

# Christmas at Blenheim – Accessibility Guide

**We want everyone to enjoy the magic of our Christmas Light Trail. This guide provides information to help you plan your visit and make the most of your experience.**



## Contact Us

If you have specific needs or questions, please get in touch so we can help you plan your visit.

Accessibility Enquiries: 01993 810530 or  
[customerservice@blenheimpalace.com](mailto:customerservice@blenheimpalace.com)

We look forward to welcoming you to a magical and inclusive Christmas experience!

# Venue Information

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## Location:

Blenheim Palace, Oxford Road, Woodstock, OX20 1UL



**Contact:** 01993 810530 or  
customerservice@blenheimpalace.com for accessibility  
enquiries



**Website:** <https://www.blenheimpalace.com/> or  
event [https://tickets.blenheimpalace.com/shows/show.aspx?  
sh=BLPXMAS25](https://tickets.blenheimpalace.com/shows/show.aspx?sh=BLPXMAS25)



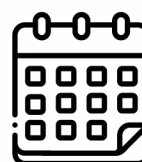
## Lost Property:

01993 810530

# Event Dates

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**Light Trail:** 14th November- 3rd January \* check the  
closed nights on website.



**Palace of Oz:** 14th November- 3rd January \* check  
website for close early days.

**Christmas Market:** 14th November – 21st December \*  
check website for close early days

**Great Skate:** 14th November- 3rd January

**Observation Wheel:** 14th November- 3rd January

# Getting Here

**Public Transport:** Nearest bus stop opposite main gates /Nearest railway stations are Oxford (9.1 miles), Oxford Parkway (6.2 miles) and Long Hanborough (3 miles).



- step-free access to first courtyard which is then Gravel and cobbles through to the courtyards.
- **Car Parking:** Accessible parking availability Hensington main car park please staff aware at the kiosks, distance to entrance 246 meters, 269.029
- Yards, drop-off point at the crossroads see below.
- £10.00 for Blue Badge holders at Blenheim Palace, Parking on the day is subject to availability and costs £12.00.



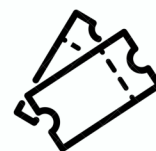
- **Taxi/Drop-off Area:** Crossroads location:  
<https://w3w.co/shorten.flaunting.mercy>  
<https://w3w.co/shorten.flaunting.mercy>. let a member of staff in the kiosk aware.  
You will then be directed to the crossroad which is as close as vehicles can get to during the event. Vehicles will then need to exit the usual exit route for all vehicles.

- **Buggy Shuttle:** Runs daily from 10am –3pm as the road gets closed at 3pm for vehicle and pedestrian safety.



## Carers & Companion Tickets

- Disabled ticket holders are entitled to one free carer ticket as an essential carer / companion.
- This should be booked at the same time as purchasing all other tickets and parking spaces during the booking process. If somebody requires assistance to attend the trail because of a health condition or disability and is in receipt of any of the below benefits, they will qualify for a free carers ticket: Disability Living Allowance (mobility or care component) or Attendance Allowance Personal Independence Payment (daily living or mobility component)
- We would recommend bringing any relevant paperwork.



# Wheelchair & Mobility Access

- **Accessible toilet's location** across the site and trail locations below.
- Stewards are around to assist you with anything
- **Wheelchairs are available for hire** at from Blenheim Palace directly. You can contact.
- Pick up point in the carpark.
- [customerservice@blenheimpalace.com](mailto:customerservice@blenheimpalace.com). Subject to availability. Mobility scooters are unavailable to hire for the trail. You are therefore welcome to bring your own.



## Assistance Dogs

- Assistance dogs are welcome throughout the event.
- Water bowls provided at East courtyard



## Facilities

- **Toilets:** Flagstaff, portaloo, East courtyard shop, Orangery, Great Court portaloo, churchill exhibition, Trail Entrance portaloo, Trail Halfway Point portaloo
- **Baby Changing:** East courtyard unisex, Orangery restaurant unisex, Churchill Exhibition Unisex, Stables Cafe womens,
- Flagstaff
- Great Court
- Trail Entrance
- Trail Halfway Point
- **Changing Places Toilet:** Unfortunately not, but please contact customer service they can discuss more with you.



**Please Note:** not all toilets are open throughout all day and night please ask a member of staff for assistance.

There are no toilets inside the Palace.



