

THE CASTLE

PUB & DINING

Accessibility Guide for The Castle

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Welcome

Welcome to The Castle, Farnham. A beautiful, newly refurbished family-friendly pub, located on Castle Street in the heart of Farnham town centre.

The recent refurbishment has seen our bar and lounge area transformed into a relaxing haven on the high street, with a variety of nooks, corners and seating to suit cocktails, coffees and a work-from-the-pub afternoon. Our dining room enjoys a bright and airy feel, with a stunning central skylight and large windows throughout. Venture out onto our peaceful, covered courtyard garden; a tranquil oasis within the bustle of town life. Upstairs, you'll find our two exceptional private dining spaces: The Library and Market View. These large spaces are beautifully decorated and are ideal for hosting dinner parties, intimate wedding breakfasts, and board meetings.

At a Glance

Level Access

- There is step free access from the side entrance to:
 - Restaurant area
 - Bar area
 - Accessible Toilet

Hearing

- Some staff have disability awareness training.

Visual

- The walls and the doors are mainly painted in light neutral colours.
- Some parts of the venue has low lighting.

General

- Customer areas are located across two floors, ground floor and first floor.
- There is no lift at the venue.
- Drinkers in the bar area order at the bar, we offer table service to customers eating in the restaurant and private dining rooms.
- There one public toilet for disabled visitors.
- Some staff have disability awareness training.

Getting here

5 Castle Street,
Farnham
Surrey
GU9 7HR



Travel by public transport

- The closest train station is South Western Rail FARNHAM, approx. 0.5miles away.
- The nearest bus stops are located on Castle Street, (Stop E and Stop D) both less than 40 meters from the pub.



Travel by taxi

- You can get a taxi with A1 Rushmoor Taxis by calling 01252 333555. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Farnham 24hour Taxis by calling 01252 280280.



Parking

- There is no parking at the venue. On-street parking on Castle Street, T&Cs Apply. Alternatively, 'Upper Hart' a pay & display or RingGo carpark is available, located 320m away.

Arrival

Access via main entrance

- From the street, Castle Street, to the main entrance, there are two steps, approx. 24mm and 157mm through an open door onto an porch.
- The main door is side hung and opens outwards.
- The front door is approx. 930mm wide.
- Front door has a fire door closer and swings shut.



From the street to the main entrance From the street to the side entrance

Access via side entrance

- Side entrance is directly to the right of the building. Measures approx. 990mm wide into a straight, covered passage approx. 8 meters long.
- The ground is a mixture of tiles and brick, there is a slight incline towards the doorway.
- The passage is lit by festoon lights after dusk.
- This side entrance has step free access.
- The side entrance door is approx. 880mm wide,
- The side door is a Fire Exit, therefore is side hung and opens outwards.
- Blue assistance bell on the right of the doorframe.

Getting around inside

Visual Impairment - General Information

- Some parts of the venue has low lighting.
- There is step free access from the bar area into the dining area.
- Most walls are painted in light or neutral tones.

Public toilet

Accessible Toilet

- There is one public toilet for disabled visitors located on the ground floor.
- From the side entrance to the accessible toilet, there is step free access.
- No radar key needed.
- The toilet door is side hung and opens outwards. Approx. 860mm wide.
- The direction of transfer onto the toilet is from the left.
- The cubicle is approx. 2m² There is 1500mm in front of the toilet. The toilet seat is 457mm high.
- The room has handrails and an emergency pull cord.
- The room is lit with a motion sensor ceiling light and natural light.



Doorway to accessible toilet



Inside accessible toilet

Main Toilets

- There are separated public toilets for visitors located on the first floor.
- From on the first floor, through double doors approx. 1570mm wide, double doors open outwards. These are both fire doors therefore are side hung and opens outwards.
- Both rooms are lit with motion sensor ceiling lights, wall lights and natural light.
- Both rooms are painted in a bright tones.
- The ground in both rooms are tiled with medium size tiles with an asymmetric pattern.
- The ladies' room has 3 cubicles.
- The men's room has 2 urinals and 2 cubicles.

