



Pontefract Castle

Wakefield Museums & Castles

Access Statement

Contact Details:

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www.pontefractcastle.co.uk

Pontefract Castle consists of the standing stone remains of a medieval castle surrounding an open green space, a visitor centre and café.

Opening Hours

Grounds:

April-September

- Monday to Friday 8:30am-5pm
- Weekends 9.30am-5pm

October-March

- Monday to Friday 8:30am-4.30pm
- Weekends 9.30am-4.30pm

Visitor Centre (includes shop and café):

April-September

- Tuesday to Sunday 10am-4pm
- Closed Mondays

October-March

- Wednesday to Sunday 10am-4pm
- Closed Mondays and Tuesdays

Getting Here:

We are located on the edge of Pontefract, just a few minutes' walk from the town centre.

By Car:

We are easily accessible from the A1 or Junction 32 of the M62. Follow the brown tourism parking signs for the castle or use **WF8 2JF** in your sat nav.

Public Transport:

The castle is 0.4 miles from Pontefract Bus Station, Baghill Railway Station and Monkhill Railway Station. Tanshelf Railway Station is approximately one mile away. Visit wymetro.com for full details.

Car parking

- There are 2 dedicated blue badge parking spaces directly outside the castle gates. Please use WF8 1QH in your sat nav.
- If these spaces are unavailable, dropping off is also possible at the castle gates.
- The castle main car park can be found approximately 100m away from the main gate along a steep cobbled pedestrian lane. Please use WF8 2JF in your sat nav.

Help and Support

- A member of staff can be found in the shop during normal visitor centre opening hours.
- Staff may also be available in the office located to the right of the main gate or out on site.
- Staff wear a purple uniform with Wakefield Council written on it.
- Volunteers are also able to provide support. Volunteers wear a green uniform with Volunteer written on it.
- Staff can also be contacted on: 01977 723440 or 07808573952.

Visitor Centre

- The visitor centre is approximately 45m from the main gate, is accessible throughout and is on one level
- The visitor centre consists of an activity zone, toilets, shop, exhibition area and café.
- The indoor floor surface consists of brown coloured floor tiles.
- There are 2 sets of manual opening doors to access the visitor centre. One nearest the toilets and 1 nearest the shop. The manual doors are usually held open when the building is open. These doors when open provide a 60cm gap (single door) or 120cm gap (both doors).
- There is 1 set of automatic sliding doors to access the visitor centre nearest the café and exhibition area. These doors, when open provide a 1.7m wide gap
- There is 1 set of automatic sliding doors that lead to the play area and outdoor seating area. There are 3 steps down to the play area and outdoor seating. Access to the play area can also be gained by moving along the gravel path outside the visitor centre.
- A short ramp links the toilets and shop due to a change in level.
- The visitor centre is open plan and sounds and smells from the café can move throughout the building.
- We often play music at a low level throughout the building, including the toilets.
- The visitor centre is lit by natural daylight and LED lighting strips mounted on the roof supports.
- An induction loop is available in the shop, activity zone and café.
- There is free public Wi-Fi throughout the building. Please see signs and staff for the password.
- The building is heated using underfloor heating.

The Liquorice Café

- The Liquorice Café is situated within the visitor centre and can be accessed via the automatic sliding doors nearest the exhibition area.
- The café is level throughout with indoor seating.
- The outdoor seating area has two extended picnic benches which enable wheelchair users to use them. These are situated on grass.
- To access the outdoor seating, exit through the visitor centre automatic doors and turn right.
- Staff are available to support visitors, if requested.
- The café can provide information on food allergens, if requested.
- More information about the café, including the menu, can be found here: <https://www.pontefractcastle.co.uk/cafe>

Toilets

All toilets are located in the visitor centre and are on the ground level. Toilets are open 7 days a week.

Female Toilet

- 4 toilet cubicles including 1 ambulant cubicle with higher seat, hand supports and door that opens out.
- Automatic electric hand dryer.
- 1 mirror along the wall (not above the sinks).
- LED lighting.

Male Toilet

- 2 toilet cubicles, including 1 ambulant cubicle with higher seat, hand supports and door that opens out.
- 2 urinals.
- Automatic electric hand dryer.
- 1 mirror along the wall (not above the sinks).
- LED lighting.

Accessible Toilet – Unisex

- Fully accessible toilet.
- Drop down hand supports.
- Low level sink and automatic electric hand dryer.
- Alarm cord.
- Drop down baby changing table.
- Nappy disposal bin.
- LED lighting.

Shop

- The shop is located in the visitor centre and is on level access.
- The shop can be accessed by the automatic opening doors or by the second set of manual set of doors.

- Staff or volunteers are available to support visitors with reaching products on shelves, describing stock items or reading out prices.
- There is no seating in the shop.

Activity Zone

- The activity space is located in the visitor centre and can be accessed via the first set of manual doors nearest the toilets.
- The activity zone consists of a large room furnished with tables and chairs with a selection of activities for families to try.
- This space may not be available if we have booked school groups or meetings.
- At the far end of the space is a raised dais accessed by 3 steps.
- The activity zone is equipped with a permanent induction loop.
- This space has drop down banners with images of characters from the castle's history.
- Lighting is via natural daylight and LED strips along the roof beams.

Castle Outdoor Space

- A free map of the castle is available. These can be collected from the interpretation sign directly outside the site office, to the right of the main gate as you go in, or you can ask members of staff. You can also download a copy from our website.
- The main drive has a gravelled surface. Please ask for support from staff should you require it.
- There are accessible paths around many areas of the castle. These are made from a semi-solid gravel material which can become soft in prolonged wet weather.
- Some areas of the castle cannot be accessed by all due to the presence of steps. This includes the keep mound, dungeons, outer rampart path, bakehouse and brewhouse, St Clement's Chapel and the upper sally port.
- The path to the left of the main gate allows level access to the castle sally port only (approx. 85m from the main gate), due to steps further along the path.
- The path along the Royal Apartments has level access at one end and steps at the other.
- Interpretation signs are available around the site and all are mounted at low levels. Please be aware that many protrude away from railings at a low level.
- Many areas of the castle are grassed. This includes the main bailey (approx. 70m from the main gate) where we hold events and activities throughout the year, the café outdoor seating area and play area.
- We have 4 picnic benches on the main bailey, including 1 with extended top to enable use by wheelchair users.
- There are benches situated around the space with great views of the castle.

Dogs

- Dogs are welcome throughout the site.
- Only assistance dogs are allowed inside the visitor centre and café.
- Dogs must be kept on a lead at all times.

Smoking & E-cigarettes

Pontefract Castle is a non-smoking site. This includes the use of e-cigarettes.