



Ann Memmott
Autistic Autism consultant,
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Buckingham Palace



The Queen's Gallery, Buckingham Palace



The Royal Mews, Buckingham Palace



Windsor Castle



Palace of Holyroodhouse, Edinburgh



The Queen's Gallery, Palace of Holyroodhouse





The Green Drawing Room, looking through to the Throne Room, Buckingham Palace



Disability Confidence Training

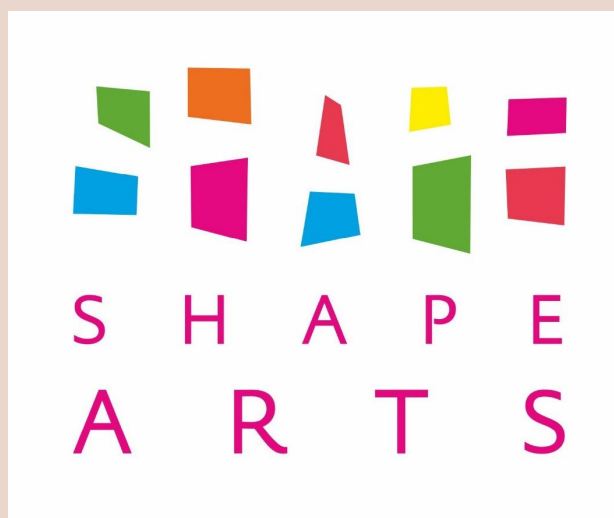


The Social Model of Disability

The Social Model holds that a person isn't 'disabled' because of their impairment, health condition, or the ways in which they may differ from what is commonly considered the medical 'norm'.

Rather it is mostly the physical and attitudinal barriers in society – prejudice, lack of access adjustments and systemic exclusion – that disable people.

Disability organisations



Disability standards

- **Customer information:** Do you publish any information online that allows autistic visitors to prepare and plan a visit, offer a public statement on your website that outlines your commitment to being autism-friendly, or produce physical guides or materials that support an autistic person on their visit?
- **Physical environment:** Have you made any physical changes to your venue to make it more welcoming to autistic people? From identifying quiet spaces to lowering lighting or reducing clutter?

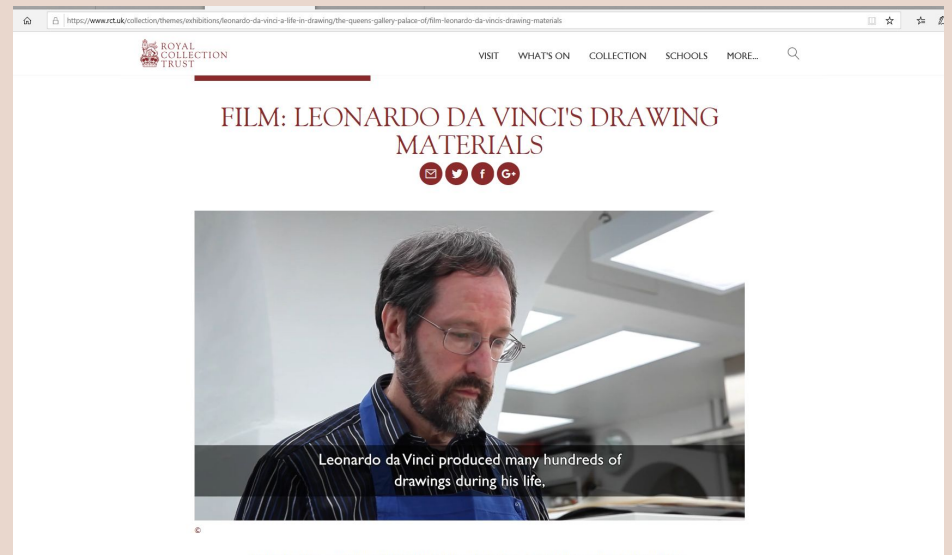
Disabled Concession Ticket



Universal Design

- The design is useful and marketable to people with diverse abilities.
- The design accommodates a wide range of individual preferences and abilities.
- The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Universal Design



