

## WINDSOR CASTLE GUIDE FOR AUTISTIC VISITORS

### Arrivals and admission

- Visitors need a ticket for admission to Windsor Castle. If you can, please print your ticket before you arrive.
- Our Wardens, wearing a dark blue uniform and high-vis jacket, will be managing a queuing system outside, to get into the Admission Centre.
- Hand sanitiser dispensers that you do not have to touch to operate, are available along the visitor route. The dispenser makes a gentle 'squirt' sound and the sanitiser has a strong smell to it.
- This visitor attraction may be busy at peak times.
- Toilets are available once you have been through the security process.
- If you have any questions please speak to a uniformed Warden.

The visitor entrance to Windsor Castle is at the top of Castle Hill on the right-hand side:





It is not the gateway on the left, which is the Castle exit:



If you, or someone in your party, is autistic and find queuing difficult, please ask to communicate with the Admissions Supervisor who may be able to arrange a quicker entrance time.



If you wish to purchase a ticket you will be directed to next available till. There is a voice announcer which will call the next available till. The different ticket options are: **adult, young person (18-24), under 17/disabled person and under 5**. All visitors who require an access companion are entitled to a free ticket for that companion.



## Security Hall

On arrival you must go through a security search – this is similar to the security at an airport. The security area is a bright, noisy space that can get busy and often involves queuing.

You must follow the instructions of the Wardens. You will be asked to put your bags through an x-ray machine and keys, coins, and mobile phones must be removed from pockets and put into your bag, or a tray which will be provided.

You will be asked to walk through a metal detecting arch. The arch makes a loud noise if it detects something metal. If that happens staff will use a hand-held detector and wave it around your body to find out what set off the alarm. The detector normally does not touch your body.



Once you have passed through security you exit into an area called the 'Lord Chamberlain's Lower Yard'.

Toilet facilities are located here:



There is a family room, for baby nappy-changing, with a toilet. Please be aware that these toilets may be very busy and there are more toilets before you get to the State Apartments. The accessible toilets here do not need a RADAR key.

You can also get your ticket stamped, to convert it to a 1-Year Pass here. If you bought your ticket directly from us, and you agree we can treat your purchase as a donation, you can convert it into a 1-Year Pass, giving 12 months free re-admission. Simply sign and print your name on the reverse of your ticket and ask a warden to stamp and validate it for you. You should then keep this ticket and bring it with you for future visits to the Castle:



## Getting to the State Apartments

Continue up the hill to get to the Castle and the State Apartments:



As you walk up the hill you may encounter groups of people and traffic. The site can be noisy, and the Castle is under the flight path to Heathrow.

You will pass the Jubilee Bandstand on the right:



Bench seating is provided around the Jubilee bandstand.

## **Moat Road**

Once you have passed through the archway and turned a corner you will find the Moat Room:



From this room you can pick up an electronic multimedia tour, if you wish. The tour tells you about the history of the Castle, the role of The King and a number of the works of art displayed in the State Apartments. The tour uses audio and video. You can stop and restart the tour at any point. The tour lasts about 90 minutes. The device can be used with or without headphones. If used without, you should hold it to your ear like a mobile phone.





## Middle Ward



Follow the road around the bottom of the Round Tower and you will enter the 'Middle Ward'. This can be a busy area with parked and moving vehicles. You may also encounter the Guards, moving between positions. Please do not get in their way, they will shout 'Make way for The King's Guard'.

At Middle Ward you have three options:

1. Middle Ward shop:



Please be careful crossing the cobbles at the entrance. There is scaffolding around the building, a noisy heater over the entrance door, restricted space and lots of columns and mirrors. Tills are located in the centre and on the right-hand side as you enter. A machine selling bottled water is located just inside on the left-hand side. This shop has the largest range of merchandise and a home delivery service is available. An online shop is available at [www.royalcollectionshop.co.uk](http://www.royalcollectionshop.co.uk)



2. St George's Chapel – down the hill on the right-hand side:



St George's Chapel is open daily, except on Sundays when it is open for worshippers only. Visitors are welcome to join services in the Chapel. The Chapel is entered via a heavy wooden door, which is often

closed. Please note, the Chapel closes at 4pm – if the queue for entrance is too long, then people will not be able to join and may not be able to see the Chapel.

The Chapel has all the usual sensory features and hazards associated with religious buildings, including stained glass; organ music; incense; echoes; noisy heaters; flickering lights; small, sometimes crowded spaces and aisles.



You exit the Chapel into a small gift shop, located in the Chapel Cloisters. You cannot walk around the Cloisters.

