



Hillsborough Castle and Gardens



**Pre-Visit Guide – Getting here
and exploring the Gardens**



Arrival - Car Park

You will most likely arrive to our Lower Visitor Centre by car.

Our car park is beside the A1 so it might be very loud when you arrive.

We have a 'Green Carpark' so you will see lots of bright natural colours.

There is a step-free route with signs to lead the way.





Pineapple Yard

As you enter the Pineapple Yard you will find boards with written text and the Hillsborough Castle and Gardens sign.

There is a “Changing Places Toilet” with a hoist, changing table and disabled toilet.

Around the corner you will find the main entrance with automatic doors.





Lower Visitors Centre

When you enter the Lower Visitors Centre you may hear classical music playing.

It could be crowded here.

It may also be quite loud.

Here you will find the restaurant, toilets, ticket desk and shop.

Toilets located to left - men, women, disabled and baby changing.





Restaurant

The restaurant is to the left – you may encounter strong smells.

You will find a menu outside the door. You can browse food to the left, then make your way towards the till to pay.

The café may be very noisy, there may be strong smells and it could be busy with lots of people around.

In here you will find café staff with blue shirts and brown aprons.





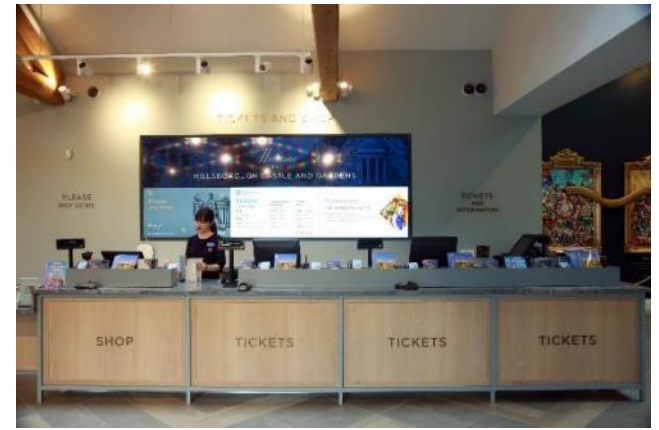
Admissions and Gift Shop

The ticket desk is straight ahead. Behind the desk are bright information screens that change frequently.

The gift shop is located beside the ticket desk – there are bright lights and it could be crowded.

Staff wear white shirts with a navy waistcoat or a navy, long dress with a blue name badge.

Staff are very helpful, you can ask them questions if you need help planning your visit.





Entrance to Gardens

The door towards the gardens and castle are located to the left of the gift shop - see photograph. These doors are automatic.

To enter the gardens walk towards the security building.

Note: there is a step-free route to the security building to the right, through the outdoor dining area.



Security Building

Here your bag and tickets will be checked by a security warden.





Walled Garden

You will now enter the Walled Garden where there will be bright colours.

You may meet some gardeners in here.

There is a water feature in the centre – beware of the water.

Sometimes, gardening vehicles drive through the Walled Garden – they are loud.





