



BLenheim PALACE

Accessibility Guide for Blenheim Palace

customerservice@blenheimpalace.com 01993 810530,
www.blenheimpalace.com



Welcome

Home of the 12th Duke and Duchess of Marlborough and birthplace of Sir Winston Churchill, Blenheim Palace has over 300 years of history and 2000

Watch this Promotional video: [Create your own memories at Blenheim Palace](#)

Pre-Arrival

Purchase tickets online at <https://www.blenheimpalace.com/tickets-booking/>

A companion / carer is entitled to a free of charge Palace, Park and Garden day ticket. This is issued at the entrance gate. Due to limited spaces, tickets for the Private Apartments or Buggy Tours must be paid for and space registered.

Getting here

Blenheim Palace
Oxford Road
Woodstock
OX20 1UL

<https://www.blenheimpalace.com/visitus/getting-here/>



Travel by public transport

- You can get to Blenheim Palace by bus and train.
- The bus stop (Palace Gates) is 80m from the main entrance gates.
- All buses are wheelchair friendly and can also accommodate mobility scooters. Contact: Stagecoach 01865 772250 www.stagecoachbus.com
 - S3 from Oxford City Centre; Oxford Train Station; Chipping Norton
 - S7 from Oxford City Centre and Oxford Parkway Train station
- The nearest train station is Harborough Station. The train station is 3miles (5.3km) from Blenheim Palace. On Weekends and Bank Holidays during the summer months there is a free of charge shuttle service to Blenheim via a minibus every ½hr although this shuttle bus is not wheelchair friendly.

Travel by car

- Blenheim Palace is 20 minutes from Oxford, 65 minutes from Heathrow, 80 minutes from Birmingham, and 90 minutes from Bath.



Travel by taxi

- Woodstock Taxi's by calling 07523714377.
- ABC Radio Taxis by calling 01865 242424. This taxi company has a wheelchair accessible vehicle.
- Townhouse Executive Travel by calling 07766743081.

Arrival, tickets and car parking

The main entrance gates are on the A44 which lead to the Hensington ticket Kiosks for vehicles and pedestrians.

Companions (carer's) will receive a ticket (free of charge) when accompanied by a disabled guest. This is not transferable to an Annual Pass.



Hensington Ticket Kiosk

- From the entrance gate to the main ticket kiosk, there is level access and is 100m.
- Guests are served via the kiosk windows to both cars/vehicles and pedestrians.
- The height of the ticket kiosk window is 1100mm.
- Online tickets are scanned or general tickets and passes are sold.



Woodstock Ticket Kiosk

- Pedestrian access only.
- Level access to the Palace from the gate.
- Staff will come out of the Kiosk to serve you.
- Online tickets are scanned / general tickets and passes are sold.
- 600m to the Palace entrance



Parking

- Parking is free of charge.
- From the car park to the entrance, there is level access.
- There are a limited number of hard standing spaces, while the over-spill parking is on grass.

- Coaches are parked on the hard standing, 600m from the Palace entrance. The staff member at the Group Kiosk will radio a shuttle buggy to ferry coach guests to the Palace entrance if requested.
- Blue badge parking is signposted but ask the kiosk staff to direct you. Both permanent and temporary physical disabilities are eligible.

The Nearest drop-off point to the Palace entrance for taxis and guests is at the crossroads (200m from the entrance). If you require to be taken further, ask to be dropped off in the Blue Badge parking area where the shuttle buggy will take you to the Palace entrance.

Shuttle Buggy

- Operates from the Blue Badge parking area to the Palace entrance.
- Park benches are located in both locations whilst waiting for the buggy.
- The buggy is accessible via a ramp for one wheelchair user per journey.
- There are two steps to board the buggy.
- Assistance will be given by the driver.
- Mobility scooters are not able to access the shuttle buggy.

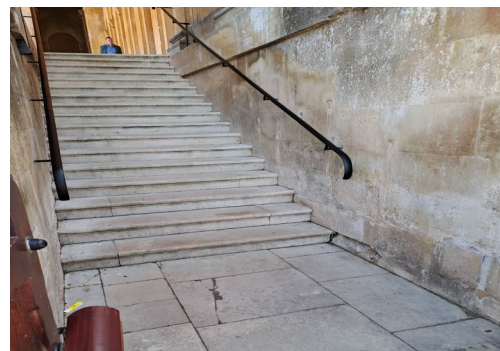


Welcome Kiosk

- Located at the Palace entrance, 600m from the main Hensington gate or Woodstock gate. Level access from the gates.
- If you can't have your Annual Pass in your digital wallet, you can get your pass printed here.
- You can purchase tickets for the Buggy tour or Private Apartments here.
- You can borrow a mobility scooter and/or wheelchair from here – please note, Blenheim's mobility scooters are not permitted in the Palace State rooms.
- The kiosk's windows are 1100mm high, but it also has a lower window at 800mm to accommodate wheelchair users.
- There is small gravel on the ground on the approach to the kiosk.

