Welcome

The Petrifying Well in Knaresborough is England’s Oldest Paid Visitor Attraction, open since 1630. There’s something for all ages within the attraction, including an adventure playground, themed trails during the school holidays and plenty of picnic areas and seating.

Both the Petrifying Well and Mother Shipton’s Cave are natural rock formations, situated in the centre of a mile long, woodland park. The historic Woodland walk along the river is described by English Heritage as ‘one of the best’ however, by its nature, the path is undulating, and slightly uneven in places.

Access to the Cave & Well can only be gained via three sets of steps. Two sets you could describe as ‘standard,’ like stairs in a shopping centre, the other set are considerably shallower. All steps are outside and have handrails. There are rest areas in between each set with seats provided and a shelter before the steps for visitors to park pushchairs. We recommend bringing a sling for babies. The pathways may not be suitable for three-wheeled electric scooters, as some tend to become unstable on uneven surfaces.

The attraction may not be suitable for people with impaired mobility. Unfortunately, there is no wheelchair access to the Cave, Well and Museum. Due to the protected tree preservation orders of the site, this restricts any gradients to be installed for wheelchair access.

Accessibility Guide for Mother Shipton’s Cave

info@mothershipton.co.uk, 01423 864600, www.mothershipton.co.uk

Contact for accessibility enquiries: Fiona Martin
Company guidelines are that if a visitor appears to have an impairment or disability or makes it known, then staff must advise accordingly. However, it is not always possible for staff to determine who is disabled, especially with visitors who are passengers in vehicles. Although we have large signs at admission points, we do sometimes have to rely on visitors, given the nature of the attraction they are about to enter, enquiring or making their disability known.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

At a Glance

Access
- Display boards are low, for wheelchair users. There are benches throughout this walk.
- There is access from the main entrance to:
  - Riverside Walk
  - Woodland Walk
  - Accessible & Baby Changing Portable toilets
  - Refreshment Kiosks
  - Adventure Playground
- There are three sets of steps to access the:
  - Petrifying Well
  - Cave
  - Wishing Well
  - Museum & Gift Shop

Hearing
- We have information boards with clear, legible font at the correct height for easy reading.
- We have guidebooks available with further information about the attraction in print format.
- Some staff have BSL training.

Visual
- We have audio boxes at interest points within the attraction.
- Some parts of the venue have low lighting.
- Some parts of the attraction’s ground is graveled and uneven in places.

General
- Our staff will be happy to try to help make the experience suitable for you. We can turn down the music for visitors in the museum on request.
Getting here
Mother Shipton’s Cave
Prophecy House
High Bridge, Harrogate Road
Knaresborough
North Yorkshire
HG58DD

Travel by public transport
• You can get to Mother Shipton’s by bus and train.
• The nearest bus stop is on High Bridge. The bus stop is 98ft / 0.02 miles / 0.03 km from Mother Shipton’s Main Entrance.
• The nearest train station is Knaresborough Station. The train station is 0.2 miles / 0.3 km from Mother Shipton’s Main Entrance.

Travel by taxi
• You can get a taxi with Blueline Taxis by calling 01423 530830. The taxi company has a wheelchair accessible vehicle.
• Accessible taxis should be booked in advance. To access the attraction please ask to be dropped off at our Main Entrance on High Bridge.

Parking
• There are two car parks within the attraction, the Riverside Car Park for smaller vehicles, and the Woodland Car Park with 3 spaces reserved for disabled visitors. Please inform team members on arrival should you require one of these authorized spaces.
• The attraction car parks are 180m from the Main Entrance.
• There are 2 standard vehicle entrances at the ticket booths, and 1 wide vehicle entrance. There are team members at the ticket booths if assistance is required.
• The closest Car Park in the town of Knaresborough is Conyngham Hall which is 312 ft / 0.06 miles / 0.1 km and has free blue badge parking.
• The surface from the Main Entrance to the attraction car parks is tarmacked.
Arrival

Path to main entrance
- From the street to the main entrance, there is level access, the path is 1130mm long and 230mm wide.

