DRUMLANRIG
CASTLE

Access Statement for Drumlanrig Castle

Updated July 2022

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

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Introduction

Drumlanrig Castle is the Dumfriesshire home of the Duke and Duchess of Buccleuch. The Gardens and Country Estate are open from Easter/1st April until the end of September. The Castle is open to visitors for tours during Easter weekend, early May Bank Holiday and Daily in July and August. We welcome coach groups by prior appointment throughout the year. On average, guided tours of the Castle last approximately 1 ¼ - 1 ½ hours.

A range of activities are on offer on the Estate which include; extensive Gardens, an Adventure Playground, the Larchwood Cabin that offers takeaway food and drinks, a Tearoom selling homemade foods and a Gift Shop which stocks a range of gifts and Scottish products. (Please note that the walking/mountain bike trails are closed due to Storm Arwen damage and updates on reopening will be available here on our website). There is also a Stableyard where you'll find local craft and artist workshops, cycle hire, a bike wash and showers.

Drumlanrig Castle is a member of VisitScotland's Quality Assurance Scheme with a five-star rating. We also take part in the Green Tourism Scheme and currently hold a silver grading. There is one wheelchair which is available for use and can be requested on arrival or by pre-booking on 01848 331555.

Our admission admits the companion or carer of a visitor with access requirements free of charge; the normal admission fee applies to the visitor. Members of Historic Houses Scotland and ASVA have free admission to the Castle, Gardens and Country estate and we also have a 2 for 1 Gardeners World voucher in place for 2022.

Assistance dogs are welcome throughout the Castle, Gardens and Country Estate. We are also happy to welcome other dogs and have dog bowls in the Stableyard, outside the tearoom and in the picnic area by the Larchwood Cabin at the Adventure Playground. We do ask that dogs are kept on leads and that owners are responsible and use dog waste bags. The only areas that we are unable to accommodate non-assistance dogs is in the Castle, Tearoom, inside the Larchwood Cabin and Adventure Playground.

We have a one-person lift that enables wheelchair users or those with walking difficulties to view all floors of the Castle (this avoids the narrow doorways, the narrowest being 220mm wide as visitors go up to the second floor via the stairs).

Left: Castle Lift

Width: 78cm (780mm)
Height: 200cm (2000mm)
Depth: 100cm (1000mm)
Maximum Load – 250kg (39 stone)

As some of the entrances to the rooms are quite narrow, they are not suitable for pushchairs or buggies. We ask that small children are carried through the Castle – we have storage space for the buggies and prams in Reception where the tours depart from.

Baby changing facilities are available in both the ladies and gentleman's toilets, which can be found in the alleyway beside the Castle Shop. There is also a baby changing unit inside the accessible toilet at the Larchwood Cabin in the Adventure Playground. We have high chairs in the Tearoom and offer baby bottle and food warming if required.

Mobile reception is largely good at the front of the castle and surrounding areas, but if you should need to make an urgent call and are unable to get a signal, please ask the Gift Shop, Tearoom, Reception or at the Larchwood Cabin where we will be happy to help. We also have WiFi available across our site for visitors to use and there is a hearing loop down at the Larchwood Cabin.

Pre Arrival

By Car

Drumlanrig Castle lies four miles north of Thornhill on the A76 Dumfries to Kilmarnock Road. It is eighteen miles from the A74, signposted at Junction 14 on the A702 at Elvanfoot. Brown tourist signs can be seen from the A74 junction, advising distance of 17 miles to Drumlanrig and from the A76 junction.

For full details and maps of how to find us, please visit the Find Us section of our website.

For those with satnav, the postcode is DG3 4AQ. When you "arrive at your destination" please continue to follow signs for the Castle and not up the no-entry road.

By Rail

Drumlanrig Castle lies between two train stations; Sanquhar (10 miles) and Dumfries (18 miles), which are on the Carlisle to Glasgow South Western Line. There is a taxi stand at Dumfries station but unfortunately not at Sanquhar. However, Premier Taxi's offer accessible vehicles and can be called on 01387 250000. To find out train times, please visit www.thetrainline.com.

By Bus

There are no direct buses to Drumlanrig Castle, the nearest bus stop is approximately a 2 miles walk from the A76. You can find out more details of buses travelling to Drumlanrig by visiting Traveline Scotland. Please enter your destination as Drumlanrig Castle (Rd End). When entering the bus advise the driver that you wish to travel to Drumlanrig as there is a bus stop at the top of Queens Drive.