Restaurant and Bar

- The bar is approx. 1104mm high.
- From the bar area to the restaurant, is step free access.
- The flooring throughout the ground floor is a mixture of dark laminate wood, large slate tiles and small patterned black and white tiles.
- The route through from the bar area to the dining area is approx. 1400mm wide.
- All tables in the restaurant are laid with a napkin, cutlery, water and wine glasses, fresh flowers with salt and pepper.
- Restaurant tables are a mixture of square, rectangle and round wooden tables and marble range from 7500 – 7700mm high.
- The chairs in the restaurant are a mixture of hard back and soft cushioned seats. We have many soft cushions.
- Bar tables are a mixture of round marble tables approx. 750mm tall and high bar tables ranging between approx. 1400 – 1900mm.
- The bar chairs are a mixture of cushioned leather arm chairs and backless stools and tall cushions leather and backless bar stools.
- There is background music playing throughout the venue.



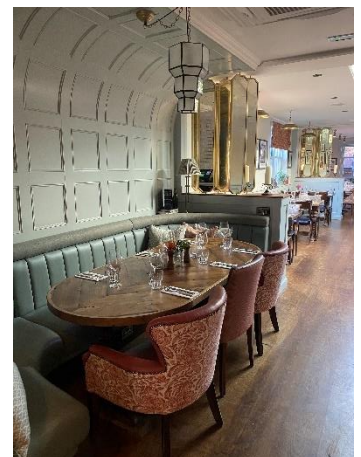
View from entrance into bar area



View from bar area into restaurant



View into restaurant



Stairs, Hallway and First Floor Landing

- There is one flight of stairs, consisting of 18 steps, leading to the first floor.
- The staircase curves around to the right and has one solid wood handrail.
- The ground is a light-colored carpet, and the walls are painted neutral tone.
- From the landing to the right is a private dining room The Library, on the left are double doors, which lead to the main toilets and a second room dining room Market View.
- The landing and hallway are lit with motion sensor lights and natural light.
- The first-floor hallway is approx. 8m long.



View from side entrance to ground floor corridor



View of staircase up to first floor



View from staircase to first floor landing

Private Dining Rooms

Garden View

- Located on the first floor.
- The door is side hung and opens inwards approx. 787mm wide. This has a fire door closer and swings shut.
- Walls are painted in a neutral tone.
- The ground is both dark laminate wood and a bright coloured floral carpet inlaid into the floor.
- The room has a slight lean to the right, expected due to the age of the Grade II* listed building.
- The room is lite by ceiling lights which are dimmable and natural light.



View into Garden View from the doorway

The Library

- Located on the first floor.
- The door is side hung and opens inwards approx. 863mm wide. This has a fire door closer and swings shut.
- Walls are papered with a mural print in a neutral dark tones.
- The ground is both dark laminate wood and a bright coloured carpet inlaid into the floor.
- The room is lite by a central chandelier which is dimmable and natural light.



Getting around outside

Patio area

- From the restaurant to the patio there is 1 step approx. 90mm.
- The back door is 830mm wide and is a fire door therefore is side hung and opens outwards.
- The patio area is double leveled, 3 steps approx. 200mm each to the upper level.
- The ground is a mixture of PCV wooden decking and large sandstone slabs.
- Several square outside tables and chairs are located on the patio.
- There is a fixed structured Jumbrella located on the ground level patio, locked into the ground.
- Entrance to the upper level patio is 935mm wide without handrails.
- During the warmer months we offer table service outside, throughout the colder months customers need to order at the bar inside the venue.



Entrance from restaurant to patio View from doorway to patio



View of upper patio from steps

Customer care support

Accessibility equipment

- We can provide water bowls for assistance dogs.

Emergency evacuation procedures

- We have emergency evacuation route for disabled visitors.
- The Fire Assembly Point is located on Long Garden Walk, located 128m away.

Customer care support

- Some staff have disability awareness training.
 - Baby changing facilities and highchairs are available.
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Guide last updated: 23/01/2023