Universal Design



Clear signage



Seating



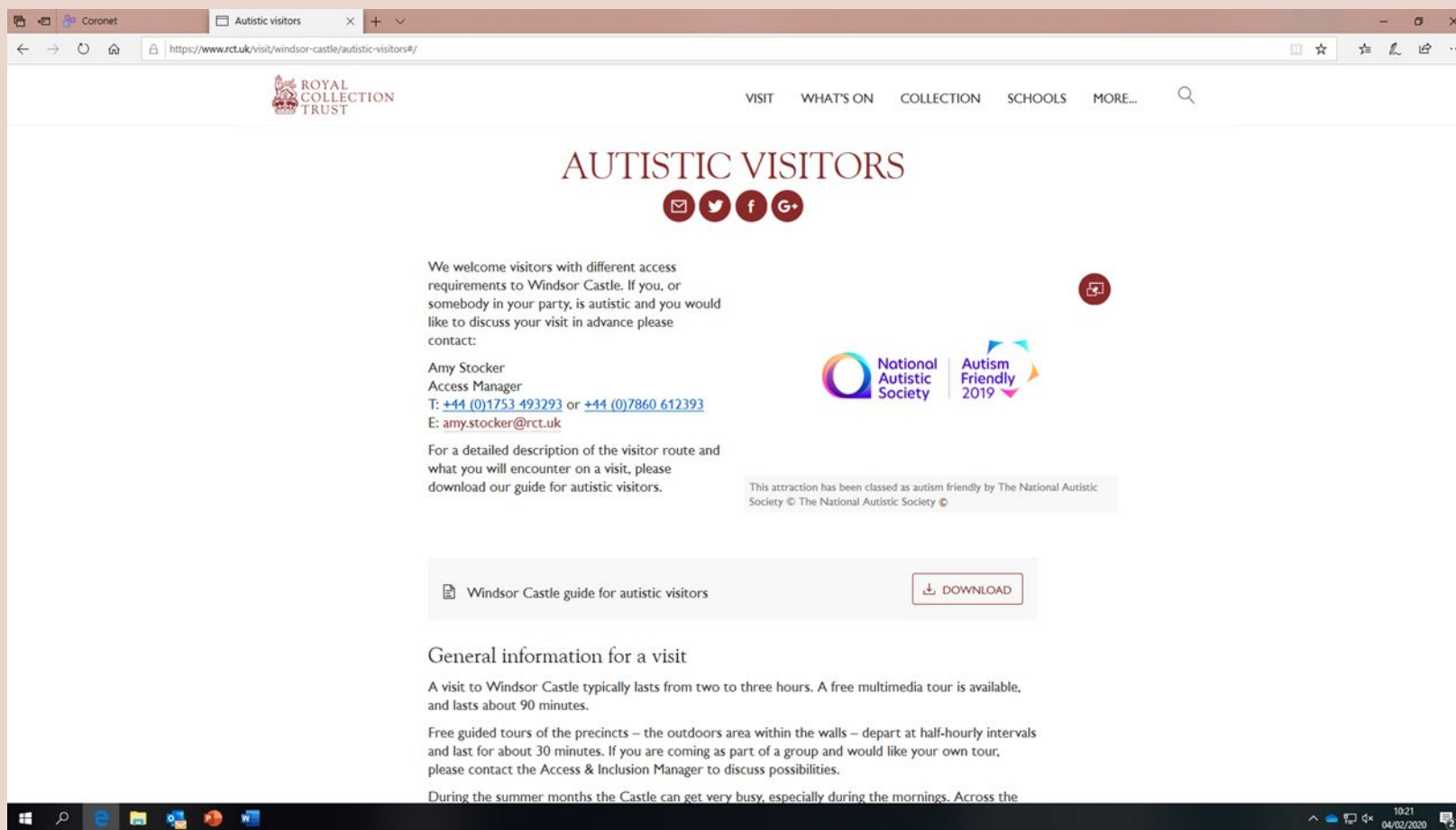
Universal Design - from the 2005 Disability Act

We want to be understood and engaged with:

- to the greatest possible extent
- in the most **independent and natural** manner possible
- in the widest possible range of situations
- **without the need for adaptation, modification, assistive devices or specialised solutions, by any persons of any age or size or having any particular physical, sensory, mental health or intellectual ability or disability**



The problem and the solution



Coronet Autistic visitors

https://www.rct.uk/visit/windsor-castle/autistic-visitors#

ROYAL COLLECTION TRUST

VISIT WHAT'S ON COLLECTION SCHOOLS MORE...