From the shop, the exit is through the large wooden door marked 'Exit'. You will pass through a large porch area before exiting outside:



### 3. The State Apartments:

Go through the gateway marked NORTH TERRACE and follow the route shown below:



Visitors should be aware of the relatively low wall on the North Terrace which has a sheer drop down the hill on the other side.



Toilets, with baby nappy-changing facilities, are located on the North Terrace. Men's toilets are on the left, before the entrance to the State Apartments:



The ladies toilets are after the entrance to the Inner Hall and State Apartments. There are fluorescent lights and noisy fan heaters, with bright blue lights. In these toilets and the cubicles have heavy doors.



The accessible toilet on the North Terrace requires a RADAR key and has fluorescent lighting.

Queues form on the North Terrace as people wait to go inside the Castle. If you, or someone in your party, is autistic and finds queuing difficult, please communicate with the warden on duty and they may be able to arrange a quicker entry.

### **The Inner Hall**



To get inside the Castle visitors go up the steps and in to the Inner Hall. For wheelchair users and those with limited mobility there is a platform lift to the left of the entrance steps. The lift has to be operated by a Castle warden, so please ask.

There will likely be two queues outside the entrance here – one to see Queen Mary's Dolls' House the other to go straight into the Inner Hall.



The Inner Hall space echoes a lot, and the edges of the steps up may appear invisible to some. There is a handrail on the both sides but it is metal and feels very cold to touch.

## Queen Mary's Dolls' House



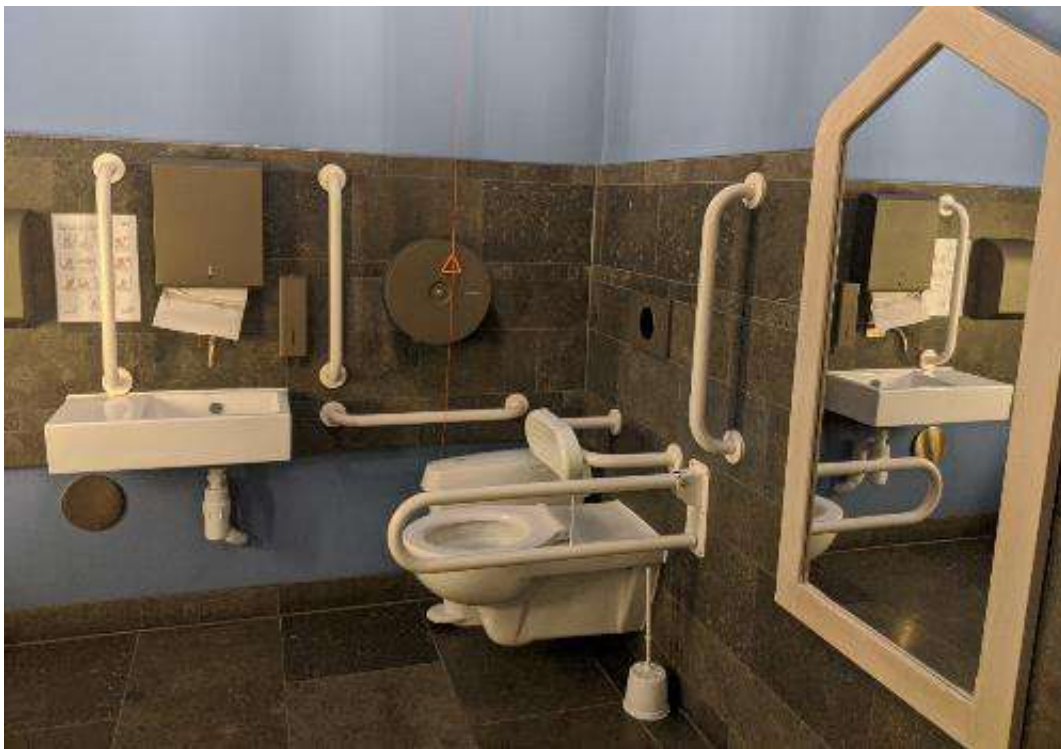
The Dolls' House is located in a small, dark space which is often crowded with slow-moving people. As you approach the Dolls' House the light levels change from light to very dark very suddenly. Visitors walk around the four sides of the House, at the narrowest the width of the passage is only 5ft. There is a fan standing just in the entrance doorway, on the right-hand side.

You can find out more here: [www.rct.uk/collection/themes/trails/queen-marys-dolls-house](http://www.rct.uk/collection/themes/trails/queen-marys-dolls-house)



## Toilets

Toilets, including an accessible toilet, which does not need a RADAR key, are located off the Inner Hall. Please note the toilets have an automatic flush on them. There is also a family room space here, at the end of the corridor.







