

Accessibility Information for Visitors Yorkshire Museum

Accessibility

We aim to enable as many visitors as possible to experience the entire museum, including the stunning setting of the museum gardens. We want to encourage as much access as possible in order to enhance all of our visitor's experience. As such the following measures are in place and details of any limitations are included.

Physical access

The museum is set within York Museum Gardens. The Gardens are fully wheelchair accessible with gently sloping pathways. There is a ramp to the left hand side of the museums main entrance.

The museum is on three floors and there is a lift situated by the main staircase. The lower ground and the ground floor are fully accessible to wheelchair users. The first floor is mainly accessible but the reading room and the historic library are only accessible via a short flight of 8 steps with a small landing half way up. There is a map of the museum available to download from our website.

<http://www.yorkshireremuseum.org.uk/your-visit/map-of-the-museum/>

The TA Hall

This large auditorium seats around 280 people and has 10 designated wheelchair spaces. This space is used for lectures, films and special events. There is a loop system available in this space.

Pushchairs

Pushchairs can be taken into the galleries or alternatively left in a safe space at the reception area. Always remember to take any valuables with you.

Lift Access

The three floors of the museum can be accessed by the lift. In the unlikely event of the museum being evacuated and the lift being unavailable, visitors on the ground floor can exit via the main doors at the front of the museum; visitors on the lower ground level can be led straight out the back of the museum. Visitors on the first floor, if able, should descend via the main stairs. If unable, help is available by trained members of staff who can assist evacuation using our Evac Chair. The visitor should be able to transfer themselves, or with the help of a carer, to the Evac Chair.

Please note that at busy times there may be a delay in using the lift as only one wheelchair user is allowed on the first floor at one time due to fire regulations. Additional wheelchair users may be permitted to the first floor if they can evacuate via the staircase with assistance from their party. There are handrails on the stairs and there is seating available around the museum.

Wheelchairs

We have a manual wheelchair which is available to visitors should they wish to use it please ask a member of our welcome team on arrival.

Mobility scooters are permitted, we ask that drivers take care and due diligence when driving through the gallery spaces.

Hands on Here

We often have people showing artefacts to the public and they can be in a number of spaces in the museum. There is often a chance to touch these objects, but you don't have to if you don't want to. It is important to touch the artefacts or specimens gently in order to help us to look after them.

Noise levels

The Yorkshire Museum can get very busy at times with school groups and with families in the school holidays. We suggest that if you would prefer to visit at a quieter time, term time weekdays after 3pm or when we open on Sundays at 10am tend to be less busy, although we can't guarantee it!

Our reception area can get noisy, so do please ask if you need information repeating or writing down for you.

Light levels

The first floor and ground floor are relatively bright areas with good levels of natural light. The lower ground floor also benefits from natural light but has two rooms that are lit by spot lights. Light levels might be kept low to help in the conservation of our objects, especially paper and fabric.

Tours and Talks

We hold regular Curators talks which take place on selected Tuesdays from 12:30 – 1:00. These will be advertised on our website, in our brochure and on the screens in reception at the Yorkshire Museum.

Parking

There is no parking at the museum

Cars can drop off at the front of the museum by prior arrangement. The closest parking is a five minute walk and has 350 spaces. The Marygate car park, Frederick Street, York, YO30 7DT. Marygate is off Bootham, the A19, which is the main road into York from the north.

Free parking for blue badge holders is available immediately outside the car park, located between the entry and exit points.

For more car parking information go to <http://www.yorklive.info/>

Toilets

Toilets are available on the lower ground floor. There is an accessible, gender neutral toilet on this floor as well as some baby changing facilities.

Shops

The shop is fully accessible and situated on the ground floor.

Café

The Yorkshire Museum does not have a café although cold drinks and snacks are available from the shop as well as hot drinks from a coffee machine. The museum gardens are perfect for picnics on a sunny day. The No8 Pavilion cafe is situated in the gardens and is open 7 days a week in high season. Check for details

<http://www.no8york.co.uk/-pavilion-pop-up/>

Audio visual

We produce subtitles for all our audio visual interpretation.

There are a number of screens showing short films positioned around the museum.

Large Print labels

Our labels are font size 16pt.

Interactives

There are activities throughout the museum relating to the objects on display including a coin rubbings, building bricks, magnetic letters, jigsaws, books and touch screen activities

Objects on open display can be touched but please treat these artefacts gently and with respect.

Help and Assistance

Our friendly Welcome Team enthusiastically engage with all our visitors and support your enjoyment of the museum including navigation throughout our spaces and can provide any further information you may need. We are a dementia friendly museum, our staff are trained to work with blind and partially sighted people and have attended disability awareness training. Guide dogs and Assistant Dogs are welcome.

First Aid

There is always a first aid trained member of staff on duty. Please ask for help if required. First Aid kits are available on all three floors and a defibrillator is available behind front desk.