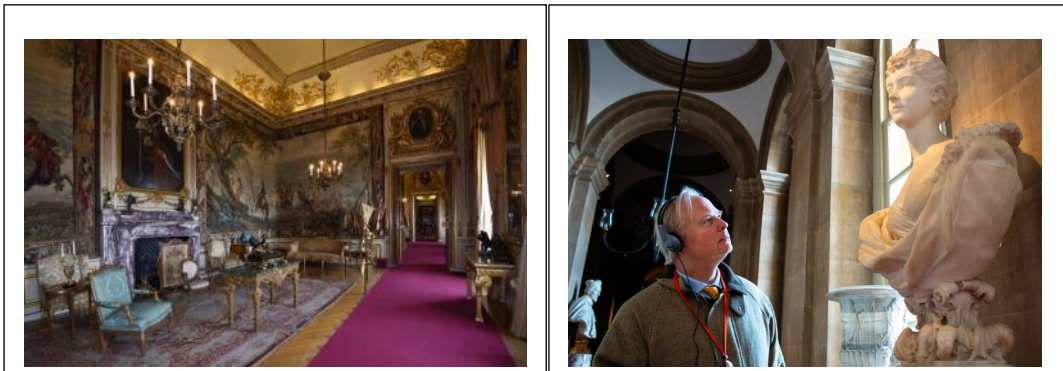


Going inside the Palace



Palace State Rooms

- The Palace front door is 175m from the Palace entrance /Welcome Kiosk
- There are 20 small steps to reach the front door with no handrail.
- There is a lift to the right of the steps.
- The main door is side hung, manual and is 1900mm wide.
- The Palace State Rooms, Blenheim Story exhibition and Winston's Birth Room are on one level.
- Exiting the State Rooms is via a staircase of 19 steps with handrails.



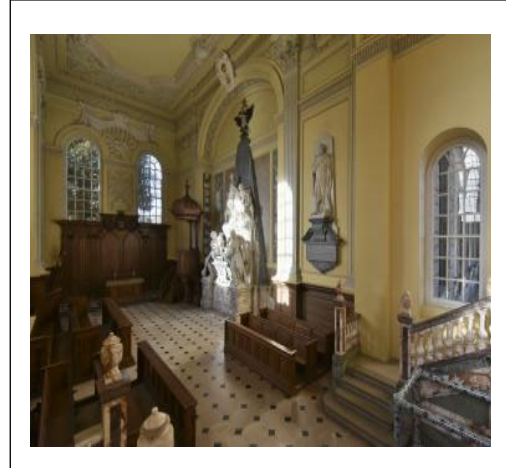
Palace Lift

- The step-free route to the Palace state rooms starts when you enter the Great Court. There is a short stone ramp on your left as you enter the courtyard, after this there is a permanent wooden ramp that takes you to the front steps of the Palace. The lift is situated to the right of the main steps.
- Blenheim Palace mobility scooters are not permitted into the Palace. Guests who are using these scooters are asked to switch over to a wheelchair for the duration of their Palace State Room experience.
- Privately owned mobility scooters are permitted into the Palace.
- The Palace guides will operate the lift and ensure you and your group enter the Great Hall together.
- At the end of the Palace State Rooms, Palace Guides will escort wheelchair users back to the Place lift.
- The Lift Platform dimensions are 910mm wide by 1400 deep.
- The maximum weight limit is 300kg.



The Chapel

- Located at the main exit of the State Rooms
- Level access from the West-side platform of the Great Court
- Use the short ramp near the Stables arch (west side) of the Great court to access the platform slabs.
- Alternatively, 3 steps without hand rails in the south-west corner of the Great Court
- These 3 steps will also lead to the Churchill Exhibition door which is 950mm wide



Ways of experiencing the Palace State Rooms

Palace Guides

Our knowledgeable Palace Guides are based in many of the rooms of the Palace and are very happy to answer any questions you may have about the Palace and the collection. We also have a written interpretation in each room.

