provide refreshments on request at an accessible level. Just speak to a member of our team who will be happy to help.

## **GARDEN ACCESSIBILITY**

The entrance to the garden is to the right of the main door to the Castle. Tickets can be purchased from the admission kiosk. For wheelchair and pushchair access, please ask at the admission kiosk. The garden gates are locked at 5.45pm when the Castle closes. Do not eat any berries from the trees as they may be poisonous.

## **ESTATE ACCESSIBILITY**

There are some lovely walks around Argyll Estates, however, not all are over even ground. The main road through the Estate is tarmac and subsequent paths are woodland tracks. The speed limit on the Estate is 10mph and there are traffic calming measures in place. Vehicles are restricted from entering certain parts of the Estate, so please stay on the designated roads.

The Dun Na Cuaiche Woodland Walk is not accessible to wheelchair users or those with walking difficulties as the route is steep and roughly 1.5 miles long. The terrain is uneven, slippery, with loose gravel in places. We recommend wearing walking boots with a good grip sole – and don't forget your waterproofs for our Argyll weather!

Please see the Appendix at the end of this document for maps on walking routes.

### **Estate Activities**

Please note that Argyll Estates is a working Estate - The Estate reserve the right to close any or all of the walks/roads for management purposes and for the safety of visitors due to livestock farming, deer management or forestry operations.

The following activities are not permitted without prior authorisation:

- Drones
- Remote control vehicles
- Boats on the river
- Horse riding
- Quad bikes
- Motorcycles
- Golf
- Swimming
- Fishing

### **Dog Walking**

Argyll Estates is dog friendly and we are happy for visitors to walk their dogs around the Estate grounds (excluding the Castle Gardens). We do ask dog owners to respect other visitors by keeping their dogs on a lead at all times. Clearing up any dog mess and disposing of it in a suitable manner in the bins provided. We also ask dog owners not to leave their dogs in unventilated cars, especially during warm weather. Water bowls are situated around the grounds. If you can't see one, just ask and we will be happy to assist.

### **Contact Details**

Telephone: +44 (0)1499302203

Email: [enquiries@inveraray-castle.com](mailto:enquiries@inveraray-castle.com)

Address: Argyll Estates, Cherry Park, Inveraray, Argyll PA32 8XE (Estate office) or Inveraray Castle, Inveraray, Argyll PA32 8XF (Castle).