Main entrance
- The main entrance has level access.
- The pedestrian entrance is 173cm wide.
- The floor is made of stone.

View of our main entrance from the street, including two vehicle entrances and one wide vehicle entrance

View of our pedestrian entrance from the street
Getting around the attraction

Ticket/ information desk

Ticketing area

- From the main entrance to the ticket booth, there is level access. The road from the main road to the ticket booth is 9m wide and 15m long.
- The pedestrian path is 230mm wide and 1330mm long.
- Unfortunately, we don’t offer concessions or discounted rates.
- Alternative language printed guides are available from the main entrance.
- Water bowls for dogs are available outside the ticket booths.

Pedestrian walkway to ticket booths
Main Toilets

Female and Male Toilets

- **These toilets are not suitable for wheelchairs due to the narrow paths and step.** There is only one accessible toilet on site, this is located in the middle of the attraction.

- The main toilets are located next to the main entrance ticket booths (to the right when facing from the main road).

- There is a 150mm step to access the toilets. The toilet door is 830mm wide.

- There is 1000mm in front of the toilet. The toilet seat is 400mm high.

- There are baby changing facilities within one female toilet.

- There are also accessible and baby changing toilets in the middle of the attraction, a 14 metre walk from the main entrance.

*Toilet block as seen from the main entrance, narrow path and step up to the toilets*

*Main Toilets including baby changing*
Riverside Car Park

- From the ticket booth to the viaduct, the road is 180m long and 6m wide. The ground is tarmac.
- From the start of the Riverside Carpark to the weir is 170m long and 9m wide and the ground is tarmac.
- From the end of the weir up the graveled slope is 30m long by 2m long. The gradient is around 20%.

Road to car parks (left to Riverside, right up the slope to Woodland)
Riverside Car Park

Riverside Car Park
Weir at the end of the Riverside Car Park

Graveled slope from the weir to the start of Long Walk
Woodland Car Park

- From the ticket booth to the viaduct, the road is 180m long and 6m wide. The ground is tarmac.

- From the Viaduct to the top of the slope at the start of the Woodland car park is 30m long and 3m wide with a 30% gradient.

- From the top of the slope to the bridge at the end of the Woodland car park is 160m long and 3m wide, and the ground is tarmac.
Long Walk

- The bridge is 15m long by 3m.
- From the bridge to the end of the tarmac by the Wishing Logs is 135m and 3m wide.
- From the Wishing Logs to the first set of steps is 153m long and 3m wide, the ground is gravel.

The start of the Long Walk at the end of the Woodland Car Park

Wishing Logs (end of tarmac)
Long Walk, graveled path past covered eating huts

Portable Accessible Toilet (middle of attraction)

Unisex Accessible Toilet
- The toilet door of the accessible toilet is 810mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.

Accessible portable toilet
Place to eat and drink

Coffee and Refreshment kiosks

- There are several outdoor tables and covered seating tables. The undercover tables are narrow and not suitable for wheelchairs.
- We cater vegetarian and gluten free (celiac) specific diets.
- We can also provide soya, oat or almond milk for coffee, tea and hot chocolate.
- The serving hatch is 970mm high, 1200mm wide, but our team members can assist and bring items or the card machine out to visitors.
- Water bowls for dogs are available outside the refreshment kiosks.
Coffee kiosk

Ice Cream kiosk
Ice cream kiosk and the shelter to leave pushchairs just before the steps

Undercover seating (not suitable for wheelchairs)
Adventure Playground

- The only area of the site where dogs are not allowed.

Swings in the playground

See Saw in the playground
Pirate Ship in the Playground
Steps to access the Cave, Well and Museum

- The next area of the attraction is accessed by stairs only.
- There is a shelter to park pushchairs, mobility scooters or wheelchairs before these steps.
- The steps are uneven in places.
- There are handrails provided and benches at rest points.

