

THE CASTLE

PUB & DINING

Accessibility Guide for The Castle

bookings@castlepubfarnham.co.uk, 01252 899970, www.castlepubfarnham.co.uk



Welcome

The Castle in Farnham is part of New Dawn Pubs collection. The Castle is a three-story Grade II* listed Georgian townhouse on Castle Street, enjoying prime situ in the heart of the vibrant and affluent market town of Farnham's high street in Surrey. The pub's building has strong curb appeal, and its interior strikes the perfect balance of chic glamour with a relaxed homespun charm.

The bar and lounge is 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 focal point being its stunning glass skylight, greenery, and large windows that allow natural daylight and sunshine to illuminate the space. Venture out onto the peaceful, covered courtyard garden; a tranquil oasis within the bustle of town life, enjoying beautiful views of our garden's seasonal blooms. 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:
 - Dining Room
 - Bar and Lounge
 - Accessible Toilet
 - Courtyard Garden

Hearing

- All staff have disability awareness training.

Visual

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

General

- Customer areas are located across two floors, ground floor and first floor.
- There is no lift at the venue, due to the age of the building (Grade II listed)
- Drinkers in the bar area can order at the bar, we offer table service in the Lounge, Restaurant and Private Dining Rooms.
- There is one public toilet for disabled visitors located on the ground floor, by the accessible entrance.
- All staff have disability awareness training.

Getting here

Our address is:

No. 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 m from the pub.

Travel by taxi

- You can book a taxi with A1 Rushmoor Taxis by calling T: 01252 333555. The taxi company has a wheelchair-accessible vehicle and can pull up outside the pub.
- Alternatively, you can book a taxi with Farnham 24hour Taxis by calling T: 01252 280280.

Parking

- The pub does not have its own car park at the venue. On-street parking is available on Castle Street, please do check ticket machines for pricing and time zones. Alternatively, 'Upper Hart' and 'Central', which are both pay & display or RingGo public car parks are available, located from 320m away.

Arrival

Access via main entrance

- From Castle Street to the main entrance, there are two steps, approx. 24mm and 157mm through an open door onto a porch.
- The main door is side-hung and opens inwards.
- 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

- The 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 is located on the right of the doorframe.

Getting around inside

Visual Impairment - General Information

- Some parts of the venue have 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 toilets

Accessible Public 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 is required.
- 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 Public Toilets

- There are gender-specific public toilets for customers located on the first floor.

- From the first floor, through double doors approx. 1570mm wide, double doors open outwards. These are both fire doors, therefore are side-hung and open outwards.
- Both rooms are lit with motion sensor ceiling lights, wall lights and natural daylight.
- Both rooms are painted in a bright tones.
- The floor of both male/female 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 and lounge to the dining room 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 and lounge to the dining room is approx. 1400mm wide.
- All tables in the dining room 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 dining room 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 armchairs 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 (and Lounge to the left)



View from Lounge area into Dining Room



View into Dining Room

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, wooden handrail.
- The floor is a light-coloured carpet, and the walls are painted a neutral tone.
- From the landing, to the right is The Library, one of our Private Dining Rooms. On the left are double doors, which lead to the main toilets and a second Private Dining Room, Market View, on the right.
- 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

The Library (Private Dining Room)

- 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 floor is both dark laminated 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 lit by ceiling lights, which are dimmable, and natural light.



View into Garden View from the doorway

The Drawing Room (Private Dining Room)

- 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 neutral, dark tones.
- The floor is both dark laminated wood and a bright coloured carpet inlaid into the floor.
- The room is lit by a central chandelier which is dimmable, and natural light.



The Study (Private Dining Room)

- The door is side-hung and opens inwards approx. 825mm wide. This has a fire door closer, and swings shut.
- Walls are papered with a mural print in neutral, warm tones.
- The floor is laid in a bright coloured carpet
- The room is lit by a central chandelier which is dimmable, and natural light
- Adjustable lighting
- Adjustable volume



Getting around outside

Outside Covered-Courtyard, Patio area

- From the dining room to the courtyard garden 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 courtyard area is double leveled, 3 steps approx. 200mm each to the upper level.
- The floor is a mixture of PCV wooden decking and large sandstone slabs.
- Several square outside tables and chairs are located on the courtyard.
- There is a fixed structured umbrella located on the ground level, locked into the ground.
- Entrance to the upper-level courtyard 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.



View of upper courtyard, from steps

Customer Care Support

Accessibility Equipment

- We can provide water bowls and treats for Assistance dogs.

Emergency Evacuation procedures

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

Customer Care support

- All staff have Disability Awareness Training.
- Baby changing facilities and highchairs are available.

Guide last updated: 17/2/26