

The Guildhall

Accessibility Statement

The Guildhall is owned by the City of York Council and is a collection of Grade I, II* and II listed buildings built around the 15th century hall and riverside meeting room. The restoration of the Guildhall was completed in April 2022 at a cost of £21 million. Due to the location and nature of the building there are a few areas which are not fully accessible. If you have any specific requirements or questions, please let us know and we will do our best to help.

Parking

The Guildhall is located in the heart of York, by the River Ouse and overlooking Lendal Bridge. There is no parking on site, the nearest car parks are:

Esplanade, West Esplanade, York, YO26 4ZP. There are 5 dedicated disabled bays which are available for Blue Badge holders only. In addition, Blue Badge holders can park in any bay in this car park, free of charge, for as long as they want.

Marygate, Frederic Street, York, YO30 7DT. There is no free parking for Blue Badge holders available in this car park. This is due to the installation of a barrier system as part of the 'Pay on Foot' trial. However, there are 11 dedicated disabled bays available for Blue Badge holders outside the car park.

Bootham Row, Bootham Row, York, YO30 7BP. There are 9 dedicated disabled bays which are available for Blue Badge holders only. In addition, Blue Badge holders can park in any bay in this car park, free of charge, for as long as they want.

Bikes

There are excellent cycle routes throughout York City Centre, with plenty of bike racks close to the Guildhall, including 4 bike hoops within the Guildhall external courtyard. Please note some of the main roads around the centre are pedestrianised during the day.

Public Transport

York is well connected for public transport. York Railway Station is a 5-minute walk from the Guildhall and has trains running regularly throughout the day from across the UK, please visit [National Rail](#) to plan your journey. Bus services pick up and drop off throughout the city centre, including Park and Ride sites. Please visit [Travel York](#) to view maps, timetables, and fares.

Guide Dogs and Hearing Dogs

Guide and Hearing Dogs are welcome at the Guildhall, we have several dog water stations but if you need your own dog bowl filling, just ask one of our team.



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External Courtyard

The main entrance to the Guildhall; off St Helen's Square, a paved and cobbled area, is through an external courtyard. As there is a drop in height from street level to the Guildhall, a stramp is in place (a blend of steps and ramps). In addition, at the left-hand side of the courtyard, there is a set of steps with handrails.

Signage

The main external signage for the Guildhall, featuring braille, is to the side of the Mansion House, leading visitors down the covered archway to the external courtyard. There is wayfinding signage throughout the building, but our staff are happy to direct you if you're not sure. The fully glazed doors along each of the corridors have manifestations at two heights in place.

Toilets

Within the Guildhall there are four accessible toilets, including two on the ground floor and one on each of the first and second floors. Most of our toilet facilities are gender neutral, however there are two female-only and two male-only toilets available on the ground floor.

Changing Places Toilets are available at the following locations:

Explore York Library Learning Centre, Museum Street, York, YO1 7DS

York Railway Station, Station Road, York, YO24 1AB

Lifts

There is lift access to all floors within the Guildhall, except for the Business Lounge (members only area), which is located on the first floor and only accessible via a full staircase, and the Ouse Meeting Room which is on the first floor but is only accessible down a short flight of steps.

Wavecast Assistive Listening

In the Main Hall there is a Wavecast Assistive Listening system which can be used in conjunction with the Wavecast app. Please note, as of June 2023 this is still in test phase.

The Council Chamber

The Council Chamber is a first floor meeting room but has fixed furniture in place so can only accommodate up to 2 wheelchair users at any one time. Access to the Chamber would be via the lift.