By Taxi

Premier Taxis – Dumfries – offer accessible vehicles.
01387 250000

McLeans Taxis – Dumfries
01387 247474

Murphy's Taxis – Sanquhar
07961 977691

If when visiting, you would like us to arrange a taxi for you, please ask at the Gift Shop, Tearoom, Reception or Larchwood Cabin.

Arrival

Main drive with directional signs.

- Once you arrive on the Estate, follow signs to Drumlanrig Castle and drive down the main drive. When you arrive at the junction, follow the signs left down the hill towards the Adventure Playground and then right to enter the car park.

- The Larchwood Cabin serves as the main entrance to the Gardens and Adventure Playground. When you arrive, you will be greeted by a member of staff at the ticket window, where you will be able to show your pre-booked ticket for entrance. Ticket can be purchased via our website.

- If visiting the Castle, turn right at the junction and park in the main car park. Enter through the white gate to the right of the castle and the Reception is on the right where you will be able to show your pre-booked Castle ticket to our Head Guide.

- We do not have speed bumps on the main drive but we do have a 15mph limit as we have cyclists and walkers who use the area.

Car Parking

- During the season, parking is included in your ticket purchase for the Gardens and Playground or Castle. If you are visiting the walks/trails a small fee applies.
- The main roads around Drumlanrig are all tarmac; however, the car park has loose stones, which can be uneven in places.

- In the Castle car park, the spaces are marked throughout, however the spaces are less uniform in the Larchwood Cabin/Adventure Playground car park with two clearly marked disabled parking spaces.
- There are some blue badge spaces in both car parks which are clearly signposted.
- There are lights along the wall of the Castle car park as well as a spotlight which keeps the car park well lit. There are no lights in the car park at the Larchwood Cabin/Adventure Playground but there are lights all the way around the Cabin which provides sufficient light when it's dark.
- Entrance to all of the facilities at the Castle is through the white gate to the right of the castle via a covered stone walkway. There is a stone path to the side which provides suitable wheelchair access. This has cobbles running alongside. The entrance to all of the facilities at the Larchwood Cabin is via a solid path which leads onto a wooden decking area. This is suitable for wheelchair access.

Disabled parking spaces in the Castle car park.

Disabled parking spaces in the Larchwood Cabin/Adventure Playground car park.

Reception

- All tours of Drumlanrig Castle should be pre-booked online and leave from the Reception. The Head Guide is situated here throughout the Castle opening times to check visitors onto tours, arrange for use of the lift for visitors, and to help with any queries that you may have.
- As tickets are booked online in advance, in the rare occasion that there are free spaces on a tour, our Head Guide will be able to assist with this.
- There is a ramp into the room for wheelchair access and the floor is even throughout.
- Also available in this area are stick seats for use in the Castle on tours. These are provided on request and should be returned here when the tour is completed.
- Buggies and pushchairs can also be left here for the duration of the tour.

Reception Entrance doors

Single door width – 750mm

Double door width – 1500mm

Gift Shop

- The gift shop is situated a short distance from Reception via the stone covered walkway. A member of staff is on duty here to answer any queries, assist with any sales and help with any items that may not be on display or on high shelves.
- The floor is carpeted and even with a small downwards incline between the two levels. A wide range of gifts are available and both local and Scottish foods and goods are stocked.

Gift shop entrance door

Single door width – 830mm

Double door width – 1680mm

Inside the Gift Shop

Public Toilets

- There are two sets of public toilets at Drumlanrig Castle; one set based up at the Castle area and another at the Larchwood Cabin. Both have disabled toilets and baby change facilities available.
- The public toilets at the Castle are positioned past the Castle Shop in the Alleyway. Both are accessible across the cobbles by flat pathways.
- The public toilets a the Larchwood Cabin are positioned around the back of the entrance to the cabin, accessible by following the wooden decking around the cabin.
- All toilets (ladies, gents and disabled) have been fitted with non-slip flooring.
- Both ladies and gents at the castle toilets are fitted with baby change facilities, and the disabled toilet at the Larchwood cabin also serves as a baby change station.

Cabin Ladies and Gents toilet entrance

Larchwood Cabin Disabled toilet

850mm x 2050mm

External door to Castle Toilets

Door width – 760mm

Tearoom

- The Tearoom is to the top of the entrance alleyway, inside the Castle itself. The floor is stone flagged and quite even.

