

Emergencies and contacts

First aid

The First Aid room is located by the toilets in the Pineapple Yard. If first aid is needed, please contact the closest uniformed member of staff.



Who to contact

In the event of an emergency please call 999. If you wish to report a specific issue, please contact 028 9268 1300.

Giving feedback

We welcome comments from individuals and access groups on the services, programmes and facilities we provide.

It would help us to know how useful you found this guide and what improvements we might make to future editions.

If you have additional queries, not answered in this leaflet, please contact us.

Telephone:
028 9268 1300

Email:
hillsboroughcastle@hrp.org.uk

or visit our website
hrp.org.uk/hillsborough-castle



Accessibility across the estate

Gardens and grounds

Due to the natural terrain of the gardens, many of the paths are unsuitable for wheelchair users and those with restricted mobility.

Some of the paths have steps and steep slopes which will become slippery in wet weather. Fallen branches, bushes and leaves can also create additional trip hazards. In some areas of the site, such as the Glen and Lost Garden, paths can be very narrow with uneven surfaces.

There is also danger of deep open water (especially near the Lake and by Lady Alice's pond).

The Walled Garden is accessible for all.

Access around the lake

A step-free option for access to the lake is available along Carriage Ride with access via the path above the Pinetum.

All visitors should be aware that mobility transport operates on Carriage Ride, so please take extra care at all times and look out for oncoming traffic.

Step-free routes

Step-free routes and ramps are available at the lower entrance (Car Park, the Pineapple Yard and the Weston Pavilion) and at the upper entrance (the Stable Yard and the castle entrance).

There is also a step-free route in the gardens and grounds to help visitors get from the Walled Garden to the castle entrance and castle tour start point. This route is clearly marked on directional signs, and in yellow on map signs and on the large format map inside this leaflet.



Distances

The estate is very large and spans over 1 km (or a 20-30 minute walk) from the car park end of the site entering at the Walled Garden to the upper end by the castle.

The fort is a further 500m or 10-15 minute walk from the upper entrance.

Distance information has been included on main directional signs in the gardens and grounds to help all visitors plan their journey around the site.

Mobility transport

Mobility transport is available for those who would find it difficult to walk the length of the site. Transport regularly departs from the Walled Garden and the Stable Yard via Carriage Ride. Please check on site for departure times.

While the service is available to all visitors, priority will be given to those in most need.

Wheelchair loan

Wheelchairs are available to borrow for use inside the castle. Please note there is a limited number on a first come, first served basis. Wheelchairs are used at visitors' own risk.

Access Guide

Includes large-format visitor map



Visiting Hillsborough Castle and Gardens

We aim that everyone who visits Hillsborough Castle and Gardens enjoys their experience. This guide has been created to assist in answering queries you may have about your access.

Ticketing arrangements

Disabled visitors should purchase a ticket. A carer or essential companion should ask for a free ticket.



Staff

All our staff are happy to help you – please ask if you have any special requirements or phone 028 9268 1300 in advance of your visit.



Toilet facilities

Accessible toilets are provided in all our toilet facilities at the Stable Yard, the Weston Pavilion, the Pineapple Yard and gardens. There are also accessible facilities at Hillsborough Fort and in Hillsborough Court House.



Changing Places facility

There is a Changing Places facility available for use in the Pineapple Yard.



Accessible parking

We have 27 accessible parking spaces for Blue Badge holders. They are available on a first-come, first-served basis. Parking at the lower entrance, off the A1, is free for visitors to the castle and gardens.



Drop-off point

There is a visitor drop-off point very close to the main entrance for visitors arriving at the Car Park.

Food and drink

There are two catering outlets run by Yellow Door on behalf of Hillsborough Castle and Gardens.



The **Stable Yard Tea Room** at the upper entrance serves a range of elegant food and drink and refreshing afternoon tea. The **Hillsborough Castle Café** serves a delicious range of hot food, meals and snacks.

All catering outlets are accessible to visitors with mobility difficulties.



Seating

Seating is available at Stable Yard and on the terraced areas around the castle, in the Car Park, at the Pineapple Yard and the Weston Pavilion and within the Walled Garden.

There are limited seating areas in other areas of the gardens and grounds. If seating is required during a tour of the castle please speak to your explainer guide who will be able to assist.

Dogs

Guide dogs and other registered support and assistance dogs, including hearing dogs, Dog AID, Canine Partners, Dogs for Good, Support Dogs and Medical Detection Dogs, are welcome in the castle and gardens.



Clothing and footwear

Visits to Hillsborough Castle can involve plenty of walking and steep or uneven surfaces, especially in the gardens and grounds, so please make sure you have comfortable shoes.

Volunteers

Our volunteers (subject to availability and advance notice) can be available to guide and help visitors around facilities and attractions. Please contact us in advance to coordinate how we can support you.

Access for people who are blind or partially sighted

The house tour is fully guided by our explainer guides who will assist in descriptions and bringing the rooms to life. We will be developing our capability to provide audio guides for the future.

Access for deaf people or those with hearing loss

Free guide books are available on loan from the explainers conducting house tours. We will be developing our capability to provide induction loops and BSL service for the future.



Large format map (see inside pages)

The map inside highlights main step-free routes, step-free ramps and location of steps. We aim to provide more detailed access information on future versions of this map.

Please note: As part of our ongoing improvement works in the gardens, paths, ground surfaces and steps will be subject to development and change.



Explore Hillsborough Castle and Gardens

Encounter fascinating stories and moments of discovery around every corner



What to see Inside the gardens

- 1 Hillsborough Castle entrance
- 2 Granville Garden
- 3 Yew Tree Walk
- 4 Willow House
- 5 Friends Burial Ground
- 6 Lost Garden
- 7 Lady Alice's Temple
- 8 The Gardens' Summer House
- 9 Glen
- 10 Moss Walk
- 11 Walled Garden
- 12 Hydro House
- 13 Pinetum
- 14 The Ice House
- 15 Lake

In the town

- 16 Hillsborough Court House
- 17 Hillsborough Fort

For your safety

Please take care when visiting the gardens. There is danger of deep open water, steps and steep drops (especially near the Lake and by Lady Alice's pond).

Children must be supervised at all times.

Step-free routes

Due to the natural terrain of the gardens, many paths are unsuitable for wheelchair users and those with restricted mobility.

Walled Garden to castle entrance
A step-free route has been provided from the Walled Garden to the Castle entrance and tour start point and is marked on the map in orange.

Lake walk
A step-free option for access to the lake is available along Carriage Ride with access via the path above the Pinetum. The route is marked in red on the map

Other step-free routes and ramps are provided across the site.

Mobility transport

A transport service operates on Carriage Ride for those needing assistance to get from the lower entrance to the castle. Transport stops are marked on the map.

For your safety and security CCTV is in use on site. Call 028 9268 1300 for more information.



Where to find

- | | | |
|--------------------------|-------------------------|--------------------------|
| Hillsborough Castle Café | Accessible toilet | Accessible parking |
| Stable Yard Tea Room | Toilets | Car Park |
| Shops | Baby change | Step-free route |
| Information | Changing Places toilet | Step-free access or ramp |
| Buggy Park and lockers | Mobility Transport stop | Steps |
| First aid | Wheelchair store | |

Moss Walk 10
Please help us preserve the natural beauty and unique ecosystem of Moss Walk by using the nearby gravel paths.

