



# BLenheim PALACE

## **Accessibility Guide for Blenheim Palace**

[customerservice@blenheimpalace.com](mailto:customerservice@blenheimpalace.com), 01993 810530, [www.blenheimpalace.com](http://www.blenheimpalace.com)



## Welcome

Home of the 12th Duke and Duchess of Marlborough and the birthplace of Sir Winston Churchill, Blenheim Palace is a World Heritage Site with over 300 years of history, 2000 acres of Parkland and Formal Gardens. We are committed to providing an accessible attraction, and we strive to ensure that visitors with disabilities can enjoy as much of our magnificent World Heritage Site as possible.

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

## At a Glance

### Level Access

- There is level access from the main entrance to:
  - Oxfordshire Pantry Cafe
  - Orangery Restaurant
  - Water Terrace Cafe
  - Pleasure Garden pizza cafe
  - Dining Table
  - State rooms
  - Churchill Exhibition
  - Downstairs Tour
  - Churchills' Destiny Exhibition
  - Hensington Ticket Kiosk
  - Woodstock Ticket Kiosk
  - Flagstaff Kiosk
  - Welcome Desk
  - Annual Pass Kiosk
  - East courtyard toilets
  - Orangery toilets
  - Water Terrace toilets
  - Pleasure Garden toilets
  - East Courtyard Shop
  - Toy Shop
  - The Butterfly House
  - Bygones Exhibition
  - Formal Gardens
  - Pleasure Gardens and Lavender Garden
  - Marlborough Maze
  - Adventure Playground
  - Winston the Miniature Train
  - Courtyards
- There is level access from the car park to:

- Family Pleasure Garden
- Welcome Centre

### **Access with steps**

- There are steps from the main entrance to:
  - The Untold Story
  - Upstairs Tour

### **Hearing**

- We have a hearing loop in Welcome Desk and East courtyard shop.
- Some staff have BSL and disability awareness training.

### **Visual**

- Glass doors have contrast markings.
- Some parts of the venue have low lighting.
- We have display information in audio and large print.
- We have information in audio and large print.

### **General**

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

## **Getting here**

Blenheim Palace  
Oxford Road  
Woodstock  
OX20 1UL

### **Travel by public transport**

- You can get to Blenheim Palace by bus and train.
- Blenheim Palace Oxford Road Woodstock OX201UL The bus stop is 0.00 miles / 323.6 km from Blenheim Palace.
- The nearest train station is Hanborough Station. The train station is 3.3 miles / 5.3 km from Blenheim Palace.
- By car Blenheim Palace is 20 minutes from Oxford, 80 minutes from Birmingham, and 90 minutes from Bath.  
All busses are wheelchair friendly and can also accommodate mobility scooters.  
The nearest bus stop, across the road from Hensington Gate entrance.  
Contact Details: The Oxford Bus Company 01865 785400 [www.oxfordbus.co.uk](http://www.oxfordbus.co.uk)  
and Stagecoach 01865 772250 [www.stagecoachbus.com](http://www.stagecoachbus.com)



### Travel by taxi

- You can get a taxi with Woodstock Taxi's by calling 07523714377.
- You can get a taxi with ABC Radio Taxis by calling 01865 242424. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Townhouse Executive Travel by calling 07766743081 .
- Please enquire at the Welcome Desk if you wish to book a taxi from the Palace.



### Parking

- We have a car park. There are accessible parking spaces. Parking is free.
- The Nearest main entrance drop off point is at Flagstaff car park, this point is also used as a pickup point for visitors and taxis. From the car park to the entrance, there is level access. There is a lift. The route is 1600mm wide, or more.

## Arrival



### Path to main entrance

- From the street to the main entrance, there are 20 steps. There is no ramp and no lift.



### Main entrance

- The main entrance has level access.
- There is a lift.
- The main door is side hung and manual.
- The door is 1900mm wide.
- There is medium sized gravel and cobbles up to the main Palace entrance steps.

