



**PEAK  
DISTRICT  
NATIONAL  
PARK**

## **Accessibility Guide for Castleton Visitor Centre**

Buxton Road  
Castleton  
Hope Valley  
S33 8WN



### **Welcome**

Castleton Visitor Centre is located adjacent to the main village car park surrounded by hillsides and overlooked by Mam Tor (the shivering mountain) and the ancient Peveril Castle.

The visitor centre is fully accessible for visitors with limited mobility, including wheelchair users.

There are exciting new interpretation displays, a dedicated space for Castleton Historical Society's museum, an audio-visual room, retail area, a café and washroom facilities on site.

Please contact us if you require any further information about specific access needs or advice on planning your visit. Our experienced team are here to help you make the most of your visit to this spectacular area.

## At a glance

### Level Access

There is level access from the main entrance into the visitor centre and shop, and to the museum, interpretation display, café and washroom facilities on site.

### Hearing

A hearing loop is available at the counter.

### Visual

- The museum and audio-visual room is an area with low lighting, but includes display cases which are lit. Information can be printed at the counter in Large Print.
- Glass doors and full-height windows have contrast markings.

### General

- We endeavour to ensure that all staff attend disability awareness training
- Most contracted staff have attended the disability awareness training provided by Accessible Derbyshire

## Getting here

Castleton Visitor Centre,  
Buxton Road,  
Castleton,  
Hope valley, S33 8WN

### Travel by public transport

There is a bus station in the centre of the village, offering a regular service to and from Sheffield. Other destinations along the bus route includes other major villages and towns within the Peak District. There is a train station in the village of Hope, 1.5 miles towards Sheffield. There is a regular rail service to and from Manchester and Sheffield. Bus times available from [www.derbybus.info](http://www.derbybus.info)



## Parking

The local authority [High Peak Borough Council](#), operated car park is adjacent to the visitor centre, which includes 6 accessible parking bays. The surface from the accessible parking into the visitor centre is tarmac, and there is a dropped kerb providing access for wheelchairs and pushchairs.



Road access to High Peak Borough Council car park adjacent to the visitor centre.

## Arrival

### Path to the main entrance:

There is level access from the car park to the main entrance. The access from the car park is level, via a dropped kerb. The walled path from the car park is 1520mm at its narrowest point, via a sloped, dimpled access point between the hedge and pillar, which is 1410mm in width.

### Main Entrance:

The main entrance has level access, with a sliding automatic door, which is 1305mm wide. The walkway to the counter and information desk is level and the floor is made of wood.

## Getting around inside

- There is low lighting in the museum and an audio-visual room where a film is played continuously throughout the day. There is lighting from the museum display cases.

### The Counter and Information Desk:

- The route from the main entrance door to the counter and information desk is 1350mm at its narrowest point.
- The desk has a low section at a height of 730mm from the ground.
- There is a hearing loop at the till point. Assistance can be given by printing off information in large print, if required.



The main access in to the centre, showing a small incline on the approach to the automatic door



Inside the centre on entry through the doorway showing the main counter and retail area



## Getting around inside.

### Counter and Information Desk

- The route from the main entrance to the counter and information desk is 1350mm at its narrowest point.
- The desk has a low section at a height of 730mm from the ground.
- There is a hearing loop at the till point.
- Assistance can be given by printing off information in large print, if required.



Counter and information desk showing the area lowered to the left side.



Retail area.



## Things to see and do

The Castleton Historical Society museum is accessed from the shop and retail area where there is also interpretive display. The narrowest point is 960mm. There is audio-visual equipment installed to this room with national park and related video footage shown on a projector screen throughout the day. From the main entrance to both the museum, interpretive display and audio-visual room the access is level. Some display information is low for wheelchair users.



The museum and audio-visual room



Museum and interactive gesture wall area



## Blueberry Café is located within the visitor centre

- To get to a table there are no steps
- The menu is offered in large print
- The route through the dining area is 800mm or more
- The café caters for sugar free (diabetic), vegetarian, vegan, dairy free and gluten free (coeliacs) specific diets.
- The cafe also provides soya milk for coffee, tea and hot chocolate, and this option is available for kiosk customers also.
- There are tables and chairs to sit on and bar seats.
- Tables are large to cater for family groups and access needs.
- A quiet eating and drinking area (that doesn't allow dogs, except guidance dogs) is adjacent to the main cafe with seating for 18 people.
- The accessible toilet is located adjacent to the cafe



Access to the café area from the visitor centre





Café area, showing the tiled flooring, clear space and large tables for larger groups and access needs.



The quiet area of the café from the main seating area



Café counter.



## Public toilet

- A single unisex accessible toilet is available within the building with a further two available in public conveniences 30 metres away from the visitor centre. Radar keys are not required.
- Baby changing facilities are available in all three toilets within the building, with a further two in the accessible facilities 30 metres from the visitor centre.
- From the main entrance to the public toilet for disabled visitors within the building there is level access. The toilet door is 910mm wide. The toilet is 480mm high, and there is 350mm to the right side of the toilet. There are horizontal grab rails to the left and right of the toilet, and vertical grab rails between the toilet and sink.
- There are baby changing facilities within this toilet.
- Public conveniences are also operated by [High Peak Borough Council](#) 30 metres from the centre.



Accessible toilet adjacent to the main seating area in café showing the space for an attendant if required.



Accessible toilet adjacent to the main seating area in café showing the space for an attendant if required and baby changing facilities.

## **Customer care support**

### **Accessibility Equipment:**

- A hearing loop is available within all public areas throughout the centre
- Assistance dogs are welcome and water bowls can be provided for them. Please ask staff for assistance.
- The nearest toilet area for assistance dogs would be a grassed area towards the back of the car park, to which there is level access.

### **Emergency evacuation procedures:**

In the case of evacuation, all customers inside the centre will be led to safety by a member of the team or by a member of the fire brigade.

### **Customer care support:**

- We endeavour to ensure that all staff receive disability awareness training
- We are able to print off information in large print.