



## Accessibility Guide for Sheringham Museum

enquiries@sheringhammuseum.co.uk, 01263824482,

<https://www.sheringhammuseum.co.uk>

**Contact for accessibility enquiries: Lisa Little**



## Welcome

One of the town's 'must see' attractions, Sheringham Museum packs two centuries of fascinating history into its three floors. The maritime and fishing influence is obvious, but our rich artistic and cultural heritage may surprise the newcomer.

The arrival of the railway in the 1880s triggered the development of tourism facilities along this beautiful coastline and it remains one of the country's very popular holiday destinations. The museum's collections track that development, illustrating the town's path through Victorian and Edwardian days and two World Wars to the present. Norfolk's premier independent museum, we claim; visit us and see whether you agree!

We are fully accessible for wheelchair users and can cater for anyone with other specific access requirements including the help of Assistance Dogs.

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

## At a Glance

### Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
  - Front desk and ticket area
  - The Shop
  - Ground Floor which includes a Unisex Accessible Toilet
  - First Floor
  - Second Floor

### Hearing

- Some staff have disability awareness training.

### Visual

- Glass doors and full-height windows have contrast markings.
- Some parts of the venue have low lighting.

### General

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- We welcome Assistance Dogs when they are supporting visitors.
- Some staff have disability awareness training and first aid training.

## Getting here

Seafront Promenade

Sheringham

NR26 8BG



### Travel by public transport

- You can get to Sheringham Museum by bus and train.
- The nearest bus stop is by Sheringham Railway Station approximately seven minutes walk from the Museum, a distance of 0.4 miles / 0.6 km.
- The nearest train station is Sheringham Railway Station approximately seven minutes walk from the Museum, a distance of 0.4 miles / 0.6 km.
- Walk down Station Road then continue into High Street to the sea wall at the waterfront. Turn right towards the Museum which is reached down a short flight of steps.
- For wheelchair access, turn left when reaching the sea wall, then right at the bottom of the ramp. Follow the Promenade around to the front of the Museum where another ramp allows easy access.
- We have an additional level access to the rear of the Museum which is available by arrangement.



### Parking

- There is parking near the venue. There are accessible parking spaces. The parking is less than 50 meters from the main entrance. The parking is situated between the end of the High Street and the steps down to the museum entrance.
- The best drop off point for a wheelchair is at the end of the High Street. A ramp to the left allows access down to the promenade from which the main entrance can be reached. Otherwise, visitors can be dropped off at the top of the steps leading down to the museum entrance.

## Arrival



### Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The ramp is more than three meters wide.
- The path is sloped.



### Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The door is 1025mm wide.
- The main door is sliding and is opened by a large push button at waist level. Our reception staff can also open the door remotely if a visitor is seen to be having difficulty. In good weather the door remains open.

## Getting around inside

### Visual Impairment - General Information

- We have contrast markings on all glass doors and contrast markings on all full-height windows.
- Some parts of the venue have low lighting.
- Some parts of the Ground Floor have uneven surfaces.
- A wheelchair is available from Reception on request.
- Visitors are welcome to bring Assistance Dogs with them if the dogs are on duty.

## Lift

- We have 2 lifts.
- You can get a lift to all floors.

### Lift to all floors

- The lift is a platform lift.
- The lift door is 900mm wide.
- The lift is 1100mm wide. The lift is 1500mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- There are separate lifts operating between the Ground and First Floors and between the First and Second Floors. The lifts are sited about three meters apart at the First Floor with clear access between them. The lifts have similar controls.



**View showing the lift on the first floor**

## Ticket/ information desk

### Front desk

- From the main entrance to the desk, there is level access.
- The desk has a low section.
- There is clear access from the main entrance to the Front Desk.
- The area is well and evenly lit by ceiling spot lights.

### Things to See and Do

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.



**View of the information desk on arrival at the Museum**

## Ground Floor

- From the main entrance to this area, there is level access. The route is at least 1600mm wide as is the door.
- Some display information is set low to aid wheelchair users. There are seats.
- There is an introductory video to the Museum on this floor.

## First Floor

- From the main entrance to this area, there is level access using the lift. Otherwise, there are well lit stairs with handrails on both sides.
- From the lift, the routes are at least 1500mm wide.
- Some display information is set low to aid wheelchair users. There are seats.
- Videos have subtitles.
- Our screen presentations on this floor are based on touch-screen images and text without sound. The touch facilities are accessible to wheelchair users.

## Second Floor

- From the main entrance to this area, there is level access using the lift.
- From the lift, the routes are at least 820mm wide.
- Some display information is set low to aid wheelchair users. There are seats.
- We normally show a video recorded on board a lifeboat during demonstration exercises showing on this floor. It has a very subdued sound track without speech and so subtitles would not be useful. When other videos are shown, there may be subtitles depending on the video's producer.

## Public toilet

### Unisex Accessible Toilets

- There is one public toilet for disabled visitors on the Ground Floor and one on the Second Floor
- Ground Floor:
  - From the main entrance to this toilet, there is level access. The toilet door is 900mm wide.
  - There is 1100mm in front of the toilet. The toilet seat is 500mm high.
  - There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.
- Second Floor:
  - From the main display area, there is level access. The toilet door is 810mm wide.
  - There is 1800mm in front of the toilet. The toilet seat is 500mm high.
  - There are horizontal grab rails located to the left of the toilet.
- There are two other public toilets on the second floor.



View showing the unisex accessible toilet on the ground floor



## Shop

### The Shop

- The main entrance to the Museum is through the shop. The shop has level access. The door to the shop is 1200mm wide.
- The door to the rest of the Museum is 1200mm wide and is power assisted. Staff are available to help customers.
- The flooring within the shop is level with stone tiling.
- The shop entrance is 1200 mm wide.
- There is a low counter area and merchandise is displayed on shelves up to a height of 1880mm. Staff are available to help customers who require assistance purchasing items from the shop.



**A view of the shop showing the entrance**

## Customer care support

### Accessibility equipment

- We welcome assistance dogs within the Museum when they are supporting visitors.
- We have a wheelchair available for use within the Museum.
- There are seats for customers throughout the building.

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all customers inside the Museum will be led to safety by a member of the team or by a member of the fire brigade.

### Customer care support

- Some staff have disability awareness training.
- Some staff have Dementia Awareness training.
- Some staff have First Aid training.