#### Distances

From Main Car Park to Palace Door - 400m

From Over-spill Car park to Palace Door - 600m

From Disabled Car Park to Palace Door - 150m

From Bus Stop to Palace Door - 800m

From Palace (Visitor Centre) to Palace Door - 100m

From Palace (Visitor Centre) to Pleasure Gardens - 800m

From Water Terrace Café to Cascades - 800m



The main entrance to Blenheim Palace

## Getting around inside

### Visual Impairment - General Information

- We have contrast markings on all glass doors.
- Some parts of the venue have low lighting.

### Lift

- We have 2 lifts.
- You can get a lift to some floors.

### Lift to Palace State rooms and Churchill exhibition

- The lift is a platform lift.
- The lift door is 890mm wide.
- The lift is 800mm wide. The lift is 1220mm deep.
- The Palace lift has a weight limit of 300kg, visitors must be seated at all times while the lift is in motion. Palace lift is situated in the Great Courtyard towards the West colonnades. The lift is operated by a member of staff, the staff member will accompany you to the Great Hall where you will begin your tour. Please make your way to the Great Courtyard and speak to a Welcome Host if you wish to use the lift. Once in the Palace, the State rooms and Churchill Exhibition are on one level and accessible.

### Orangery Restaurant Lift

- The lift is a platform lift.
- The lift door is 930mm wide.
- The lift is 890mm wide. The lift is 1450mm deep.
- The Orangery lift has a weight limit of 300kg. Orangery lift is situated in the Orangery colonnade. The lift can be self operated or by a member of staff, to the right of the entrance of the lift there is button to lower the lift, once on the lift the control panel is to your side. if you wish assistants please ask at the Welcome desk and they can arrange someone to assist you.



Entrance to the Orangery Lift

### Ticket/ information desk

#### Hensington Ticket Kiosk

- From the main entrance to the desk, there is level access. There is a lift.
- From the lift to the ticket desk, the route is 4800mm mm wide, or more.
- The door is 4800mm wide, or more.
- The height of the ticket kiosk is 1100mm.

### Ticket/ information desk

#### Woodstock Ticket Kiosk

- From the main entrance to the desk, there is level access. There is a lift.
- From the lift to the ticket desk, the route is 1600mm mm wide, or more.
- The door is 1660mm wide, or more.
- The height of the ticket kiosk is 1100mm. A member of staff will issue your tickets while you are in your car.



Woodstock gate Kiosk

### Ticket/ information desk

#### Flagstaff Kiosk

- From the main entrance to the desk, there is level access. There is a lift.
- From the lift to the ticket desk, the route is 4800mm mm wide, or more.
- The door is 4800mm wide, or more.
- Primarily this kiosk is the group tickets collection and sales point, They can also sell tickets to anyone who enters and provide infomation.  
Flagstaff kiosk issue Mobility Scooter and Wheelchair for day hire from this point as well as have access maps avaiable.

The height of the ticket kiosk is 1100mm.



### **Ticket/ information desk**

#### **Welcome Desk**

- From the main entrance to the desk, there is level access. There is a lift.
- From the lift to the ticket desk, the route is 1600mm wide, or more.
- The door is 1490mm wide, or more.
- 
- You can purchase tour tickets from this point and provide information and fisherman's gate code. The height of the desk is 1200mm.



### **Ticket/ information desk**

#### **Annual Pass Kiosk**

- From the main entrance to the desk, there is level access. The route is 1600mm wide, or more.
- The door is 1600mm wide, or more.
- The desk has a low section.
- There is small gravel on the ground on the approach to the kiosk the height of lower section is 800mm.

#### **Things to See and Do**

- We have a complimentary ticket policy for personal assistants.
- We have performances with: touch tour.
- We have display information in: audio and large print.