Shelter to leave pushchairs, located after the food kiosks and before the steps
First Set of Steps (up to the top of the well spring)

- There are 20 steps up. From the bottom of the first set of steps to the top of the first set of steps is 18.5m long by 1.8m wide. The depth of each step is 900mm on average and the average is 150mm.
- After this set of steps, there is a graveled area 46m in length by 3m wide.
- There is then a bridge over the petrifying well which is 4.5m long by 2m wide.
- Following the bridge, there is another graveled area 10.5m long by 2m wide.

Steps up to the top of the well spring

Bridge over the well spring
Steps Left to Beech Avenue
- 23 steps going down 7.5m long, 1.3m wide.
- Descend 20 steps to the left towards the Well, 11m long to the bottom by 1.3m wide.
- The average step is 150mm high by 400mm deep.

Steps Right to Beech Avenue
- The steps to the right from the bridge are 18m long by 1.3m wide. Steps are 150mm in height, 400mm depth.
Steps to the Petrifying Well

- 23 steps from the well doors down to the Petrifying Well, 11.5m long by 1.2 wide.
- The steps are roughly 30mm high and 150mm deep.
The Petrifying Well

- There is an audio box with Child and Adult options.
- The ground is concrete that can become slippery when wet. There are drainage grates.

The platform in front of the Petrifying Well, with an audio box

The bridge after the Petrifying Well
The Bridge after the Petrifying Well
• From the platform of the Petrifying Well to the bridge, 18.5m long and an average of 2.75 wide.
• The bridge is 1.8m long by 1.2m wide.
• From the end of the bridge to the Wishing Well and Cave steps is 4m long by 1.5m wide.

Steps to the Cave
• There are 12 steps to the Cave, 13.5m long by 2m wide. The steps are 1.2m deep by 150mm high.

The Cave
• There is an audio box with Child and Adult options.
• This area is dimly lit and has a low head height. The lowest head height of the rock in this area is approximately 1800mm high.
• The ground is hard rock.
Inside the Cave

Statue inside the Cave
Steps to the Wishing Well

- There are 9 steps to the wishing well, 8m long by 2m wide. The steps are 1.2m deep by 200mm high.

The Wishing Well

- This area is dimly lit and has a low head height. The lowest head height of the rock in this area is 1400mm high.
- The ground is hard rock that can become slippery when wet.
Shop

The Shop

- From the steps to the shop and museum, it is 172m over graveled pathway. The door to enter the gift shop is 720mm wide and the door to exit is 660mm wide.
- The route through the shop is 1020mm wide.
- The flooring within the shop stone, with matting by the exit.
- Merchandise is displayed on shelves up to a height of 1880mm. Staff are available to help customers who require assistance to navigate between fixtures throughout the shop.
- There is low level background music playing that can be turned down if requested.
- Water bowls for dogs are available outside the gift shop.

Beech Avenue graveled path to the museum

Entrance door to Museum & Gift Shop
Museum exhibits in glass cases

Inside the Gift Shop
Exit from Museum & Gift Shop, the walk then takes you back through the attraction. There is no exit to Knaresborough at this side of the site.
Customer care support

Accessibility equipment
• We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.

Emergency evacuation procedures
• We have emergency evacuation procedures for disabled visitors.
  • In the case of an evacuation, all customers inside the Attraction will be led to safety by a member of the team or by a member of the fire brigade. Emergency alarms are by audio only. Dedicated fire marshals and staff will follow evacuation procedures and ensure a sweep of allocated areas during emergency evacuations.

Customer care support
• Some staff have British Sign Language (BSL) training.
• Some staff have First Aid and Mental Health First Aid Training.
• An emergency number is provided on the leaflet issued at the entrance.

Guide last updated: 1st July 2022