



Access Statement for Lancaster Maritime 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 Maritime Museum.

St George's Quay is on the edge of Lancaster City Centre, just a few minutes' walk from the central shopping streets and several other museums. There are good transport links to within 1 mile of the museum and the Quay on which it stands is flat with good pavements, however routes down from the city centre are steep.

Lancaster Maritime Museum is a VAQAS Quality Assured Visitor Attraction.

There is lift access to all levels of the museum, except the small mezzanine level in the Warehouse. Fire evacuation for wheelchair users from the two upper floors of the Maritime Museum relies on Evac Chairs and the presence of trained staff. This means that we are only able to provide access for one wheelchair user at a time to each of these two floors. You must also be able to transfer yourself into an Evac Chair in the event of an emergency.

Hearing loops are not currently provided.

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 (see p.7 for details). Both road and footpath routes from the station are down a steep slope.

Lancaster Bus station is less than 1 mile away and the route from the station to the museum is flat. Bus routes number 12 and X1 go down St George's Quay and stop opposite the museum entrance. Visitors should get off at the St George's Quay stop for both routes.

The streets and pavements directly around the museum are flat and in good repair. There is a footpath down from Lancaster Castle which is a quick route up to local attractions and the train station, but this route is very steep and includes cobbles and steps at times.

There are audio interactives on all levels of the museum, as well as computer-based interactives in large print.

Car Parking and Arrival

There is free car parking at the rear of the museum, however this is public car parking and does not belong to the museum, as such it can get full very early in the day. There are 3-hour free parking bays along St George's Quay and on either side of the museum entrance. The bay next to the door of the museum includes one disabled space with dropped kerb which is less than 20 meters from the door. The pavement to the museum is flat with concrete paving slabs in good repair. Again, this parking does not belong to the museum but is public parking and so spaces cannot be guaranteed.

There is street lighting in the back car park and along St George's Quay over the parking bays. There is no official drop off point for visitors but there are areas where cars would be able to stop next to a dropped section of curb along the Quay.

The entrance to the museum is through automatic doors with no steps.

The entrance door has a clear door opening of 84cm/33 inches, doors to the lift and throughout the Customs House section of the museum are also this width or wider. The lift doors have a clear opening of 84cm/33 inches but the interior of the lift is small with a limit of 5 people in the lift at any one time. The lift would only be big enough for one wheelchair or mobility scooter at any one time. The lift is too small for wheelchairs or mobility scooters to turn around in, however, visitors enter and exit on different sides of the lift in the Customs House and Warehouse making turning round unnecessary.



Main Entrance, Reception and Ticketing Area

The entrance to the museum is through the shop which is located on the ground floor with no steps. There are no steps inside the building on the ground floor. Stools are placed around the museum for the use of the public alongside several interactive exhibits which include seating. These include a mock stagecoach, canal boat and a film show. Seating is also available in the Grab and Go café on the ground floor.

The entrance has a stone slab floor throughout and is level. The whole ground floor area is lit by a combination of track lighting and natural light via the windows. Lighting can seem dim in the larger rooms if light levels outside dip.

The counter is fully open with no glass dividers. Signage detailing ticket prices and other useful information is available in reception. An orientation map is made available to all visitors.

A sensory backpack is also available for visitors to borrow at reception. This includes fidget toys, communication cards and ear defenders.

Attraction (displays, exhibits, rides etc.)

The museum displays include traditional boards and cases containing objects, labels, audio interactive, computer based interactive (available in large print), children's interactive areas and a video with subtitles.

Information boards have numerous illustrations and most have some information included in a large font size. No braille or translation is included in boards but orientation leaflets in several languages are provided for free. There are also two wearable, 3D printed floorplans of the Warehouse for visitors to borrow, which include information in braille.

Computer based interactive area does include background sounds when not in use, no other background music or sounds are used in the permanent galleries, although background sounds or music may be used in temporary exhibitions. No flashing lights are used in any of the permanent galleries.