#### **State rooms**

- From the main entrance to this area, there is level access. There is a permanent ramp. There is a lift.
- From the lift to this area, the route is 890mm wide, or more. The door is 890mm wide.
- Some display information is low, for wheelchair users. There are seats.
- The State room's are very popular part of Blenheim Palace and can often be very crowded. There is one route around state rooms, Exiting out of the Palace via the Chapel this route includes 14 steps down.

Touch Tour of the State Rooms can be booked in advance. This should be organised via the Operations Office. At least 7 days' notice is recommended. – 01993 810530

Audioguide collection point is at the front of the Palace it is available in nine different languages.



The start of the State room tour in the Great Hall



State rooms



Visitor using the audio guides





Palace exit via the Chapel.

### Churchill Exhibition

- From the main entrance to this area, there is level access. The route is 695mm wide, or more. The door is 920mm wide.
- Some display information is low, for wheelchair users. There are seats.
- The Churchill Exhibition is very popular part of Blenheim Palace and can often be very crowded.  
There is window seating in this exhibition area.



Churchill Exhibition



Seating in Churchill Exhibition

### The Untold Story

- From the main entrance to this area, there are 47 steps. There is no lift and no ramp.
- Some display information is low, for wheelchair users. There are seats.
- Some displays have flashing lights.
- There is 47 steps up to the 'Untold Story' exhibition with a hand rail. Exiting is a staircase down from the exhibition of 73 steps with a hand rail. It is located upstairs in the Palace and is therefore not accessible for wheelchair and buggy users, but an alternative experience is available in the Indoor Cinema, located in the West Courtyard stables area. (Not available on some event days) The duration of the tour is 40 minutes long.  
Flashing lights and loud noise in parts of this exhibition.



Untold story - flashing lights



Low light levels in The Untold story



Stairs to The Untold story entrance



Stairs exiting The Untold story

### Upstairs Tour

- From the main entrance to this area, there are 75 steps. There is no lift and no ramp.
- (Upstairs tour available February to September at the discretion of the family)  
A supplemental charge for each tour, bookable online or from the Welcome Desk on the day. Directions to the start of these tours are also available from the Welcome Desk.

Please note this tour is not suitable for young children or school groups. There is a spiral staircase with 75 steps going up, therefore this tour is not accessible for wheelchair users and others who may find difficulty taking the stairs.

This area is private so there is no toilet facilities or seating during the 60 minute tour and there may be areas of low lighting.



Upstairs Tour

### Downstairs Tour

- From the main entrance to this area, there is level access. The route is 800mm wide, or more. The door is 800mm wide.
- Some display information is low, for wheelchair users.
- (Downstairs tour available February to September at the discretion of the family)  
A supplemental charge for each tour, bookable online or from the Welcome Desk on the day. Directions to the start of these tours are also available from the Welcome Desk.

Please note this tour is not suitable for young children or school groups. Access to tour as seen in photo, 11 stairs up and down, however there is wheelchair access, please enquire when you book your ticket as you will need to be at the alternative entrance 15 minutes before the tour starts. The alternative entrance, is towards the water terrace toilets to a locked door which the guide will open and lead you to the start of the tour.

This area is private so there is no toilet facilities or seating during the 50 minute tour and there may be areas of low lighting.



Main entrance to Downstairs Tour

### Churchills' Destiny Exhibition

- From the main entrance to this area, there is level access. The route is 850mm wide, or more. The door is 1500mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Churchill's Destiny, the story of two great war leaders. John Churchill, the first Duke, and Winston Churchill, the Greatest Briton.

Access: Level access from the Great Court, the cobbled floor in this area can be uneven in places, and some low lighting.

Location: The west side of the Great Courtyard, sited within the old stable block.

#### Public toilet

##### East courtyard toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 860mm wide, or more.
- The 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. There is 1400mm in front of the toilet. The toilet seat is 490mm high. The toilets have handrails.