- Our Tearoom is counter service but if help is required please ask a member of staff who will be able to help you. Menus are positioned on the wall outside the Tearoom and on the tables inside. There is also a specials board detailing any special items for the day.
- Our menu is made up of light bites, hot and cold drinks and home baking. We are also able to provide children's lunchboxes on request. There is a copy of our menu on our website.
- High chairs are available in the Tearoom and baby bottles and food can be warmed on request.
- Please advise a member of staff when ordering if you have an allergy.

- Gluten free and vegan options are available. Unfortunately we are unable to provide a nut free zone for those who may have nut allergies.

Tearoom entrance

Door Width: 940mm

Tearoom Counter

Height: 920mm

Drumlanrig Castle Tour

- Drumlanrig Castle is accessible via guided tours that run on selected opening dates. Pre-booked groups are welcome throughout the year.
- The tour leaves from Reception and is led by a guide with a 'Shepherd' at the end to help with any needs that may arise during the tour.
- If visitors need to use the life, the Shepherd will take them along to the area where the lift is located. The lift is a one person lift, operated by

staff; unfortunately the lift is unable to take a second person. All rooms are accessible once on the first or second floor.

- The tour is on two floors of the castle – it starts on the first floor. Access is via spiral staircases, which have a sturdy handrail to hold which walking up.
- All staff members carry two-way radios if assistance is required at any time throughout the tour.
- The tour lasts approximately 1¼ to 1½ hours.
- There are green chairs situated throughout the Castle, which can be used for rest. If further assistance is required, please ask the Shepherd.
- The floor surfaces are a mixture of carpet, stone and wood but all are even.
- There is a bathroom on each floor. The Shepherd will be able to direct you if required.
- Lighting is generally good, although there are some areas which are slightly darker due to protection of the artwork.
- Some parts of the Castle are heated and others are not, so it can sometimes feel cold.
- There are interpretation boards in each of the rooms that explain items on display. Guides provide much fuller information on the contents.
- We have a basic written tour in French, German, Dutch and Spanish.
- Should the fire alarm sound while you are on a tour, your guide and Shepherd will ask you to follow them calmly out of the building towards the designated meeting area.

Stableyard

- The Stableyard is located in the area behind the Shop and can be accessed via the walkway between the Shop and the public toilets or via a gate at the top of the Car Park.
- It houses the various craft workshops as well as Rik's Bike Shed.
- The ground is blocked paving and therefore uneven underfoot but suitable for wheelchairs, pushchairs and buggies.
- The entrances to the ships all have ramps into them.

Doors to the Craft Workshops.

Door Width: 850mm

Larchwood Cabin

- The Larchwood Cabin serves as the main entrance to the Gardens and Adventure Playground.
- The Cabin has a ticket area, where a member of staff will scan your pre-booked ticket and admit you entry.
- There is also a café where you can sit in or takeaway. The café serves a selection of freshly made sandwiches, homemade traybakes as well as hot and cold drinks.
- There are public toilets, a disabled toilet and a baby change at the Cabin.

- There is decking around the cabin that is even, making it suitable for wheelchairs, pushchairs and buggies.

Entrance to the Gardens and Larchwood Cabin

Gate Width: 1130mm

Adventure Playground

- Drumlanrig Castle's Adventure Playground has a range of play equipment that is suitable for different ages and abilities, including slides and a variety of climbing equipment.
- The playground can be found at the bottom of the hill across the front of the Castle. There is a car park outside the Playgound.
- The entrance to the playground is via the Larchwood Cabin, where your tickets are purchased.
- Toilets for the adventure playground are located at the Larchwood Cabin.

- The ground at the playground is woodchip which complies with health and safety requirements.

Gardens

- The Gardens can be accessed via the Larchwood Cabin/Adventure Playground.
- The pathways in the garden are lined with pea gravel and there are also pathways along grass.
- There are some steep paths in order to view the parts of the gardens on the higher levels which may not be suitable for all wheelchair/motor scooter users as well as some customers who have mild mobility issues. To access to the top gardens via the Stableyard Garden gate for those with mobility issues please speak with a member of staff and this can be arranged.
- Upon arrival, you will be issued with an orientation map, which shows you all of the important areas in the garden.

Garden Pathways

Incline in Gardens

Feedback

We would welcome any comments or feedback on this Access Statement and also if you feel that there is any information we may have omitted which would be of use to future visitors.

Contact Details

Drumlanrig Visitor Services

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