



Accessibility Statement

Due to the nature in which Ruthin Castle was formed between the 13th and 20th centuries, the grounds and property were not designed with modern access requirements in mind and as such inherently include obstacles. Large parts of the property are 'Ancient Monuments' and intended for conservation.

The hotel is also in the process of further refurbishment and the addition of a leisure spa which will include improvements to access - although there will always be some areas that are less than perfect. All **new** facilities will meet the current requirements to allow full accessibility, but please bear with us whilst we complete these important works. We will always endeavor to provide access and assistance as far as is realistically possible.

Access dogs are welcome by prior arrangement.

Transportation

Bus is the only public transport direct to Ruthin with the nearest stop approximately 150m from the castle gate, followed by a driveway at an additional 100m long. These distances are on fairly level surfaces but footpaths are restrictive and absent in parts.

Free Car Parking

Provided on site immediately in front of the hotel with overflow parking close by (the latter accessible via nine steps into the former). Two bays are designated for blue badge holders. The front car park unavoidably leads into the reception area via eight steps with no ramp available. If personal mobility is an issue via steps, guests should make specific arrangements in advance to use access and parking in the Mediaeval Courtyard, where there is some gravel - although the area is hard standing and there are no steps into the building and no steps through to reception.

Free Coach Parking

Provided on site with coach drop-off points in the front car park (see above note regarding steps) or near to the Mediaeval Courtyard. If personal mobility is a concern, guests should make specific arrangements in advance for assistance at the front entrance or to reach the Mediaeval Courtyard from the nearby drop-off point.



Reception Facilities

The reception is manned 24 hours with porter service available for luggage. The reception desk is high but lounge seating and a desk are provided in the reception area where guests can request check-in. There is also lift access to a limited number of bedrooms with porter assistance on request - the lift is not suitable for self use.

For guests entering the hotel from the Mediaeval Courtyard, there is some gravel although the area is hard standing. Floors internally to reception are level and passageways are sufficiently wide for wheelchair access. An accessible unisex toilet and public telephone are both available from reception via a level, wide corridor.

Public Areas

Level access is provided with wide corridors and doorways linking the reception, inner hallway, Cornwallis Lounge, Library Bar, Grand Salon, Conference Suite, Mediaeval Banquet Suite, accessible unisex toilet, Bertie's Dining Room and the Peacock Room which are all on the ground floor.

Conference rooms have variable seating.

The current Leisure Suite is at first floor level and is not accessible without assistance for guests with mobility difficulties. Some health and beauty treatments may be arranged in guest bedrooms as an alternative.

The Rose Garden and most garden areas have limited accessibility due to several steps and uneven surfaces.

The Mediaeval Courtyard has a gravel surface that may impair wheelchair use.

Accommodation

24 hour room service is available in all rooms.

None of the bedrooms are fully adapted for wheelchair use (pending refurbishment and modification) although two bedrooms are relatively suitable albeit with traditional baths that are not suitable for those with severe mobility difficulties. These two rooms are accessible from reception on level floor corridors and via a short ramp. All bedrooms have telephone and wireless internet access.

Dining & Function Rooms

All dining and function rooms are spacious and a variety of seating arrangements are possible subject to the level of occupancy, advance notice may be required. Menus can be provided in large print or verbally by request. Dietary requirements can be accommodated with advance notice.