

Access Statement for Muncaster Castle

The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.

Pre-arrival:

The Ravenglass mainline railway station is approximately 1½ miles (30 minute walk) or approximately 2 minutes by car. There is a local taxi service and also an accessible taxi/transport service. With prior notice, we can make a booking for you.

There is very limited mobile phone reception in the area.

You can contact us via telephone, fax or email. Please see contact information below for details.

Brochures are available, but we do not have the facility to supply them in Braille.

Wheelchairs and mobility scooters to loan

We have wheelchairs and mobility scooters on site which you are more than welcome to borrow to make your visit comfortable. It is advisable to book these in advance as numbers are limited.

By road from the North

From Carlisle, follow the A595 for Cockermouth continuing towards Whitehaven and Barrow. Alternatively leave the M6 at Penrith and follow the A66 west towards Workington, then the A595 south to Whitehaven and Barrow. This road bypasses Ravenglass and goes straight through to Muncaster. The journey from Carlisle should take about an hour and a half.

You will come to the main entrance and car park first. For disabled parking, go past this and take the first turn on the right where you see the sign for the Muncaster B & B, Disabled Parking & Coach Park.

By road from the South

Leave the M6 Motorway at junction 36.

Follow the signs for Barrow-in-Furness on the A590. Before you get to Barrow, turn right at Greenodd onto the A5092 and follow this road for Workington and Whitehaven. This road joins the A595 which will bring you to Muncaster. The journey from junction 36 to the Castle will take you approximately an hour and a quarter. When you have passed through the village of Bootle, continue for approximately 7 miles, over a stone bridge and up the hill. For disabled parking, turn left where you see the sign for the Muncaster B & B, Disabled Parking & Coach Park or otherwise proceed a further 1/3 mile to the main car park.

Car Parking Facilities:

The Main Gate and main car park is approximately half a mile from the Castle itself, down a tarmac drive through the gardens. We advise people with limited mobility to park in the coach and disabled car park which is much closer to all facilities. This is about 1/3 mile south of the main car park on the A595.

Powered chair users and those with mobility scooters may nevertheless prefer to use the main car park and enjoy the approach down the main drive through the gardens. Your driver can bring a vehicle round to the coach park entrance should your batteries start to run down.

There are designated car parking spaces at the lower end of the B&B, disabled and coach park, which are marked.

Both car parking areas are accessible 24 hours a day.

Both car parks comprise a hard core surface with some tarmac.

Please park in marked parking spaces.

Main Entrance is open:

Easter to end October, 10.30 - 5pm. Outside these dates **all** access to the site is via the B&B, disabled and coach entrance with tickets available from the Owl Garden Tearoom or Reception.

Owl Garden Tearoom ticket office is open:

Mid February to Easter and November to Christmas – Saturday and Sunday ONLY, 11am to 4pm. Easter to end October 10.30-5pm.

Reception Office is open:

Mon-Fri 9am to 5pm.

Access to ticket areas at Main Entrance, Owl Garden Tearoom and Reception:

All ticketing areas have level access. Reception's door is 110cm wide, the Owl Garden Tearoom's 75cm wide (single door of a double opener) and Main Entrance is a minimum 90cm wide.

Toilets

Accessible toilets are situated in the Stable Yard, the Information Centre at the Main Gate and in the Coach Park.

Main Cafe (Creeping Kate's Kitchen)

The surface on the approach to the cafe is a combination of flat footpath, tarmac driveway and cobbled courtyard.

The main doorway into Creeping Kate's Kitchen is 110 cm wide with a step 4 cm high. The eating area is all on the same level. There is a second door into the eating area which is 110 cm wide with no step.

The eating area has 19 indoor tables which are 73 cm high with legs on each corner.

The eating area has chairs without arms which can be moved to accommodate wheelchairs.

See specimen menus for examples of cafe meals [here](#) and [here](#).

Gift Shops

Doorway to the Carriage House Gift Shop in the Stable Courtyard is 146 cm wide with a 3 cm step from outside courtyard. The single of a double opening doorway to the Owl Garden Tearoom shop is 75 cm wide and is level to the outside footpath.

The Castle

Most of the ground floor of the Castle (where the majority of the audio tour takes place) is accessible by wheelchair and there is a virtual tour on a computer in the library which enables guests to view the upstairs rooms.

The external doorway to the Castle is 138 cm wide with 4 stone steps or a 9 m concrete ramp. The internal doorway to the Castle is 126 cm wide. The ground floor of the Castle is all on the same level. The first floor of the Castle is accessed by 20, followed by another 3 steps or 13 steps leading to different parts of the first floor. All of the steps are carpeted steps and are 197 cm wide.

Castle tours take the form of an audio tour with personal handset. These are available with specialist tapes for visitors with visual impairments and with induction loops for auditory disabilities. The tour is also available in written form.

Grounds and Gardens

Muncaster Castle is situated in 77 acres of Gardens and over 6 miles of paths, which are either tarmac, grass or and gravel pathways.

If you have mobility problems or are a wheelchair user, please be wary of straying off the main tarmac and hardcore driveways, by which, however, you will be able to access much of the gardens, Hawk & Owl Centre and Meadowvole Maze.

Please take care when leaving the main driveways as due to the hilly, wild nature of the site many more minor paths are rough, uneven and steep in places and can be boggy after wet weather. However, if you are fit and steady on your legs we hope you will explore the extensive gardens.

There are various seating areas, with wooden seats situated throughout the gardens.

Assistance Dogs

Assistance dogs are very welcome onsite. As with other dogs they must be kept on a lead and cleaned up after but may go into most of the areas usually prohibited to pets. They are not allowed in the Hawk & Owl Centre or Old Rose Garden display arena; please contact us for assistance and advice if you would usually require an assistance dog to enable you to enter these areas. There is a special viewing area for dogs and owners at the Centre's displays taking place on the Meadow.

Smoking Onsite

All indoor areas are no smoking.

Contact Information

Address: Muncaster Castle

Ravenglass

Cumbria CA18 1RQ

- Telephone: 01229 717614
- Fax: 01229 717010
- Email: info@muncaster.co.uk
- Website: www.muncaster.co.uk
- Grid Reference: SD103964

Local public transport numbers:

Northern Rail Enquiries Fares and services information 08457 484950

Cumbria County Council Traveline Buses 0870 6082608

Local Taxi Service Gosforth Taxis 019467 25308

Local accessible taxi/transport service : Vivian Gregory 01229 718239 / 07523150188

Car repairs Riverside Garage Holmrook 019467 24228

Emergency services Dial 999 for Police, Fire, Ambulance, Coastguard or Mountain Rescue.

Police (Non emergency calls) 101

Seascale Health Centre 019467 28101

West Cumberland Hospital, Whitehaven 01946 693181

Seascale Pharmacy 019467 28323

Petrol

North - Holmrook (3 miles) open daily from 6am to 11pm also sells a range of basic groceries

South - Millom (14 miles) open daily from 8am to 9pm also sells a range of basic groceries

Banks:HSBC/Natwest - Egremont (14 miles)

All major banks in Whitehaven (20 miles)

Link-type cash machines at Holmrook petrol station, Seascale Beach Stores, Eskdale Stores in Eskdale Green, Bootle Stores.

Tourist Information Centres:

- Egremont (14 miles) at Lowes Court Gallery 01946 820693
- Broughton in Furness 01229 716115

Contact us

You are most welcome to contact us on 01229 717614 or by email at info@muncaster.co.uk if you have concerns or queries not answered here and/or that you would like to discuss further with us.

Document last updated September 2018