

Castle Coole Access Statement

Castle Coole

Enniskillen

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Introduction

- Castle Coole ranks as one of the finest neo-classical houses in Europe. Located on the edge of the thriving county town of Enniskillen, the house is surrounded by extensive parkland and woodland and lies adjacent to Upper Lough Erne in Co. Fermanagh.
- Mobile reception is normally quite good in most areas of the property, but visitors may struggle for reception in certain areas, especially within the wider forest trails. Some mobile providers have better reception than others. In an emergency, telephoning the main office number (028 66322 690) would alert staff.
- Dogs are welcome on the estate. Our policy is that dogs should be under control in the wider estate and on leads in the Grand Yard, drying green, near the tea-room/bookshop and on the Lake Walk. Assistance dogs are welcome throughout the property, including within the mansion, tearoom and bookshop. Dog waste bins are situated throughout the property.
- Maps of the grounds are available for all visitors which highlight paths which are suitable for wheelchair users and pushchairs. There is a powered mobility vehicle available to hire free of charge and can be used to go around most of the estate.
- A wheelchair is also available for visitors to use in the house. Access to the ground floor of the house is suitable for all users, with ramps to facilitate wheelchair access, however there are numerous stairs within the house, to upper and basement levels.
- Braille guides are available for house tours.
- Language guides in German and French are available for house tours.

Arrival & Parking Facilities

- Castle Coole is well signposted on the way into Enniskillen, with brown tourist signs highlighting the route.
- On arrival, visitors are directed to the main car park, which is located next to the Grand Yard. Any visitors making staff aware of mobility issues can be directed to use our disabled car parking spaces, which are clearly marked in the main car park.
- The car park has a gravel surface.
- The disabled car parking spaces have gravel surfaces.
- There is a mobility scooter available to hire at Castle Coole. There is also a buggy available which can be used to transfer those with mobility issues from the tearoom and visitor centre to the mansion and up the servant's tunnel.
- A 20mph speed limit applies to all driveways within the Castle Coole estate.

- There are no speed bumps on entry or when exiting the estate.

WCs

- There is one accessible toilet, complete with emergency cord pull. The accessible toilet is in our main visitor toilet facilities located beside the tearoom and bookshop. The emergency alarms for these are picked up in the main office.
- The accessible toilet is 4ft 8 inches wide and 7ft 3 inches deep. The outer door is 3ft wide and the inner door is 2ft 8 inches wide.
- Within the accessible toilet, the space is well lit with fluorescent lighting and an automatic hand dryer is installed. This is also the same for our other toilet facilities.

House

- The mansion is shown by guided tour only. The entrance point for guided tours of the house is from the front door of the mansion.
- The front of the house and the main paths to and from it are all covered with a gravel surface.
- Tours to the house enter via the main front door. There are 3 stone steps up to the front door. The door is the historic front door, which is opened by the tour guide for the tours to access the house. The main front door opens inwards.
- There are ramps available at the front of the mansion for anyone with mobility issues. Anyone using the ramps will enter the mansion via the colonnade on the right-hand side of the building.
- Light levels in the house are controlled for conservation reasons, but the house is largely lit by natural light. There are electrical lights in all rooms/spaces to provide additional lighting on dull days.
- There is a first floor and also a basement level to the house. Both of these are accessible by staircase only. The main staircase is a large, wide, historic one, with a low banister. This staircase can be used to gain access to the upper floor. For the basement floor, the stairs to access these are again historic ones, and are steeper and narrower, being the original servant's staircase. However, there is a wheelchair lift for those who wish to use it. This will require leaving the house via the mobility ramp and accessing the servants' quarters via the tunnel.
- All of the ground rooms are wheelchair accessible, and all the rooms have seats available to use. The tour guide will point these out. These are marked by ribbons and tour guides can point these out to visitors. We also have 2 portable seats that act as walking sticks that can be used by visitors.

Catering

- The Tearoom is located in the main visitor courtyard, approximately a 5 minute walk from the car park.
- The surface outside the tearoom is gravel.
- The entrance door to the tearoom complex is a historic wooden door which is secured open whenever the tearoom is open.

- There are textile chairs within the tearoom, which will limit the echo within the space. The space does have natural light, but given the size and orientation, does require additional fluorescent lighting.
- Tearoom staff will be happy to assist with visitors with any requirements, for example taking orders from the seating area instead of queuing for self-service, and assisting with the carrying of trays to the seating areas.

Contact details for more information

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