

# Charnwood Museum's Access Statement

Our aim is to provide a warm welcome and the highest level of service possible to ensure an enjoyable experience for ALL our customers. The facilities we provide should enable you to have a worry-free experience throughout your visit, and we constantly monitor the site and listen to our visitors to identify possible improvements.

Should you have any specific requests, or suggestions, please contact us directly and we will be happy to help.

Please ask at reception or visit

[www.charnwood.gov.uk/pages\\_charnwoodmuseum](http://www.charnwood.gov.uk/pages_charnwoodmuseum) for details of our facilities.

## **Admission**

Admission is free for all visitors.

## **Parking**

- There is one disabled parking bay and one drop off bay in front of the main entrance in Queen's Park.
- There are ramps up to the main entrance and to the evening entrance.
- Doors into the main entrance are automatic.

## **Welcome Desk**

- Our welcome desk is staffed at all times with trained staff who will be able to assist you.
- We have a low counter.
- Up to date information is available on our website [www.charnwood.gov.uk/pages\\_charnwoodmuseum](http://www.charnwood.gov.uk/pages_charnwoodmuseum) or alternatively call the museum on 01509 233754 during opening hours.
- There is a hearing loop available at the front desk.

## **Toilets**

- There is one unisex disabled toilet and a baby change facility located in the museum.

## **Assistance dogs**

- Assistance dogs are welcomed to Charnwood Museum. We kindly ask that they are kept on a lead at all times, and drinking water is available on request.

## **The Galleries**

- All the galleries are located on the ground floor with good, flat easy access for all.
- We have some provision for visitors with visual impairment, including some Braille signage.
- Permanent displays include 'Coming to Charnwood', 'The Natural World of Charnwood', 'Living off the Land' and 'Earning a Living'. Each contains exhibits from the past and present including interactive displays, computers and audio-visuals.
- The Charnwood Gallery and Changing Room Gallery are also fully accessible and have a varied programme of temporary exhibitions which change regularly. Please check our website [www.charnwood.gov.uk/pages\\_charnwoodmuseum](http://www.charnwood.gov.uk/pages_charnwoodmuseum) for details.

## **Education Room**

- Our education room is also on the ground floor and has button-operated automatic doors separating it from the main museum galleries.
- There is access to a separate accessible toilet and baby changing facilities.

## **Café**

- Queen's Park Café is located on the ground level and can be accessed from the museum during opening hours or from Queen's Park.
- Seating can be easily moved to suit your requirements.
- Staff are on hand to assist you in any way such as carrying your tray to your table and reading the daily menu out to you.
- If you have special dietary requirement please do not hesitate to ask them.
- There is level access to an outdoor seating area in the park.

## **Retail**

- The shop is easily accessible on the ground floor.
- Should you require any assistance a member of staff will be on hand from the welcome desk to help you.