There are free of charge State Room guided tours almost every day at 12.00 and 14.00 where you can join the 45-minutes tour.

Audio Guides

- Audio guides can be downloaded using the QR codes on the boards located outside the Palace and our customer maps
 - English
 - German
 - French
 - Dutch
- A limited number of 'Handsets' with headphones are available for guests to the State Rooms in a choice of the following 10 languages.

English
German
French

Dutch
Russian
Mandarin

Japanese
Spanish
British Sign Language

Italian

British Sign Language Tours

- Available on the last Tuesday of every month at 11.00 and 14.00 (changing to 12:00 and 14:00 in 2025)
- These are free of charge and there is no need to book.

Touch Tours

- We have many Palace guides who undertake Touch Tours, where you can feel some exhibits and touch similar fabrics, making the tour come alive.
- To book a free of charge Touch Tour, contact customerservices@blenheimpalace.com or phone 01993 810530.
 - At least 7 days' notice is recommended.

The Churchill Exhibition



- A long shallow ramp with handrails leads down from the entrance corridor.
- This is also the entrance to the Churchill (Palace) toilets and so can be busy.
- Warning of sudden and overlapping noise.
- The door width and narrowest point is 950mm.

The Stables Exhibition

- Some cobble flooring.

- Many areas are dimly lit.
- The route is 850mm wide, or more.
- The front door is 1500mm wide, the exit door is 860mm wide as it leads into the Stables café.
- The exhibition 'office' has one step to enter. An alternate view of this is on a screen next to the office door.



Extra Palace Tours – Private Apartments

Open at the discretion of the Duke of Marlborough and subject to closure. A supplementary charge and ticket is required on top of the Palace, Park and Garden ticket or Pass. Tickets are available online or at the Welcome Kiosk.

This area is private so there are no toilet facilities or seating during the 45-minute tours. Both tours' starting position doors are in the Great Court, signified by tall red signs. Directions can also be obtained from a member of staff.

Upstairs Tour

- NOT accessible for wheelchair users or anyone who isn't confident on their feet.
- It has over 80 steps up and down with handrails.
- Some surfaces are deeply carpeted while others are of stone.
- Some areas are dimly lit.
- There is no opportunity to sit or to end the tour early.

Downstairs Tour

- Wheelchair accessible – But you must use an alternative entrance, (Ask staff for directions.)
- 10 steep uneven steps with a handrail to enter.
- The tour then has a level, mostly stone surface.



- Some dimly lit areas.
- The route is 800mm wide, or more. The door is 800mm wide.
- Some display information is low, for wheelchair users.

Other rules for the 'Private Apartment Tours'.

- Photography is not permitted.
- No touching - children must be controlled at all times.
- No Food or drink to be carried or consumed.
- There is NO option to go to the toilet during the tours.
- As numbers are limited, a Carer/Companion must purchase a ticket.

Toilets and Baby Change

We have Five toilet areas on site, not including the Adventure Play.

Visitor Centre Toilets – at the back of the shop

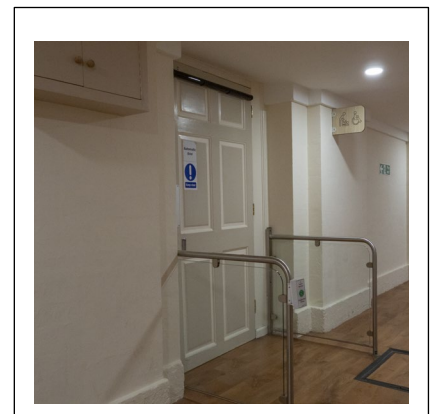
- Two steps up with a handrail to reach both male and female toilets.
- Accessible toilet and baby change, level surface.
- The route is 860mm wide, or more.
- The accessible toilet door is 860mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 420mm at the side of the toilet and 1400mm in front of the toilet. The toilet seat is 490mm high.
- The toilets have handrails.

Stables Cafe Toilets

- No Accessible toilet available although there are pull-down baby change platforms in both toilets.
- Approach through a narrow corridor of 750mm wide after a heavy door.

Churchill (Palace) Toilets

- Located next to the Churchill exhibition, with a gentle ramp with handrails from the Great Court entrance door.
- Accessible toilet and baby change available opposite the male toilets.



- Push the button to open the door.
- Baby change
- The route is 1000mm wide, or more.
- The largest toilet door is 890mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 730mm at the side of the toilet and 1000mm in front of it. The toilet seat is 490mm high. The toilets have handrails.