#### Public toilet

##### Orangery toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a lift.
- From the lift to the public toilet, the route is 890mm wide, or more.
- The toilet door is 840mm wide.
- 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.
- toilet location  
door width handle on door reduces door with 770mm

#### Public toilet

##### Water Terrace toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 690mm wide, or more.
- The toilet door is 7900mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 8700mm at the side of the toilet. There is 1090mm in front of the toilet. The toilet seat is 440mm high. The toilets have handrails.

#### Public toilet

##### Pleasure Garden toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, 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 49mm high. The toilets have handrails.

## Shop

### East Courtyard Shop

- From the main entrance to the shop, there is level access. The route is 1400mm wide, or more. The door is 1400mm wide.
- The shop has a Hearing loop, at the main till point.  
Access – Level access from flagstaff and the East Courtyard. Some product stands may reduce passage but many of these can be moved.



East Courtyard Shop

## Shop

### Toy Shop

- From the main entrance to the shop, there is level access. The route is 1400mm wide, or more. The door is 1400mm wide.
- The Toy shop is situated in the Pleasure garden area.

## Place to eat and drink

### Oxfordshire Pantry Cafe

- From the main entrance to the dining area, there is level access. The route is 1000mm wide, or more. The door is 1000mm wide.
- To get to a table, there are no steps.
- The dining area is self-service. If you need table service, staff can help you.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- This area can be particularly busy area, they serve light snacks, hot drinks. there is summer seating in the east courtyard.

Allergies: If you have any food related allergies please ask the café staff. A full list of ingredients in all the food products is at hand.



Oxfordshire Pantry cafe

## Place to eat and drink

### Orangery Restaurant

- From the main entrance to the dining area, there is level access. There is a lift. From the lift to dining area, the route is 7200mm wide, or more. The door is 1400mm wide.
- To get to a table, there are no steps.
- There is no background music.
- We cater for vegetarian, gluten free (celiacs) and lactose free (dairy free) specific diets.
- The Orangery offer fine dining and also a children's menu, we recommend booking in advance.

Allergies: If you have any food related allergies please ask the café staff. A full list of ingredients in all the food products is at hand.

Access: Six steps with hand rail or the Orangery lift for wheelchair users, please ask for assistance.



Orangery Restaurant

## Place to eat and drink

### Water Terrace Cafe

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 1050mm wide, or more. The door is 1050mm wide.
- To get to a table, there are no steps.
- The dining area is self-service. If you need table service, staff can help you.
- There is no background music.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- The Water Terrace cafe serve hot and cold food. there is inside seating and outdoor seating. The outdoor seating this is graveled.  
Allergies: If you have any food related allergies please ask the café staff. A full list of ingredients in all the food products is at hand.  
Access: From the Great Court - An inside ramp with hand rails.  
From the Water Terrace Cafe outside seating – two small ramps or two steps without a hand rail

## Place to eat and drink

### Pleasure Garden pizza cafe

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 840mm wide, or more. The door is 840mm wide.
- To get to a table, there are no steps.
- The dining area is self-service. If you need table service, staff can help you.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for vegetarian and gluten free (celiacs) specific diets.
- The Café area is terraced outside with 2 steps with no hand rail there is alternative a slope next to steps. Two steps with no hand rail or alternatively a small slope. The restaurant has moveable furniture and is accessible for wheelchair users.



Allergies: If you have any food related allergies please ask the café staff. A full list of ingredients in all the food products is at hand.



Pleasure Gardens Pizza Cafe

### The Butterfly House

- From the main entrance to this area, there is level access. The route is 870mm wide, or more.
  - The door is 960mm wide.
  - The Butterfly House has a narrow entrance, this gets narrower half way through to 860mm.
- This is a great sensory area for visitors.



Inside the Butterfly house

### Bygones Exhibition

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 870mm wide, or more.
- The door is 870mm wide.
- This area has a permanent ramp and low lighting.