- **Lighting:** However, these will not be strobing lighting.
- We have worked along guidelines on photosensitive epilepsy and will adhere to the industry standard of synchronising effects and locking the sequences to ensure that lights do not operate at more than 5 flashes per second.
- Please be aware that some lighting used in this year's show may be disruptive to people who are sensitive to light and may not be safe for some people with epilepsy.
- In some areas the lighting will be low level as this is part of the experience. We do encourage visitors to bring along a torch in case of an emergency - this should not be used unless it is necessary. The trail is not covered and all visitors are reminded that this is an outdoor Illuminated Trail and the weather may be inclement. Please wear appropriate outdoor clothing and footwear.
- **Sound:** Music levels outside the courtyards and on trail, the illuminated light trail Quiet Access session will be held on Tue 25 Nov, Tue 9 Dec and Mon 29 Dec.
- The sessions will begin before the trail opens to the public, making the transition into the dark much easier. The capacity of these sessions will be limited to ensure that the trail remains less crowded and more relaxed. Book online.
- **Crowds:** recommended quiet sessions, weekdays in November tend to be quieter.



## Additional Support

- Staff Assistance: staff are trained accessibility awareness, some BSL trained staff onsite.
- Medical Needs: Medics onsite, medicine storage available contact customer service prior to your visit.
- Hidden Disabilities: Sunflower lanyards welcome, staff trained to recognise them.



- **Surface:** is varied throughout the trail from gravel, cobbles, woodland paths, tarmac, temporary flooring
- **Gradient:** Level/steep in places, ramps provided please be aware it is an outside natural landscape for most of the trail.
- **Distance:** The trail lasts for approx. 90 minutes and is approx, 2.98kmiles in length.
- **Rest Points:** benches/seating along the route, halfway seating and toilet facilities. Charging sockets down at the casecades stop for electric scooters.
- **Weather:** Outdoor event wear appropriate clothing potential muddy/uneven surfaces in wet conditions.
- Whilst every effort is made to make the trail fully accessible, by its very nature it will on occasion cover some difficult terrain with a number of varying gradients and path surfaces.
- These areas can be particularly challenging during inclement weather. In these circumstances there will be additional steward support available for assistance.
- Here is a link to [Blenheim Palace's Accessibility\\_page](#) for [more information](#).



## Useful information

- Gift Shop open daily, east courtyard only accept card payments
- Food and Drink available in the courtyards as well as two cafe's and restaurant serving a range of dishes.

- We recommend allowing approximately one hour for the experience.
- We would advise arriving onsite 15 minutes before your Palace or Trail timeslot. We also recommend that your tickets are downloaded or printed, ready to be scanned.
- There is no seating in the Palace but there are tables and chairs outside and inside within the cafes.
- Inside the Palace the State Rooms are all on one level and accessible for wheelchair users. there are a ramp and a lift to get into the Palace for wheelchair users.
- The Palace lift is situated at the Palace front door / main entrance to the Palace.
- Palace Quiet Access session will be held on Tue 25 Nov, Tue 9 Dec and Mon 29 Dec.
- The capacity of these sessions will be limited to ensure that the Palace remains less crowded and more relaxed. These sessions are for adults and young people who would love to experience Christmas at Blenheim Palace without the usual high volumes of people. Bookable online.
- Visually impaired Touch tours available for booking inside the palace only suitable for certain times of the day Max 4 Per tour. Bookable through [customerservice@blenheimpalace.com](mailto:customerservice@blenheimpalace.com)

# Christmas Market

- Outdoor Market, there will be between 70-80 chalets. In great Courtyard.
- Open daily 10.30 am to 8.30pm. On non-trail nights the Christmas Market will close at 5:00pm.
- Fair Ride Token Vouchers cost £12.00 for 4 Ride Tokens. You can buy vouchers online during the booking process to exchange for ride tokens at the trail or buy ride tokens directly from the token booth on the day.

## The Great Skate

- This Christmas, make memories that last a lifetime with The Great Skate at Blenheim Palace. Come to skate with family and friends in the Palace's stunning Great Court on a spectacular, covered ice rink!
- The Great Skate is open, daily the ice-skating sessions will run between 10:00am – 8:40pm
- Sessions on ice are 30 minutes. The session starts from the time on your ticket.
- Free entry is available for one carer per skater to support a paying visitor with a disability. The carer must stay with the visitor on the ice.
- The ice rink is accessible for wheelchair users. There will be a limited number of wheelchair skates available per session. Free entry is available for one carer per skater to support a paying visitor with a disability. The carer must stay with the skater on the ice.

## Observation Wheel

- Duration of the ride is 3 minutes, guide dogs allowed, carers tickets not pre-sold but can go on ride for free.