AUTISTIC VISITORS

✉ 🐦 f G+

We welcome visitors with different access requirements to Windsor Castle. If you, or somebody in your party, is autistic and you would like to discuss your visit in advance please contact:

Amy Stocker
Access Manager
T: [+44 \(0\)1753 493293](tel:+441753493293) or [+44 \(0\)7860 612393](tel:+4417860612393)
E: amy.stocker@rct.uk

For a detailed description of the visitor route and what you will encounter on a visit, please download our guide for autistic visitors.

This attraction has been classed as autism friendly by The National Autistic Society © The National Autistic Society

Windsor Castle guide for autistic visitors [DOWNLOAD](#)

General information for a visit

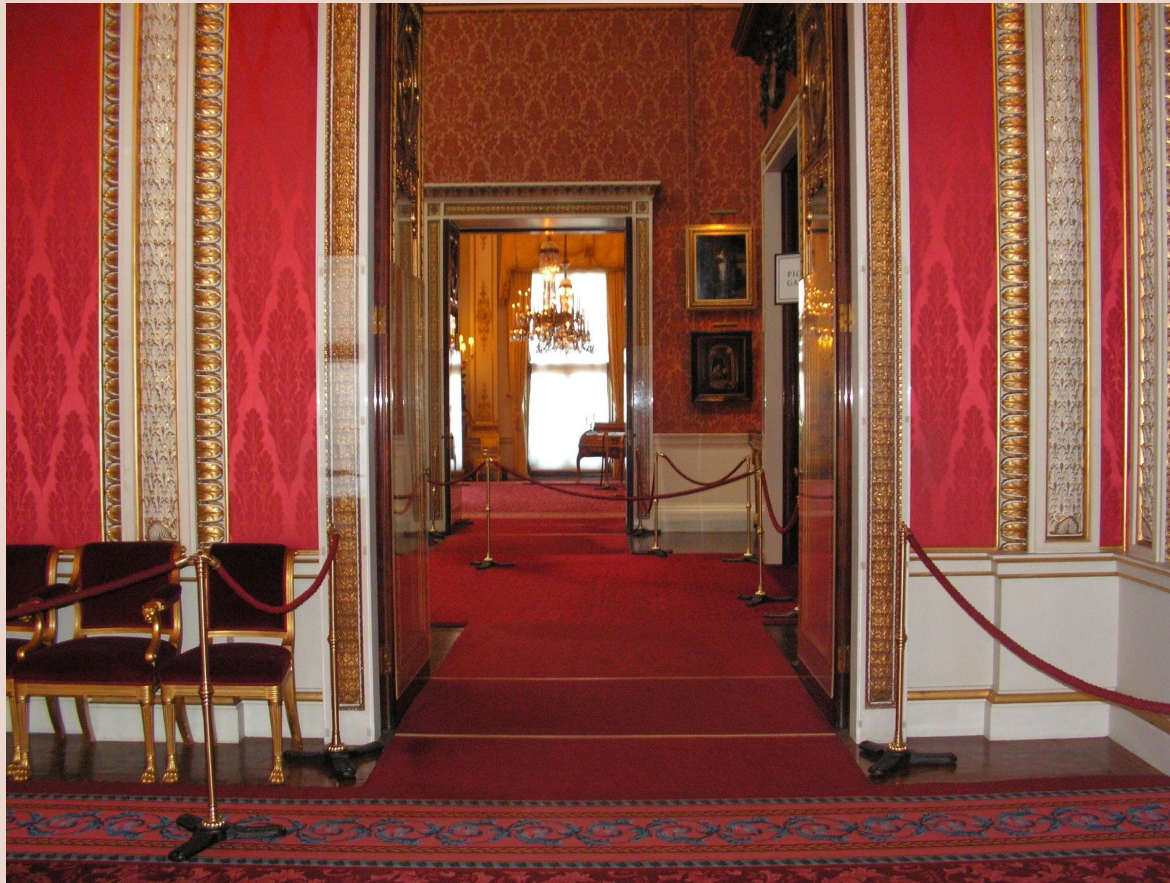
A visit to Windsor Castle typically lasts from two to three hours. A free multimedia tour is available, and lasts about 90 minutes.