### **The Undercroft Café**

The Café is accessible from the Inner Hall:

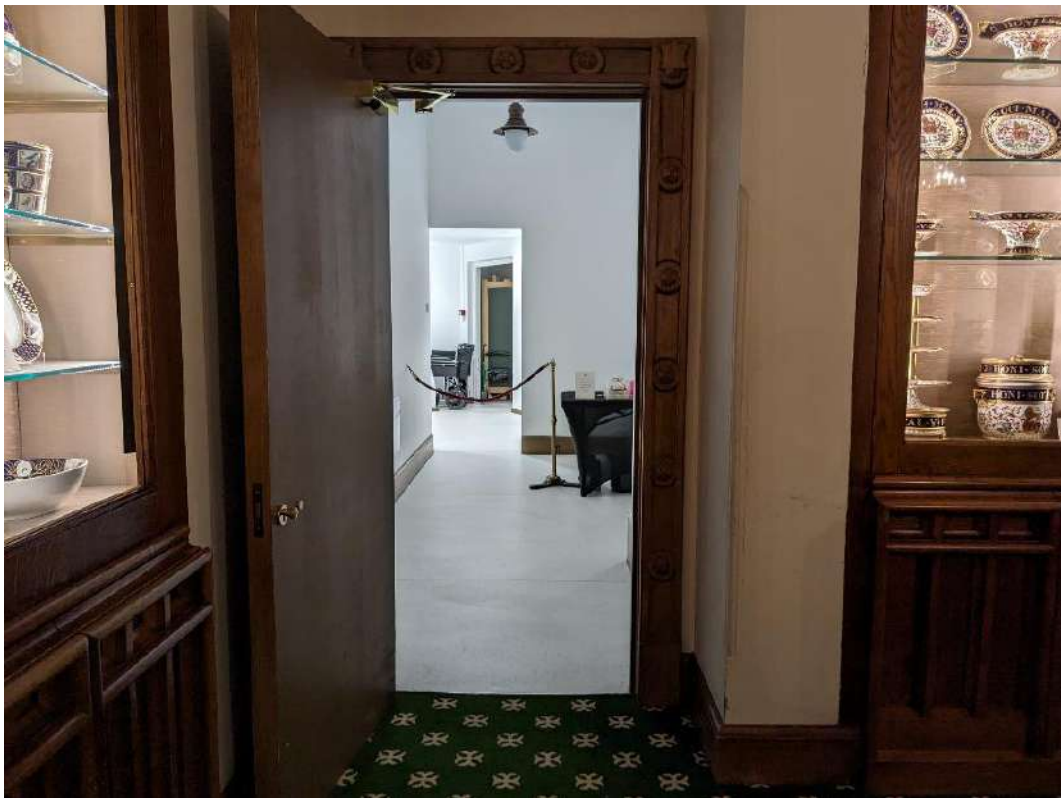




The space echoes and has stone floors. Some of the chairs scrape on the floor, making a loud noise. There is a background hum from the fridges and other machinery in the Café.

### Cloakroom

You can find the cloakroom through a door off the China Museum:



Large backpacks and pushchairs are not permitted in the State Apartments. Please hand over your items to the Warden behind the desk. They will give you a ticket. Give this back to a Warden at the end of your visit, and they will give you your belongings. Lift access for those who cannot manage the stairs is also available here.



### To the State Apartments

To get to the State Apartments you pass through the China Museum:



From here you go up Grand Staircase into the State Apartments.

The route through the State Apartments is one way. You should be aware of the following sensory elements:

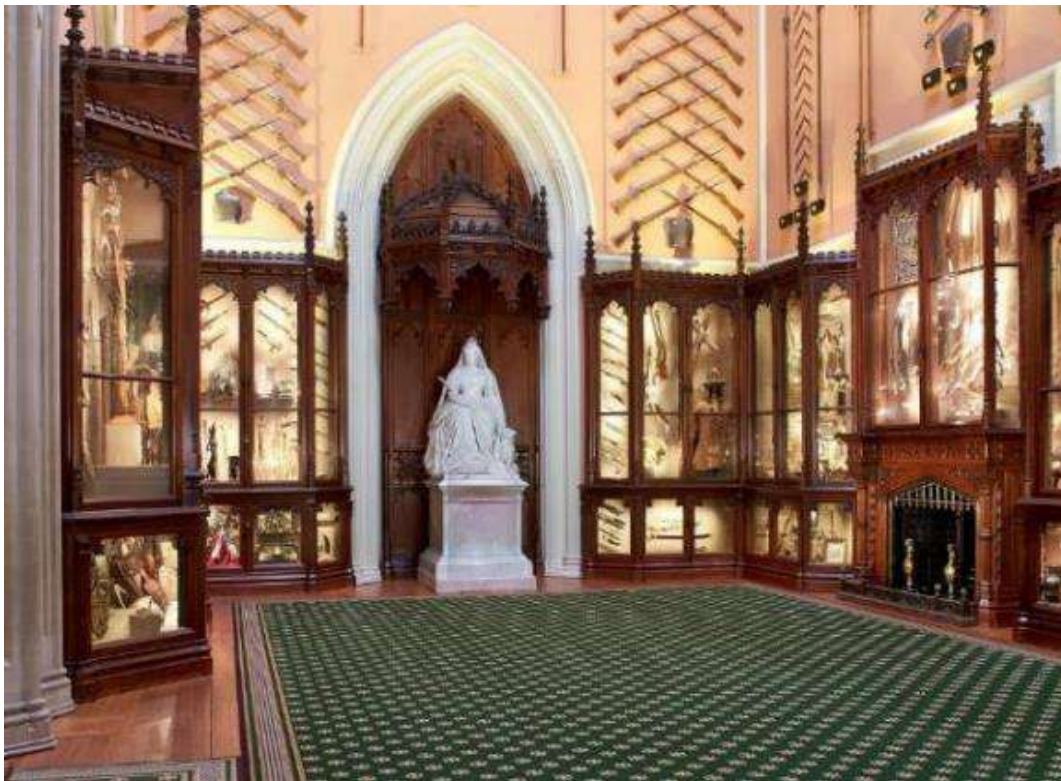
- Lighting is mostly provided by antique fittings rather than modern fluorescent lighting.
- Heating is provided via hot air vents, which always make some background noise.
- The floorboards creak loudly in certain places.

Seating is available in every room on request. Ask a Warden if you would like to know where to sit down. In the event of an emergency evacuation, an alarm may sound and uniformed wardens will direct visitors out through the nearest emergency exit.

The tour proceeds as follows:



The Grand Vestibule:



The Waterloo Chamber

Please be cautious about the rope barriers, which can be difficult to see.



The Ante Throne Room:



The King's Drawing Room:





The King's Bedchamber:



The King's Dressing Room:



The King's Closet:



The Queen's Drawing Room:



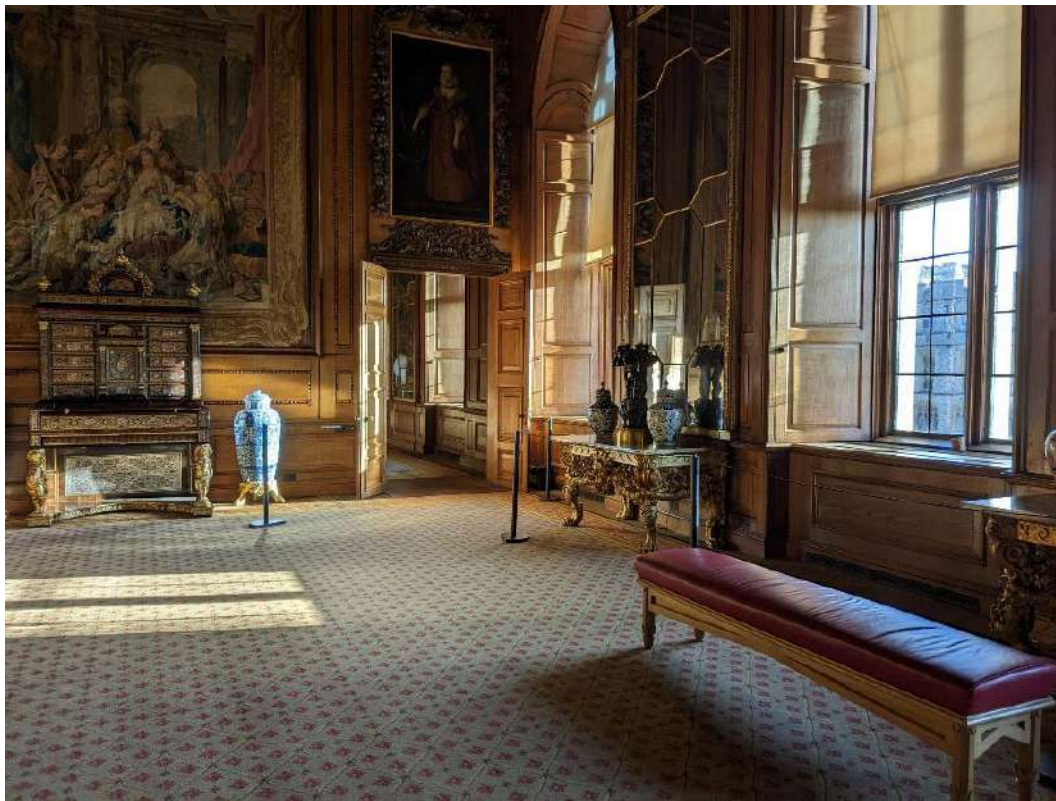
The King's Dining Room:



The Queen's Gallery:



The Queen's Audience Chamber:



The Queen's Presence Chamber – dark with noisy heaters near the windows. Please be aware of the 'invisible' barriers in this room:





The Queen's Guard Chamber:



St George's Hall:



The Lantern Lobby:



From September to March, visitors then pass from the Lantern Lobby, through the Semi-State Rooms as follows – these rooms are marked in red:



The Crimson Drawing Room:



The State Dining Room:



The Octagon Room:





The China Corridor:



After the Semi-State Rooms, visitors re-join the usual route.

The Grand Reception Room:



The Garter Throne Room:



The Guard Chamber - there is easy access out of the State Apartments from here. It can be dark as you enter:



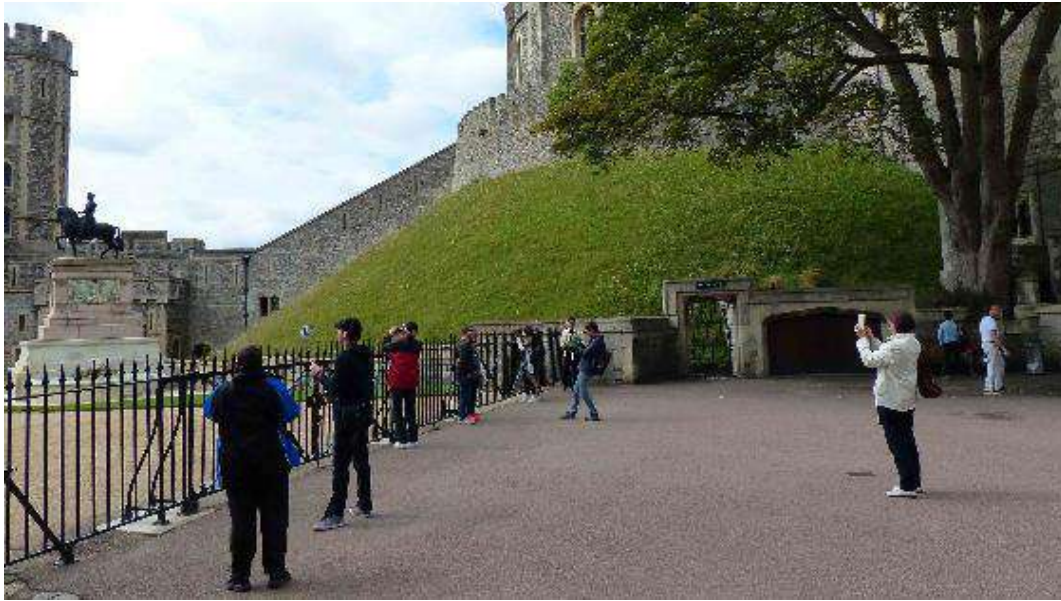
You now exit the State Apartments by going down the Armoury Stairs. Please be careful on the stairs:



At the bottom of the stairs carry on, and on the right will be the Billiard's Room shop:



You exit the State Apartments into Engine Court:



The ground is cobbled and uneven in places.

A Changing Places toilet is available here and requires a RADAR key:



From Engine Court you can return to Middle Ward via the arch and walk through the Middle Ward and down the hill to the exit or St George's Chapel.

## Exit



There is a small shop available before the exit:



You exit via the Henry VIII Gate which is manned by police. Please return any multimedia tours at the green umbrella by the exit gate:

If you try to leave the Castle with your electronic tour guide an alarm will sound as you walk through the gateway. A member of staff will ask you to return it.

If you bought your ticket directly from us, and you agree we can treat your purchase as a donation, you can convert it into a 1-Year Pass, giving 12 months free re-admission. Simply sign and print your name on the reverse of your ticket and ask a warden to stamp and validate it for you. You should then keep this ticket and bring it with you for future visits to the Castle.

If you have any feedback on this information, or any queries or concerns regarding a visit please contact:

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