Floor covering throughout the museum include 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. Doors to canal boat and stagecoach are smaller due to accurate recreation of these forms of transport and may not be accessible to wheelchair users, though audio interactive in these areas can be heard from outside the structure. Steps up to stagecoach interactive.

The 1st floor of the Customs House is accessed by a spiral staircase or alternatively is linked to the lift via an external wooden jetty. This area is closed off to public access in bad weather such as strong wind, rain, snow and freezing conditions. If you require access from the lift to the 1st floor of the Custom House, please speak to a member of staff who will provide assistance.

Public Toilets

WCs are situated on ground floor in the Custom House. One accessible WC is located on the ground floor of the Custom House. All toilets in the Custom House are unisex and single cubicle including a toilet, sink, and paper towels. Baby changing facilities are provided in the accessible toilet on the ground floor of the Custom House. WCs in the warehouse level are situated on the mezzanine and are only accessible by 1 flight of stairs.

All toilets in the Custom House are open to public use during operational hours and are only locked if out of order. There are no steps or uneven floors on the approach to the Custom House toilets. The WCs have laminate flooring throughout.

Both toilet sinks include 1 level tap for cold water and hot water via a push handle tap.

The non-accessible toilet has 2 doors (immediately following each other)– pull open to enter and push open to exit. Clear door opening to WCs are 78cm/31inches to non-accessible toilet.

The accessible toilet has a push-pad operated automatic door. The door must be locked manually from the inside.

Lighting comes from one fluorescent light and natural light via the window. There is no flashing light to signify a fire alarm, but staff are trained to check the toilets in the event of any emergency. An emergency pull chord is provided in the accessible toilet.

Catering

The Grab and Go café is situated on the ground floor of the Custom House building, in the shop area.

The metal chairs in the adjoining seating area are moveable to make extra room. Chairs have no arms and wooden tables are differing heights. The floor is stone slab and the café is lit by a combination of ceiling mounted spotlights and natural light from the window. A selection of refreshments are available. Customers help themselves to the beverages and snacks and pay at the till. Staff are always on hand to assist customers with pouring and carrying their drinks.

Staff are also on hand to assist with selection or read out what is on offer. The nearest WCs to the café are the accessible WC and the non-accessible WC on the ground floor of the Custom House.

Shop

The shop is based on the ground floor at the main entrance/exit. It is level throughout with gaps of at least 84cm/33inches between stands and shelves. Display racks are

a mixture of wooden shelves, plastic display units, and wire racks. Staff are always available to assist customers and provide access to any product.

Doors to and from the shop are a minimum of 84cm/33inches.

Grounds and Gardens

We have a very small yard at the museum which connects the shop to the lift. There are boats on display in the yard area accessible by wooden walkways. Outside of these walkways on the ground floor, there is an outdoor seating area that consists of a handful of wooden picnic benches. This area has wooden slat flooring. Aside from this seating area and the designated walkway, the floor of the yard is covered in small stones. Although those areas are not designed for public use.

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Both routes are flat with wooden slats underfoot.

The wooden walkways are a minimum of 155cm/61inches wide. The ground floor walkways are covered with non-slip flooring.

There are no seats on the jetty, due to the small amount of space- it is usually used only for access to and from the lift.

Additional Information

An Evac+ Chair is provided on the upper level of the Custom house for assisted evacuation.

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.

Close accommodation can be found at two establishments along the Quay (The Wagon & Horses and Quite Simply French), or at numerous establishments in the city centre a few minutes' walk away, including a Travelodge. Please ring the individual establishments for their access policies.

Contact Information

Address: Lancaster Maritime Museum, St George's Quay, Lancaster,
LA1 1RB
Telephone: 01524 382264
Email: lancastermaritimemuseum@lancaster.gov.uk

Website: www.lancaster.gov.uk/sport-and-leisure/museums/maritime-museum

Grid Reference: SD 47354 62268

Hours Of Operation: Friday-Monday- 12pm-4pm
Closed between Christmas and New Year (This can vary).

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.