Free guided tours of the precincts – the outdoors area within the walls – depart at half-hourly intervals and last for about 30 minutes. If you are coming as part of a group and would like your own tour, please contact the Access & Inclusion Manager to discuss possibilities.

During the summer months the Castle can get very busy, especially during the mornings. Across the

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The problem and the solution



The problem and the solution



The problem and the solution



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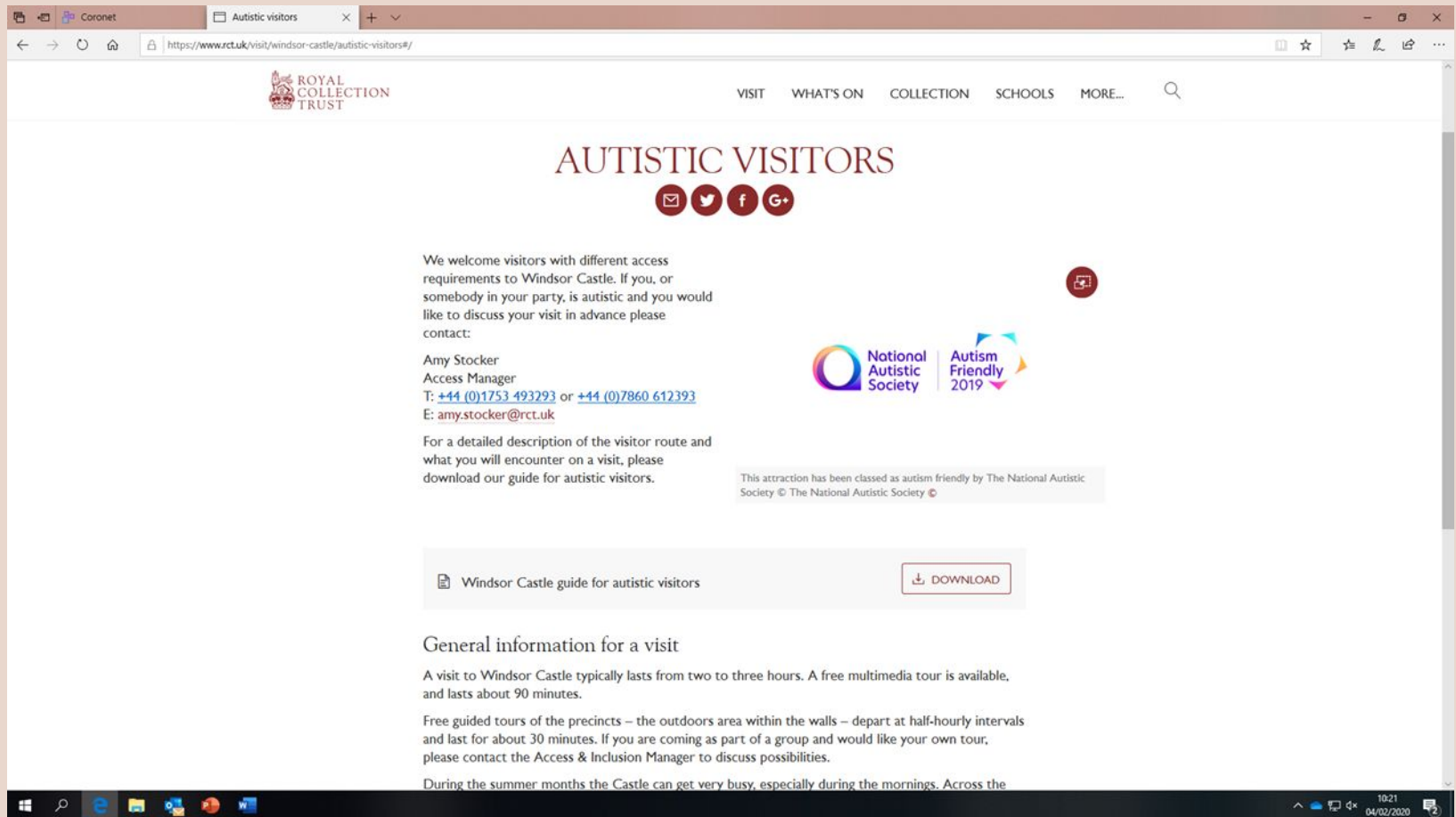
The problem and the solution



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