



Access Statement for Lancaster City Museum

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our visitors.

Introduction

Lancaster City Museum

The City Museum is prominently positioned in Market Square. It is within walking distance of both the train and bus stations. Lancaster City Museum is a VAQAS Quality Assured Visitor Attraction. It comprises both the City Museum collection, and the King's Own Royal Regiment Museum.

The ground floor is wheelchair accessible and can be reached via the main steps or a ramp which is accessed by the entrance to Lancaster Library. The front doors are usually propped open and are wide enough for a wheelchair to fit through. In the event of poor weather, the doors may be closed. Staff members will always be on hand to assist if needed.

The first floor is accessed by the main staircase. There is a stair lift which is regrettably not accessible to wheelchairs which exceed the weight limit. In the event of an evacuation, wheelchair users will be evacuated using the museum evac chair, by a trained member of staff. For this reason, only one wheelchair can be permitted on the first floor at any one time.

Pre-Arrival

Lancaster Railway station is less than 1 mile away and has a taxi rank situated outside. Both major local taxi services can provide accessible vehicles. Lancaster Bus station is less than 1 mile away and the route from the station to the museum is up a mild uphill slope. Pedestrian access to the museum is very good.

Car Parking and Arrival

There is no parking available on site, due to the city centre location of the museum. There are two blue badge parking spaces at the back of the museum for city centre visitors. There are numerous pay and display car parks around the city centre within walking distance of the museum. The main entrance features double doors which can both be opened. If one or both doors are closed due to bad weather, front of house staff will be happy to assist.

Main Entrance, Reception and Shop

There is one main entrance which is at the front of the museum. The shop and reception area are in the room to the left of the main entrance. There are signs directing you this way when you enter. The shop and reception area has a wooden floor and is all level access.

The temporary exhibition gallery is in the room opposite the shop/reception area and is accessed directly from reception via our permanent, central exhibition space. There are no steps between any of these areas. The shop and reception are lit with a combination of track lighting and natural light from large windows. The counter is fully open with no glass dividers. Local information can be found in this area too.

Attraction (displays, exhibits etc.)

Ground floor: The temporary exhibition gallery on the ground floor is level access. There is seating available. There is a ramp at the back of the shop/admission area which rises approximately 45 cm. This provides wheelchair and pushchair access to a raised area at the bottom of the main staircase.

First floor: The first floor is accessed by the main staircase. There is a stair lift which is regrettably not accessible to wheelchairs which exceed the weight limit, such as electric wheelchairs and mobility scooters. In the event of an evacuation, wheelchair users will be evacuated using the museum Evac Chair, by a trained member of staff. For this reason, only one wheelchair can be permitted on the first floor at any one time.

Once on the first floor, the local history gallery is level access. The King's Own Royal Regiment Museum is partially level access, except for its mezzanine level. A small stair lift is available which has a seat and cannot take a wheelchair. Visitors who use this stair lift must be able to climb down the stairs independently in the event of an emergency.

The museum displays include traditional boards and cases containing objects and labels. No braille is included on the boards.

The local history gallery is lit with track lighting. Some parts of this area have controlled lighting to protect the objects. No flashing lights is currently used in the local history gallery or the King's Own Royal Regiment Museum, but there is a motion-activated audio in the King's Own Royal Regiment Museum.

Floor covering throughout the museum includes stone slabs, short-pile carpet, wood, and linoleum. Seating is provided around the museum with stools and chairs available throughout.

Lighting is provided by track lighting and natural light via windows throughout. Light levels can dim when natural light is low. All doors are a minimum of 84cm/33inches.

Public Toilets

There are no public toilets available at the City Museum. The nearest public toilets are located in Marketgate Shopping Centre. The Nearest 'Changing Places' toilet is located at Lancaster Railway Station.

Additional Information

An Evac+ Chair is provided on the first floor for assisted evacuation. Assistance will be provided by a trained member of staff.

Assistance dogs are welcome in the museum and pictogram signage is used throughout on emergency exits. Emergency signs are green and white in colour in a large font, and glow in the dark.

There is a digital guide available for visitors to use. This can be accessed by visitors via the Bloomberg Connects' Arts and Culture app. The guide features exhibition highlights, interactive floor plans, and audio guides. Every audio file has an accompanying transcript. The app is screen-reader compatible. Images all have alt-text. The text on the guide can also be translated from English into 50+ languages (including the transcripts from audio tours).

Contact Information

Email Address: LancasterCityMuseum@lancaster.gov.uk

Telephone: 01524 64637

Website: <https://www.lancaster.gov.uk/sites/museums/city>

Grid Reference: SD 47610 61729

Hours Of Operation: Friday to Tuesday 10:30 – 16:00.

Closed for the Christmas and New Year period.

Local Accessible Taxi: 32090 Taxi's (01524 32090) and 848 Taxis (01524 848 848) both have accessible vehicles available in their fleets.

Local Public Transport: Lancaster Train Station and Lancaster Bus Station are both less than 1 mile away.