

Windsor Castle

Length of Visit



The average duration of a visit to Windsor Castle is two and a half to three hours. Guided tours of the Castle Precincts last approximately 30 minutes and are included in the admission price. The audio tour lasts two hours and is included in your ticket.

Information for Visitors with Physical Access Requirements



Wheelchairs

Manual wheelchairs are available to borrow free of charge on a first come, first served basis for the duration of a visit.

Access

The Castle is situated at the top of a steep hill. There are 17 stone steps into the building from the North Terrace and 28 steps in the Grand Staircase which leads to the State Apartments. Alternative ramped access is available by entering the building via the Access Entrance in Engine Court and lift access is available for access to the State Apartments and Semi-State Apartments. Mobility scooters may be used in the precincts only.

Lifts

The lift giving access to the State Apartments measures 114cm in depth by 94cm in width. The lift giving access to the Semi-State Rooms measures 120cm in depth by 80cm in width.

Flooring

Most rooms are carpeted with thick pile carpet or polished wooden floors. The Drawings Gallery and St George's Chapel both have stone floors. In some outside areas the ground is cobbled and uneven. As Windsor Castle is an historic building, the floors may be uneven and visitors should take care.

Respite Seating

Benches are provided at regular intervals throughout the Castle Precincts and within St George's Chapel. Seating is also available in the State Apartments and Semi-State Rooms on request. Visitors are welcome to use walking sticks or folding stools with seat attachments, provided that they have rubber stoppers.

Lavatories

Accessible Lavatories are located at the Admission Centre, on the North Terrace and in Engine Court and are locked with a RADAR key. Please ask a warden to unlock them if you do not have your own key.

Assistance dogs



Assistance dogs are welcome and water is available on request.

Parking & Transport

For full information please see the Windsor Castle page on our website.

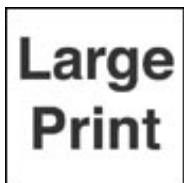
Information for Visitors who are Deaf or Hard of Hearing



Induction loops

The ticket sales desks, shop till counters and the audio tour collection and return points are equipped with induction loops. Hearing aids should be switched to the T position. A complimentary audio tour is available in English, French, German, Spanish, Italian, Japanese, Chinese and Russian. The audio tour handsets are T-coil compatible and equipped with volume control. Neck loops are also available on request.

Audio Tour Transcript



A printed version of the audio tour transcript in large print is also available in the above languages.

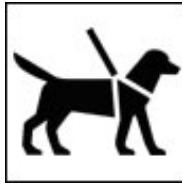
Guided Tours

Guided tours of the precincts are available free of charge and last for 30 minutes. Guides can wear portable induction loops on request. These can be pre-booked through the Specialist Sales team on + 44 (0) 20 77667324



BSL interpreted and Lipspeaking guided tours of the outside areas and State Apartments run on selected dates of the year. Contact the Specialist Sales team on + 44 (0) 20 7766 7324 or specialistsales@royalcollection.org.uk for details.

Assistance dogs



Assistance dogs are welcome and water is available on request.

Information for Visitors who are Blind or Partially Sighted



Access

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Flooring

Most rooms are carpeted with thick pile carpet or polished wooden floors. The Drawings Gallery and St George's Chapel both have stone floors. In some outside areas the ground is cobbled and uneven. As Windsor Castle is an historic building, the floors may be uneven and visitors should take care.

Visual aids



The Visitor Information leaflet and audio tour transcript in large print, together with visitor information in Braille, are available from the audio tour collection point. In the Drawings Gallery large print exhibition labels are available on request. Raised image illustrations with accompanying Braille explanations are available on request in the State Apartments, Queen Mary's Dolls' House and St George's Chapel.

Audio Tour

A complimentary audio tour is available in English, French, German, Spanish, Italian, Japanese, Chinese and Russian.

There is also an audio tour, in English, for blind and partially sighted visitors which uses a more descriptive narrative than the standard audio tour.

Lavatories

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Assistance dogs



Assistance dogs are welcome and water is available on request.