

DURLSTON

COUNTRY PARK AND NATIONAL NATURE RESERVE, SWANAGE
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Dorset County Council



LOTTERY FUNDED

Visual Story

This information is to help you prepare for
a visit to **Durlston Country Park** in Dorset.

Created by

Heritage
Ability



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General Information



Entry to Durlston is free. The park is open all year round from sunrise to sunset.

The castle is open:

- April to October
Everyday from
10am-5pm
- November to March
Everyday from
10am-4pm (except for
Christmas Day and
Boxing Day)

Getting There



You can easily get to Durlston by car and there is a walking route from Swanage.

See the website for the most up to date information about public transport.

When you arrive at Durlston, you will see a map.

Park in the main visitor car park on the left hand side.



You will need to pay for parking.

There is no card machine so you will need to bring cash with you.

Prices range from £1-£5.



There are 6 accessible parking spaces.



If you need any assistance, you can ring the buzzer in the car park.

This alerts the reception team inside the castle.



The way to the castle is down a path called the Timeline at the bottom of the car park.

There are steps and a ramp for wheelchair users.



The first building you come to is the castle.

This is the centre of Durlston Country Park and where you will find the visitor reception, toilets, café and exhibition.

Staff and Volunteers



A member of staff or volunteer will be at the reception desk located in the main entrance of the castle.

They can tell you about the park; where to go and what to see.

Staff and volunteers can be recognised by their branded clothing and ID badges.

Facilities



There are three accessible toilets at Durlston.

There is an accessible toilet inside the main entrance of the castle.



There is an accessible toilet in the main corridor of the castle leading to the exhibition.



There is also an accessible toilet in the main exhibition.

All three accessible toilets have an emergency pull cord. You can pull this if you need help from a member of staff.

They all have a baby changing facility.



The Toilets have electric hand dryers

The hand dryers can be quite loud

There are also paper towels to use if you want.



This is the café. It is located near the main entrance to the castle.

There is lots of seating available. It does get very noisy in here, especially at weekends.



You go to the bar to order. There is hot and cold food available, cakes and hot and cold drinks.

If you need anything the team behind the counter can help you.



There is lots of seating outside.



The Belvedere is a room at the top of the castle with fantastic views.

It can be a quieter space to have lunch.

It is wheelchair accessible.



Sometimes there are events or activities happening in the Belvedere.

You may not be able to go in if there is a private event.



This is the shop. It is located next to visitor reception.

It can get busy and crowded in here.

You can purchase drinks and sandwiches here.



For people with limited mobility there are all-terrain scooters available for hire. One of the scooters 'Tramper' is part of the Countryside Mobility scheme. You can join the scheme here.

It is recommended that you book before arrival by phoning or emailing Durlston.

Around the Estate



In the main entrance there is lots to learn about the estate.

There is a tactile map in the centre of the room to help you navigate around the estate.



Some of the videos make very loud noises.



This bug movie also makes loud noises.



The exhibition can be accessed via a lift or down a flight of stairs.



The exhibition changes regularly.



There is a video in the main exhibition room which plays automatically.

It is about wildlife on the estate and is approximately 14 minutes long.



Outside you can explore many outdoor trails.

The signpost to direct you to each trail is in front of the castle entrance.

Look out for the markers showing you the way. You can also pick up trail maps from reception, including an Easy Read version and large print version of the Clifftop Trail.

Alarms



In the event of the fire alarm going off, staff will check the building and ask visitors to evacuate and assemble at one of the two assembly points.



The assembly points are at the bottom of the Timeline for visitors on the upper floors and next to the kiosk for visitors on the lower levels.

Quiet Room



If you need somewhere quiet to retreat to, please speak to a member of staff or volunteer.

Durlston does not have a designated Quiet Room but staff and volunteers will do their best to assist you.

For more information about Heritage Ability,
visit www.heritageability.org

Heritage Ability is part of the disability charity, **Living Options Devon**, registered charity no. 1102489



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