

## **Access Statement for Ballindalloch Castle**

***This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.***

### **Introduction**

Situated in Banffshire, a half-hour drive south from the town of Elgin, Ballindalloch is a 16th-century castle with 18th- and 19th-century additions. The Castle stands in extensive grounds on a flat flood-plain near the confluence of the Rivers Spey and Avon.

The Castle is based on five levels; access to upper floors is by stairs, and the top two levels (to the nursery and Guard Tower) are accessible only by turreted spiral staircases with stone steps. There are no lifts, and currently no wheelchairs or other vehicles available for loan.

Castle entry for disabled persons is charged at only Grounds entry rate, and we will admit one carer free of charge for each registered disabled person.

You should allow 45-60 minutes to tour the Castle fully, and notes on features of interest are provided in most rooms.

The reception desk in the building is manned at all times, and duty staff will be happy to offer advice and assistance where possible.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01807 500 205, or email [enquiries@ballindallochcastle.co.uk](mailto:enquiries@ballindallochcastle.co.uk).

### **Pre-Arrival**

- For full details and maps of where to find us, please visit our website. Public transport in the area is variable, and subject to seasonal change; further information is set out under 'Contact information'.
- The nearest railway stations are in Elgin (21 miles) and Aviemore (30 miles). Both towns have taxi services.
- Our local fuel station is one mile from the Castle at Bridge of Avon, and others are in Aberlour, Craigellachie, and Grantown-on-Spey (7.00am to 10.00pm). There is a 24-hour fuel service in Aviemore (30 miles).

### **Car Parking and Arrival**

- There is no charge for car parking.
- There is a tarmac driveway from the main road to the car park, which is situated approximately 100m from the Castle, and can accommodate in excess of 50 cars. Parking is on grass (unless the ground is excessively wet, when we ask you to park on the hard standing). The footpath to the Castle from the car park is on the flat, and has a graveled surface.
- Please enquire at the Admissions Kiosk if you, or someone in your party, is unable to walk from the car park; you will be directed to the Disabled Parking Area next to the Castle, beside the Tearoom and Gift Shop.
- Once at the Castle, all roads/footpaths have flat, gravel surfaces, with almost no incline.
- You are welcome to walk on the grass, if that is more convenient.
- A 7-minute audio-visual presentation can be seen in the small building outside the Tearoom and Gift Shop; it has double doors which can be opened fully for easy access.

### **Main Entrance, Reception and Ticketing Area**

- The Castle front door is approximately 50m from the Tearoom and Gift Shop, and the reception desk is just beyond the entrance.
- Seats are available outside the entrance, as well as at points throughout the Castle interior.
- The ground floor rooms are accessible by wheelchair, with a little maneuvering.

### **Attraction (displays, exhibits, rides etc.)**

- The front entrance, Umbrella Hall, Drawing Room, Smoking Room, Dungeon Passageway and Photograph Room are all on the ground floor, with no steps.
- Floors are carpeted throughout, with additional rugs in some places.
- Lighting is adequate throughout, with the exception of the upper part of the Guard Tower.
- Notes are provided for most rooms, in standard size format. French, German, Spanish, Italian and Swedish versions are available on request.
- We run an hour-long video of film clips from television programmes in our Photograph Room; anyone not wishing to climb stairs might find this a convenient place to wait for other members of their party who wish to explore further.

### **Public Toilets**

- The toilets are located in a building outwith the main facility, some 30m from the Tearoom.
- Access to the unisex disabled toilet, which is fully furnished for the purpose, is via a ramp with a guard-rail.
- The flooring is non-slip and all facilities are at low level.

### **Catering**

- The Tearoom is directly adjacent to the disabled parking area, and shares space with the Gift Shop.
- Access is by ramp, with a 4cm lip at the doorway.
- The door is paneled with glass.
- The counter area is carpeted, with wood flooring in the table area.
- The floor surface is level throughout, and there is good natural lighting, augmented by wall and overhead lights.
- All food in the Tearoom is made on site, and a variety of freshly-made soups, sandwiches and home-baking is available.
- All soups are suitable for vegetarians.
- We can cater for vegetarians and vegans, although prior notice of such requirements is most helpful.
- The Tearoom operates on a 'counter service' basis, but staff will carry food to your table if required – please ask.
- Crockery is white, to contrast with dark green tables.
- There is no card facility for Tearoom purchases; the food counter can accept only cash or cheques at this time.

### **Gift Shop**

- The Gift Shop shares space with the Tearoom, and offers a range of gifts, books and souvenirs.
- Much of the merchandise is accessible at low level.
- Turning space is a little restricted, but staff are available to help on request.
- A small selection of books, including guide books and leaflets are available at the reception desk in the Castle.

### **Grounds and Gardens**

- There are extensive gardens, accessible by means of graveled pathways.
- Pathways are of adequate width for wheelchair access.
- A picnic area, with wooden picnic benches, is situated adjacent to the car park.
- Those not wishing to make the ten-minute walk to see the Rose Garden may park at the adjacent greenhouse, either on entry or on exit, for easy access. The Rose Garden and greenhouse are marked on our A5 colour map, which can be seen on our website, or obtained free at the Castle.

### **Additional Information**

- Dogs are not allowed in the grounds, but there is a large (approximately 2 acre) grass field, designated for dog-walking, adjacent to the car park. A shaded area is available for sunny days; please enquire on entry at the Admissions Kiosk.
- Visitors using this exercise area are asked to clear up after their dogs.
- Clear signage is provided throughout the Grounds, with large black lettering on a white background.
- All members of Castle and Estate staff can be asked for assistance, if required.



### **Contact Information**

Address (Inc postcode): Ballindalloch Castle, Ballindalloch, Banffshire AB37 9AX

Telephone: 01807 500 205

Email: enquiries@ballindallochcastle.co.uk

Website: www.ballindallochcastle.co.uk

Hours Of Operation: 10.00am to 5.00pm Sunday to Friday (closed on Saturday),  
Good Friday to 30 September

Local Carers: On site

Local Equipment Hire: Aberlour

Local Accessible Taxi: Aberlour C U There Taxis

Local Public Transport: Information about local bus services can be obtained from Stagecoach on 01224 517590, and information on the local accessible bus service can be found at: [http://www.moray.gov.uk/moray\\_standard/page\\_52932.html](http://www.moray.gov.uk/moray_standard/page_52932.html) (pre-booking for this is essential)