Orangery Restaurant Toilets

- Male and female toilets are located 6 steps down from the restaurant floor and one step up from the entrance to the restaurant, with handrails.
- An accessible toilet is available at the top of the Orangery accessible lift.
- From the lift to the accessible toilet, the route is 890mm wide, or more.
- The toilet door is 840mm wide. – the door handle reduces the door width to 770mm
- The direction of transfer onto the toilet is to the front only.
- There is 1220mm in front of the toilet. The toilet seat is 440mm high.
- The toilets have handrails.

Walled Garden Toilets

- Accessible toilet and baby change is located between the male and female toilets.
- There is level access. The route is 800mm wide, or more.
- The toilet door is 740mm wide.
- The direction of transfer onto the toilet is to the front only.
- There is 1040mm in front of the toilet. The toilet seat is 490mm high.
- The toilets have handrails.

Mobiloo for Events

On most events we hold at Blenheim like the Food festival or Flower show, we have a specific day where we have the 'Mobiloo' onsite. Check the website for the specific dates.

The Mobiloo enables all disabled children and adults to use the toilet or be changed with dignity and respect.

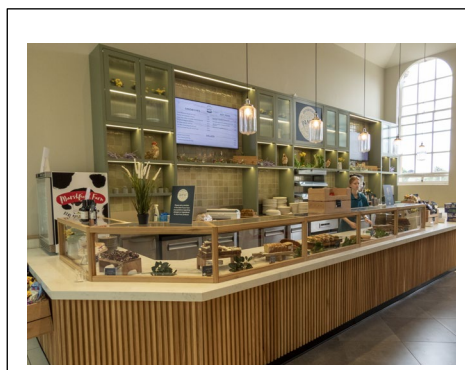
With an electric hoist and changing table as well as a toilet and washbasin, the Mobiloo means that even those wheelchair-users with the most complex requirements can get out and about to enjoy the same opportunities as everyone else.

Cafés and Restaurant

- We cater for vegetarian, gluten free (celiac), lactose intolerant (dairy free) and vegan specific diets.
- Allergies: If you have any food-related allergies, please ask the café staff.
- A full list of ingredients for all the food products is available. Please ASK
- If you need assistance carrying your items to a table, a member of staff will be happy to help.

Oxfordshire Pantry – in the Visitor Centre

- Self service
- Level access.
- The counter height is 850mm.
- Some benches but also single chairs
- The route is 1000mm wide or more.
- The door is 1000mm wide.
- Outside seating available



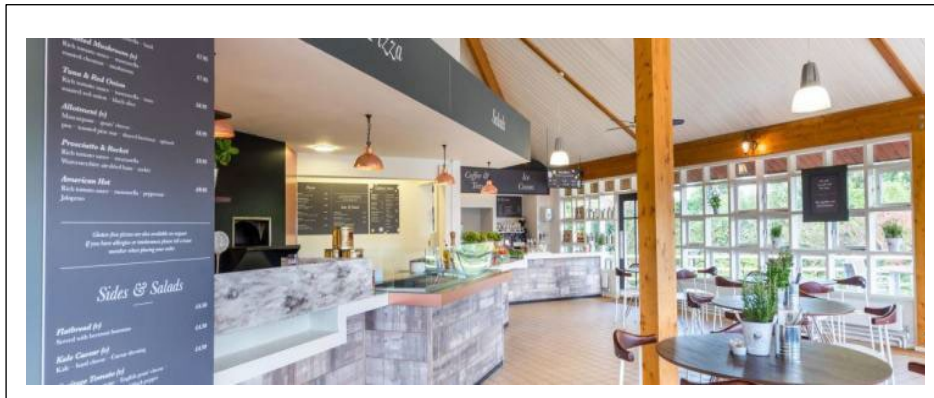
Stables Café

- Order at the counter, take away your drinks whilst the hot food will be brought to your table.
- Short ramp at the entrance, all else level access
- The counter height is 980mm.
- Outside seating available.