## Getting around outside

### Formal Gardens

- From the main entrance to the gardens, there is level access.
- There is a permanent ramp.
- The route is sloped. The route is 1400mm wide, or more.
- Main Formal garden entrance is next to the Chapel there is eight narrow steps with hand rails. Then a series of steps up and down without hand rails in the Water Terraces which lead to the rest of the formal gardens.

Step free access to Formal gardens route please follow the step-free signs via the Fisherman's gate you will need to ask a member of staff for the code and a map. there is a steep slope down towards the gate this is the same route to get back to the Great courtyard.

secret garden A garden of many sensory pleasures with water courses and hidden charms Level access from the South Lawn and Temple of Diana. Benches are placed throughout the garden. Approximately 20-minute walk from the step-free access gate on gravel.

rose garden A fantastic aroma is given from these wonderful roses during the summer months Approximately 20-minute walk from the step-free access gate on gravel paths. Garden benches are scattered through the garden.

Please note the Water Terrance inculeds many steps. to the view this area please go via the Water Terrance Cafe.

Please use this link to establish distances <https://app.blenheimpalace.com>

- Watch the video: [Formal Gardens](#)



Water Terrace



Water Terrace



Rose Garden



Secret Garden



Churchill Memorial Garden

### **Pleasure Gardens and Lavender Garden**

- From the main entrance to the gardens, there is level access.
- The route is 790mm wide, or more.
- Lavender garden is situated on the right, inside the pleasure garden main entrance. Paving is slightly uneven and narrow paths around the garden.
  - To access the Pleasure gardens there is three steps or a slope to the right at the entrance to the walled garden with a hand rail.
  - Situated in the original Walled Garden and includes the Marlborough Maze, Adventure Playground, lavender garden and Butterfly House



Over looking the Lavender Garden

### **Marlborough Maze**

- From the main entrance to the gardens, there is level access.
- The route is 790mm wide, or more.
- The Maze has narrow paths and tight corners. There are two wooden bridges with steep steps and hand rails that must be traversed to reach the middle of the maze and this area is graveled.



Marlborough Maze



Centre of the Maze

### Designated Walking Trail

#### Cascade walk

- The trail is 1609metres long. Some of the trail has a loose surface. steep slope at the boat house The trail is sloped. The trail has seats.
- The Lake & Grand Cascade: A 1-mile circular walk over uneven terrain taking 45 minutes. Wheelchair / Mobility scooter users are advised to proceed via the Rose Gardens avoiding the uneven ground on the Lakeside walk.