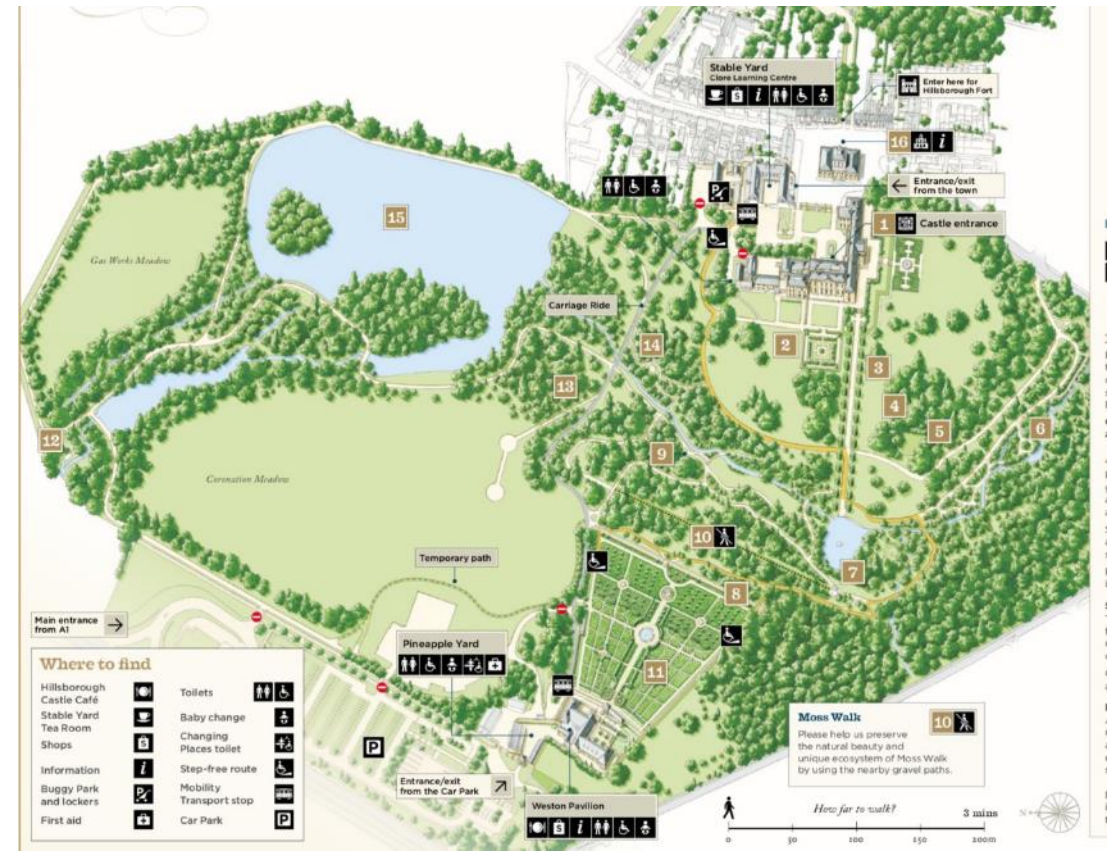
Walled Garden

It will take approximately 20 minutes to walk to the house depending on walking speed.

To continue your journey towards the house on foot there are 3 gates to choose from – the **step-free, quickest route is through the gate to either the left or right side of the walled garden** (This route is shown on the map by a yellow line)

Directly to the left of the Walled Garden you will find mobility transport towards the house – this does not give a tour of the gardens.

You can ask for help and someone can guide you through the gardens.





The Gardens

As you make your way towards the Stable Yard and house entrance sign posts will guide you the whole way with “metres-to-go” displayed on each sign.

Through the gardens there will be bright colours, sounds of wildlife and strong smells.

The natural terrain can be uneven so be careful while walking and most of the walk will be uphill.

You will come across a pond – beware of deep water and supervise children.

The steepest inclines are at Yew Tree Walk, benches are available throughout this area to rest on if required.

As you approach the house it start to become busier.





Stable Yard Café and Gift Shop

When you enter the Stable yard, to your right are toilets, straight ahead is the shop and left is a café.

There could be strong smells in the café and it could also be busy here with lots of people

You can also exit into the village from here and re-enter showing your ticket to admissions staff.

The mobility transport is outside the Stable Yard.





Castle Entrance

At the castle door you will meet an Explainer who will deliver the tour – please aim to arrive at entrance 5 minutes before your tour time. It may be busy here and there could be noise coming from the village.

There will be another bag check as you enter the castle by a security warden.

If you do not want to carry your bag or coat on the tour, you have the option to leave them in a storage cart that is locked for the duration of the tour – we ask for larger bags to be stored here.

Watch out for the hidden step at the entrance and you will find a ramp to the right beside the carts





Village Admissions

Entering the site from the Village admissions area, there are steps down to the door or a wheelchair ramp.

There are automatic doors, you may have to press the button.

The admissions area is quite a small space and there will be both admissions staff and security wardens here.

You will have your bag searched here.

Behind the desk are bright information screens that change frequently.