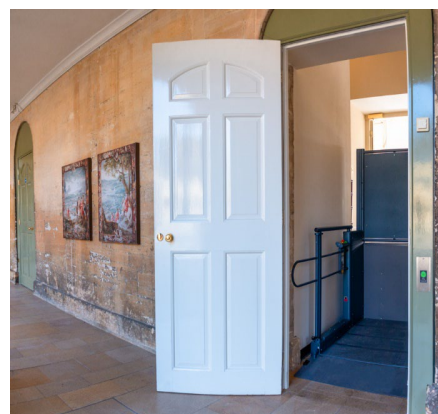
Walled Garden Pizzeria

- Order at the counter, take away your drinks whilst the hot food will be brought to your table.
- Inside seating can be moved
- The route is 840mm wide, or more.
- The door is 840mm wide.
- Outside seating available.



Orangery Restaurant

- Full-service restaurant for Afternoon teas and Sunday lunches
- Waitered service.
- Separate chairs and tables
- Six steps with handrail to enter from the East Courtyard
- Staff operated Accessible lift available.
- Lift is 890mm wide, the door is 930mm wide and 1450mm deep.
- The weight limit of the lift is 300kg.



Shop – East Courtyard Visitor Centre

- There is level access.
- The route is 1400mm wide or more.
- The doors are 1400mm wide.
- Some product stands may reduce passage but many of these can be moved.
- The counter level height is 1050mm.
- Only Credit/Debit card payments are accepted.
- The entrance to the Visitor Centre toilets is located at the back of the shop
- The entrance to the Oxfordshire Pantry café is located at the opposite end from the toilets in this area.

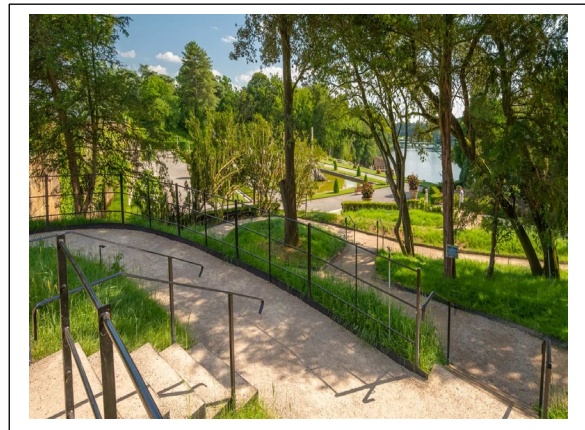


The Formal Gardens

- The path surface throughout the garden is small stones or gravel.
- There are some steep slopes leading to the Cascades and towards the Temple of Diana
- The Lake-side walk leading from the Cascades and past the Boat House is not recommended for wheelchairs due to the gradient and the uneven surfaces.
- There are several Park benches spaced periodically throughout the gardens.

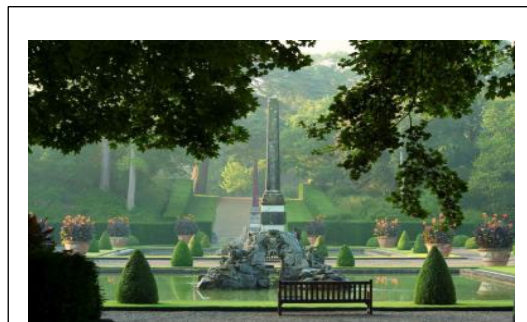
The Formal Gardens Entrance

- Gentle sloped entrance from the West Courtyard with handrails.
- For a step-free route, at the bottom of this slope, go straight ahead and follow the 'lakeside' walk route to the Temple of Diana. You will miss out on the Water Terraces.



Water Terraces

- A ramp or 3 steps to enter the lower Water Terraces.
- Three steps followed by a steep ramp to exit on the other side.
- A series of steps without handrails to reach the Upper Water Terrace
- Some benches and other seating throughout the Water Terraces.



Cascade and Lakeside Walk

A 1-mile circular walk over uneven terrain taking 45 minutes to 1 hour. Wheelchair / mobility scooter users are advised to pass the Rose Garden both towards and back from the Cascades, avoiding the uneven and very steep slope on the Lakeside walk next to the Boat House.

Secret Garden

- A garden of many sensory pleasures with water courses and hidden charms
- Level access from the South Lawn and Temple of Diana
- Some small wooden bridges
- Benches are placed throughout.



The Temple of Diana and Churchill Memorial Garden

- The route is 790mm wide, or more.
- Level access.



The Rose Garden

- Scented roses from early summer
- Level access.



The Cascades

- Our man-made waterfall
- Semi-Steep slope from the Rose Garden and very steep slope and rough terrain from the Boat House / lakeside walk



The Walled Garden

- The surface is small stones on the paths but predominantly level.
- A short ramp leads to the Pizza café.
- There are 3 steps after the main wooden gate but there is a ramp access to the left.

