

# Caldicot Castle and Country Park

## Access Policy Statement

### Accessibility

We want everyone who visits Caldicot Castle and Country Park to feel included and to enjoy our exhibitions and events.

We recognise that there are many barriers that limited access to our collections and sites. To challenge and overcome these barriers we will continue to undertake initiatives to reach with different sectors of the community and engage them with the museum and its collections.

We will continue to consult with users, non- users, specialist organisation, and other museums and galleries on the best and most practical ways of improving access to our Castle and collections.

### Getting here

Caldicot Castle and Country Park is located on the outskirts of Caldicot. The Castle is located within the country park.

Access to the Country Park is via a vehicle and pedestrian gate of Church Road. The Castle has a car park. It is possible to drive to the front of the Castle for drop off and pick up if requested in advance.

Caldicot Castle grounds are a Scheduled Ancient Monument. The grounds are rough and uneven. Access to the central area of the Castle from the car park is approximately 50m uphill along a gravel track and over a wooden bridge. There are many potholes. The remainder of the Castle grounds are grassed and there are some uphill sections. There are benches to sit on located around the grounds.

#### **Car**

The nearest parking for Blue Badge holders is at Caldicot Castle and Country Parks Car park. There are 3 designated parking spaces.

The postcode for Caldicot Castle's car park is **NP26 4HT**. There are accessible toilets in the car park.

#### **Bus**

The nearest bus station is "Caldicot Cross" about a 5 minute walk along Church Road from the entrance to the Country Park. The walk is along pavements until you enter the Country Park when the walk is tarmac road.

More information on bus transport can be found here [Traveline Cymru - Journey Planning Wales](#)

## **Train**

The nearest Train station Caldicot Station. It is approximately 30 minutes walk from the train station to the museum. The walk is along pavements until you enter the Country Park when the walk is tarmac road. Please check with Transport for Wales for accessibility and mobile access arrangements at the station [Caldicot Station | Train Times | Transport for Wales \(tfw.wales\)](#).

## **Bikes**

The Museum and Castle is located near to the National Cycle Route NCN 4. More information about Caldicot Active travel routes is available here: [Caldicot - Monlife](#)

## **Getting around the building**

As with many historic buildings, it is difficult to access some areas. We are committed to continuing to enhance access to the grounds, buildings and the collections for those with a physical or sensory disability in the best ways that the limitations of our historic building allow.

The entrance way into the Castle is over a wooden bridge and then through the Gatehouse and entrance door which is approximately 200cm wide. The Castle doors are fixed open. The surface here is stone.

The Castle's Courtyard and lawns have some level access areas with paving and hard standing. Other areas are grassed with some uphill slopes. Other areas have steep stone sided paths.

In the Castle's Courtyard there is a pond which is surrounded by a wooden barrier. The Castle's well has a stone surround and is covered by a metal grill.

One of the ruined tower's (DeBohun Gateway) is accessible at ground level. The ground inside the tower is uneven. A doorway (63cm) leads to the garderobe.

The Castle has several towers and a banqueting hall. All of these are only accessible by stepped access.

Access to staff working areas is up steep stone staircases and is by appointment only.

The Castle's café is approximately 20m from the Gatehouse entrance. It has level access via double doors which are fixed open during opening times.

There are level trails, with wide gates and regular resting places, around the Country Park. There are leaflets and a printed map available which detail walks around the country park.

There are benches and picnic benches to sit around the Castle Courtyard and Country Park grounds.

## **Accessible Toilets**

An Accessible toilet is located in Caldicot Castle and Country Park's car park. A RADAR key is available from the tearoom during opening hours. There is an accessible toilet in the Castle, next to the tearoom.

## **Assistance dogs**

Assistance dogs only are welcome in the Castle buildings. Other dogs are welcome in the Castle Courtyard and Country Park.

We ask that all dogs remain on the lead when in the Castle Courtyard. This is for everyone's safety and comfort and to protect our collections.

## **Full access guide**

A full access guide to the Castle is available on request.

## **Wheelchair and Physical Access**

There are level paths in the Castle's Courtyard and to the tearoom which can usually be accessed by visitors with limited mobility, wheelchairs and pushchairs.

The Keep Tower is accessed via 2 flights of steep stone steps with incomplete handrails.

The Woodstock tower is accessed via 7 wooden steps with a handrail. Access to the other levels of the Woodstock tower is via large spiral stone steps with a handrail all the way to the top.

The South East Tower is accessed via 11 wooden and 2 stone steps with a handrail.

The Banqueting Hall and Solar are accessed via very steep and uneven stone steps with a handrail. There are also steep wooden steps with a handrail up to these areas.

Castle Staff are happy to share some videos of the less accessible parts of the Castle including the towers and banqueting Hall with visitors. These are available on an iPad in the tearoom and there is also a Mobile app that visitors can download by scanning a QR code in the shop.

Floors inside the Castle buildings are uneven, and the majority of the stairs are stone.

There are places to sit around the Castle.

## **Visual access**

All recent interpretation text is captioned with text size 14 or above.

## Sensory Access

When you enter the Castle, you will walk into the Courtyard. This is a large outdoor grassy space. This area can be busy at times. There might be dogs in the Courtyard and people being noisy and running around.

The floors and walls in the Castle's buildings and rooms are made from different materials so different spaces might sound different.

Quieter days to visit the Castle are normally on a Tuesday, Wednesday or Thursday, except during school holidays, but we cannot guarantee this.

The Castle is developing a general visual story featuring pictures of the Castle and Country Park and information about what to expect when you visit.

## Baby feeding and changing

We welcome our visitors breastfeeding and bottle-feeding their babies in all areas of the Castle. There are baby changing facilities in our accessible toilet.

## Period Products

A selection of free period products are available for visitors to use.

## Learning & Events

We want everyone to be able to enjoy Caldicot Castle and Country Park. Entry is free. We have outdoor play resources for all our visitors to enjoy. There is a play area next to the Castle and Country Park car park.

Our events and learning programme is delivered at as low a cost as possible.

We try to use lots of different ways to tell the stories of our collections so that our visitors can access information in a way that is suitable for them. We acknowledge that this is a work in progress.

Our staff are always happy to provide additional information and assistance wherever possible.

More information about our collections including those not on display can be found on our Collections website [Home - MonLife Collections](#)

Additional learning resources including films featuring some of our collections and information about our learning programme, schools loan boxes and Memory boxes can be found on our website [Learning - Monlife](#)

All new interpretation content is provided bilingually in Welsh and English. When engaging with community groups, we explore opportunities to provide additional interpretation in other languages.

All staff receive equality and diversity training.

## Collections

We welcome volunteers from a wide range of backgrounds to get involved in helping us care for the Caldicot Castle and Country Park.

We recognise the importance of working with our communities and teaching as wide an audience as possible. We are exploring opportunities to develop this work.