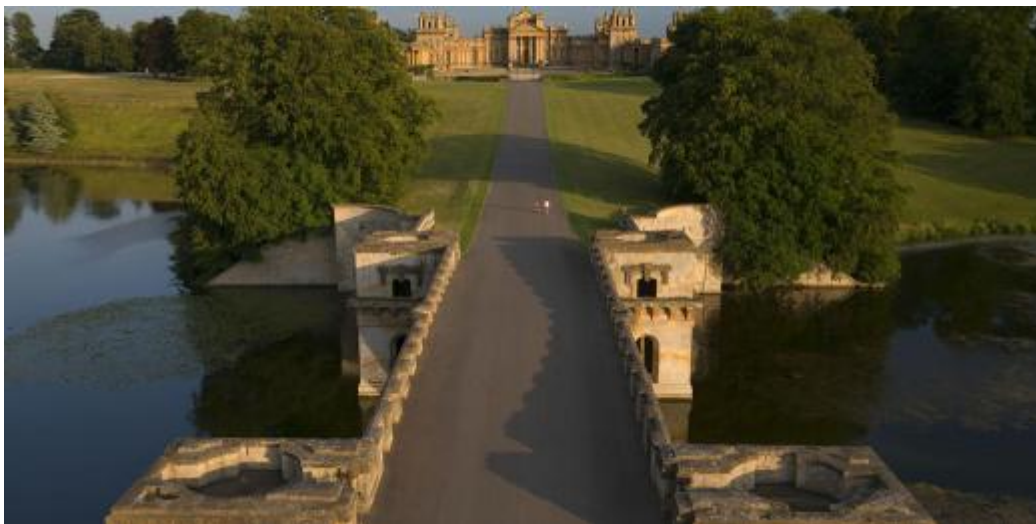


Route to the Cascade

### Designated Walking Trail

#### The Park Perimeter Walk

- The trail is 7402metres long. Some of the trail has a loose surface. The trail is sloped. The trail has seats.
- The Park Perimeter: A 4.6-mile walk taking 2 hours with some steep slopes. A dog-friendly route and suitable for wheelchair and buggy users. Tarmac roads around the 2000-acre estate which have hills and a hump- backed bridge and cattle grids. Blenheim is a working estate so tractors; lorries and estate cars use these internal roads.



Walking over Grand Bridge

### Picnic Area

#### Family Pleasure Garden

- From the car park to the picnic area, there is level access. The path is 2900mm wide, or more.
- The entrance is 2900mm wide.
- You can bring your own food to the picnic area.

## Picnic Area

### Welcome Centre

- From the car park to the picnic area, there is level access. You can bring your own food to the picnic area.

### Adventure Playground

- From the main entrance to this area, there is level access. The route is 870mm wide, or more. The entrance is 870mm wide.
- The adventure playground is bark chippings with no side path, the surface is uneven. Not recommended for wheelchairs or Mobility scooters use on this surface.



Adventure playground

### Winston the Miniature Train

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 790mm wide, or more. The entrance is 790mm wide.
- Palace station at flagstaff carpark train goes to the Family Pleasure Gardens. Four seats per carriage, open sides with roof, a small step up to the train from the platforms. Pushchairs need to be folded and placed under seats. The train has capacity for one wheelchair per trip. the train is unable to take Mobility scooters aboard.  
seating is available at each station.



Winston the Miniature train

### Courtyards

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 890mm wide, or more. The entrance is 890mm wide.
- External Surfaces - The car parks, walk to the Palace and courtyards are on a flat gradient. The courtyards and formal gardens have gravel coverings while the Great Courtyard also has cobbles, so it can be uneven in places.

### Customer care support

#### Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in Welcome Desk and East courtyard shop.
- Mobility scooter and Wheelchairs are available to hire to pre-book a wheelchair or scooter call 01993 810530 prior to your site. We have a limited number of wheelchairs and mobility scooters available onsite first come first serve basis. Please head to Flagstaff Kiosk to collect your scooter or wheelchair both require forms to be filled in by the person using the equipment, and a competence test to be completed before using a mobility scooter. A £10 deposit is required for a mobility scooter although this is returned when you return the scooter. All scooters and wheelchairs to be returned by 4.45pm to Flagstaff Kiosk.
- Dog water bowls can be found outside the Visitor Centre but please ask a member of staff if your dog needs water in other areas of the grounds. Waste bins are located in the parkland.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- Please ask a member of staff at Flagstaff for assistance

#### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- All Blenheim Palace staff are trained in emergency procedures. In the event of an alarm sound, please follow the instructions from the Palace Staff. Unfortunately, the Palace alarm is only audible, but the Palace guides will make sure everyone evacuates.



### Customer care support

- Some staff have disability awareness training.
- Some staff have BSL training.
- We have information in audio and large print.
- When you arrive please pick up a access map from Flagstaff Kiosk this will assist you with your visit or you can download the map from our website prior to your visit.  
Please note that some events may effect usual accessibiliy infomation please ask a memeber of staff for guidance.  
Palace and Private Apartments– Due to the preservation of the collection and heritage rules, the lighting in the Palace can be insufficient in some of the rooms.
- Watch the video: [Download Access Map](#)

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Guide last updated: 11 June 2019