Wooden Play Area

- Bark Chippings with no side path.
- Not recommended for Wheelchair Users or pushchairs.



Bygones Exhibition

- Dimly lit throughout this exhibition dedicated to garden tools.



The Marlborough Maze

- Not accessible for wheelchair users
- Contains 2 bridges with handrails and 20 steep steps up and down on each.
- Small stones or bare earth surface
- Height of hedges are 1800mm or more.
- The route is 790mm wide, or more.



The Butterfly House

- Level entrance and throughout.
- Humidity and heat are a constant level of 21 degrees
- The route is 870mm wide, or more.
- The door is 960mm wide.
- The narrowest point is 860mm.

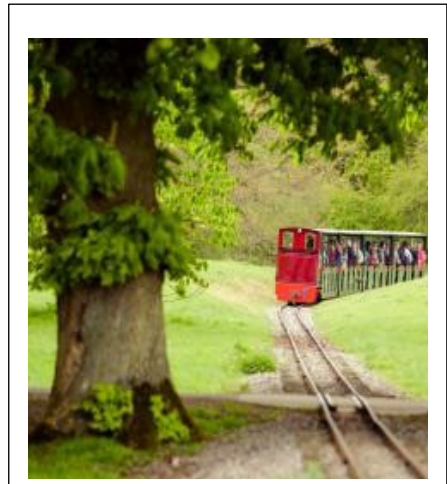


The Park

The Park forms part of a working estate so tractors, lorries and estate cars use these internal roads around the 2000-acre estate which have hills, a hump-backed bridge and cattle grids. Cycling is not permitted, and dogs must be always on a lead.

The Miniature Train

- A small additional charge per person
- Connects the Palace to the Walled Garden
- A gentle ramp to the platform stations.
- A small step into the carriage
- The route and entrance is 790mm wide.
- Individual carriages of 4 persons
- One carriage with a ramp for a wheelchair user, ask the train driver for assistance.
- The carriages are open sided with a roof.
- Pushchairs need to be folded up and placed under the seats.



Picnic Area

- There are dedicated picnic areas at the exit of the gift shop and in the Walled Garden, but you can picnic anywhere.
- BBQs are not permitted.
- Please dispose of your rubbish in the many recycling and waste bins provided.

The Park Perimeter Walk see map below.

- A 4.6-mile walk taking 1 - 2 hours with some steep slopes.
- A dog-friendly route and suitable for wheelchair and buggy users
- If using a Palace mobility scooter, please note that the battery may not be strong enough to last the entire route.

The Queen Pool Walk see map below.

- A 1.5-mile, 45-minutes' walk, with a steep slope near Woodstock Gate.
- Takes in the views of the Palace, Grand Bridge and Lake



The Extra Bits we do

- Mobility Scooters and Wheelchairs can be ‘hired’ out for free from the Welcome Kiosk. – Please note, Blenheim’s Mobility Scooters are not permitted in the Palace State Rooms
 - ✓ Pre-booking a wheelchair or mobility scooter is possible. Email customerservices@blenheimpalace.com or phone 01993 810530
- To book a touch tour of the Palace State Rooms, contact Customer services at least 7 days in advance.
- We have a BSL option on our Audio Guide for the Palace State Rooms
- British Sign Language Tours of the Palace State Rooms are held at 11.00 and 14.00 on the last Tuesday of every month.
- A shuttle buggy service operates between the blue badge parking area and the Palace. This can transport one wheelchair user but not a mobility scooter.
- Some staff have disability awareness training.
- Some staff have BSL training.
- Unfortunately, the Palace alarm is only audible, but the Palace guides will make sure everyone evacuates.
- Companion’s (Carer’s) receive a free Palace, Park and Garden ticket when accompanied by a disabled guest.
- Watch the video: [Download Access Map](#) and for sensory locations.
- Dog water bowls are located at the main Palace entrance in the East Courtyard

Distances

- From the main Car Park to the Palace front door - 500m
- From the Over-spill Car park to the Palace front door - 600m
- From Blue Badge Car Park to Palace Door - 400m
- From the Bus Stop to the Palace Door - 1300m
- From Palace entrance to Palace front Door - 100m
- From Palace entrance to Walled Garden - 800m
- From Formal Garden entrance to the Cascades - 1100m

Always check the website before arriving. We have many events throughout the year and we may not be able to fulfill all your requirements.