



Fermanagh & Omagh  
District Council  
Comhairle Ceantair  
Fhear Manach agus na hÓmaí

# Enniskillen Castle Access Guide

This guide is designed to help provide information on areas that may be helpful for people with access requirements.



**Enniskillen Castle**  
Enniskillen  
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[castle@fermanaghomagh.com](mailto:castle@fermanaghomagh.com)

Enniskillen Castle is committed to providing the best possible experience for all our visitors.

## **Car Parking**

Car Parking is available in the car park opposite the Castle Entrance.

There is 1 designated space for people who hold a Blue Badge in the carpark beside the Castle.

Patrons are advised not to use this space unless entitled to do so, with their Blue Badge displayed prominently.

A drop off point is available to the left of the front entrance door.



## **Getting to the Venue**

There are three entrances from the car park area:

- 1) A footpath from the Car Park.
- 2) A footpath from the Wellington Street Area.
- 3) A pathway from the Broadmeadow Area.

There are dropped kerbs along the footpaths from the Car Park and Wellington road.

A raised crossing point is available from the Broadmeadow to the footpath along the main entrance.

## **Entrance**

To enter the Castle you must first go through the two sets of glass doors into the foyer area.

The doors are wide and automatic.

## **Reception**

The Reception Counter is to the right of the Main Foyer Area.

The Reception Counter has a lowered level area closest to the stairs.

A hearing loop system is available.



**To begin your visit to Enniskillen Castle please speak to a member of staff who will help you buy a ticket.**

## **Visitor Centre – 1<sup>st</sup> floor**

After you buy your ticket start your tour by going to the first floor.

Here you will be able to look out of the Picture Window and use the Interactive Touchscreens. You can also browse the Digital Film Archive and Marble Arch Caves Information Wall.

Fermanagh Genealogy Centre is available on this floor, by appointment, from 2 pm – 5 pm on Monday, Wednesday and Thursday.

From the back of the first-floor area you can go out onto the Castle Walkway.

## **Stairs to Visitor Centre 1<sup>st</sup> Floor**

A lift is available opposite the reception desk.

The stairs to the 1st floor area are in the middle of the main entrance building.

The stairs have handrails on both sides.

There are see-through panels between the stairs.

## **Glass Room**

The Glass Room can be hired for meetings and activities.

The room is accessed from the open area at the top of the stairs.

## **Exhibition Areas**

To access the Exhibitions, you must first go back to the Ground Floor and go through the double-doors opposite the main entrance.

The door has an automatic push pad on the right-hand side.

To get to the exhibition areas you must go through the ramped walkway and doors to the outside area. You must push the automatic push button on the left-hand side.

Take the door on the right to enter the Lakelands 1 Gallery. This door is automatic.

### **Lakelands 1 Gallery**

The Gallery has interactive displays and lowered display drawers.

From the Lakelands 1 Gallery you can either take the stairs or the lift to the 1<sup>st</sup> floor Lakelands 2 Gallery.

### **Lakelands 2 Gallery**

To enter the Gallery you must go through the double-doors opposite the lift. Please push the automatic push pad to the right-hand side of the door to enter.

This Gallery has a visual film screen projected onto the floor.

From the back of this Gallery you can enter the Full Circle Gallery through the automatic doors, using the push pad to the right-hand side.

## **Full Circle Gallery**

The Full Circle Gallery has audio seats which have songs, music and talks relating to the displays.

After the Full Circle Gallery, the tour continues on the Ground Floor. To get here you can either go down the stairs at the back of the Gallery or return to the lift on the first-floor.

Once on the Ground Floor you can use the doors at the back of the Lakelands 1 Gallery to enter the Island Towns Gallery.

## **Island Towns Gallery**

The Island Towns Gallery has displays of old shop items and exhibits from Enniskillen Town.

To exit the Gallery you must return through the Lakelands 1 Gallery and take the doors to your right. To exit you must press the push pad on the left-hand side.

Once you leave the Gallery you can use the ramp area along the side of the Visitor Centre to continue the Tour of the Castle Courtyard.

## **Castle Courtyard**

The Castle Courtyard has sloped areas and some of the surface is made up of rough cobbles.

To the right of the Courtyard there is an Information Desk and Shop called the Quartermasters Store.

After the Castle Courtyard you can go into the Castle Keep.

## **Castle Keep**

There is a ramped approach to the main door with handrails at both sides.

The doorways are wide. Please note that there is no automatic door.

Inside the Keep there is level access.

There are stairs to the two upper levels, with no lift available.

If a person is not able to access the other levels a film is available in the room to the left of the main door. This film provides a visual tour of the upper levels.

## **Watergate**

When leaving the Castle Keep you can either take the cobbles to the left or the flat surface to the right and go around the Keep to the Watergate.

## **Barrack Store**

The Barrack Store is a large open area available to hire. This room has level access and double entrance doors.

## **Castle Garden**

The Castle Garden is located beside the Barrack Store. This area has a level path and a level grass area.

## **Heritage Centre**

To enter the Centre you must go through two sets of automatic doors. Please use the push pads on the right-hand side.

Within the Centre there are several exhibition spaces. The Living Memory Gallery and Cosy Corner are on the ground floor and the Fermanagh Hearth and Temporary Exhibition Gallery are on the 1<sup>st</sup> floor.

There is a lift to the 1<sup>st</sup> floor as well as stairs with a handrail on both sides.

## **Ending the Tour**

When finishing your tour please use the automatic door at the rear of the Visitor Centre to the Reception Area.

## **Cafe**

The Café is on the ground floor of the Visitor Centre.

The furniture can be rearranged to suit the customers.

Automatic doors at the back of the Café allow customers to take their food and drink outside.

There are accessible picnic spaces available in the outdoor Courtyard.

## **Flooring**

All areas either have polished concrete floors or wooden floorboards.

## **Toilet Facilities**

An Accessible Toilet is located to the left of the stairs in the main Visitor Centre.

There is an emergency alarm cord beside the Toilet.

## **Refuge Areas**

There are several Emergency Refuge Areas throughout the Venue. They are located at stairwells and lifts in the Barrack Coach House and Heritage Centre.

## **Facilities for those who are Hard of Hearing**

A portable hearing loop system is available at the reception area.

## **Facilities for those with Visual Impairments**

Guide/Assistance Dogs are welcome in the building.

## **Personal Assistance Support Scheme (PASS)**

The PASS Scheme provides a complimentary ticket to a person for their companion, where that person would not be able to attend or use the services at the Castle without that companion.

You can collect a registration form for this scheme from Reception or download it from the website.



## **Feedback**

The Castle welcomes your feedback on any areas that could be improved to enable us to make the visit more enjoyable for all our customers.

The Castle will act to include reasonable changes where possible.

**If you require any further information or guidance, please contact Enniskillen Castle on +44 (0)28 66 325000 or email [castle@fermanaghomagh.com](mailto:castle@fermanaghomagh.com)**