

Accessibility Guide for Bailiffgate Museum & Gallery Alnwick

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Welcome

Bailiffgate Museum & Gallery is a people's museum, where fascinating stories of the past are told about Alnwick and the district. Our historic building is in the town's Castle Quarter, very close to Alnwick Castle and Garden. It was previously a church and provides a beautiful setting in which to celebrate our distinctive heritage, display special exhibitions and present a range of events for the whole family.

The museum is on three floors, all easily accessible by lift. Entry for those unable to tackle the front stairs is via a special entrance leading directly to the ground floor

exhibition area and the lift. There is a museum shop next to the reception. Refreshments are available at a bistro next door.

Our aim in 2024 is for all staff and volunteers to receive disability awareness training

At a Glance

Level Access

- The main entrance has 12 steps and a handrail. There is no lift and no ramp.
- There is level access from the side (disabled access) entrance to a lift to all floors:
 - Main Exhibition Floor
 - 2nd Floor Gallery Area
 - Ground Floor exhibition area
 - Reception Desk
 - Disabled Toilet
 - Museum Shop

Hearing

- A hearing loop is available for some events.
- We endeavour to provide signing for events

Visual

- We have information in large print.
- Magnifying sheets are available on request

General

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- There is a toilet for disabled visitors.
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Getting here

14 Bailiffgate
Alnwick
Northumberland
NE66 1LX

Travel by public transport

- You can get to Bailiffgate Museum & Gallery Alnwick by bus and train.
- Alnwick Bus Station is 2 streets (0.3 mile) away. The bus stop is 0.30 miles / 3.2 km from Bailiffgate Museum & Gallery Alnwick.
- Alnmouth Station is on the East Coast Main Line -so readily accessible for London, Edinburgh and all connecting lines. There are transfer lifts on both platforms to enable all users to cross from the up to down line,
(Work is also underway to reconnect Alnwick to the coast and Alnmouth station by rebuilding the old steam railway. This is not yet complete but see the Aln Valley Railway website for progress)
- You can get a taxi with AA Taxis by calling 01665 60 60 60. The taxi company has a wheelchair accessible vehicle.
- Other transport is available via Sovereign Taxis 07553 360 662 or NEED Ltd (North East Equality & Diversity) 01665 605780 <https://www.needltd.co.uk/>
Community Transport and Dial-a-Ride

Parking

- There is parking near the venue. The parking is less than 50 metres from the main entrance. Parking is free outside the museum for 4 hours.
- Drop-off is by using the parking places along Bailiffgate and the road to Hulme Park nearby. From the car park to the entrance, there is level access. The path is sloped.
- The route is 1500mm wide, or more.
- There is a special entrance door (940 wide) to the ground floor to the left of the main entrance stairs with flat access. This leads directly to the lift to all floors.



Some of the parking spaces in Bailiffgate



Alnmouth Station showing (pink) passenger lifts each side



Alnwick Bus Station



Hulne Park entrance gates Alnwick

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1300mm wide, or more.
- The path is sloped.

Main entrance

- The main door is side hung and manual.
- The door is 1340mm wide.
- The main entrance has 12 steps.
- This entrance has a handrail.
- The other entrance door is 940.00mm wide.
- Facing the museum, the other entrance is to your left
- The door of the other entrance is always unlocked during opening hours, and has a prominent disabled sign. It opens directly into the ground floor exhibition area, to the rear of which is the lift to all floors.



Bailiffgate Museum & Gallery alternative entrance avoiding any stairs



Bailiffgate Museum & Gallery front from path to Alnwick Castle

Getting around inside

Lift

- We have 1 lift.
- You can get a lift to all floors.

Main (only) Lift

- The lift door is 800mm wide.
- The lift is 1010mm wide. The lift is 1400mm deep.
- The lift buttons have raised numbers or letters.

- The lift shows the floor number, at each floor.
- Ground Floor = G Foyer/Shop /Main Exhibition Floor =1 Gallery Floor Level =2



Lift open at ground floor entrance from street Bailiffgate Museum & Gallery

Ticket/ information desk

Reception Desk

- The route is 1500mm wide, or more.
- The desk has a low section.
- Central section 760mm high



Welcome to Reception Bailiffgate Museum & Gallery

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

Main Exhibition Floor

- From the main entrance to this area, there is level access. The route is 1100mm wide, or more. The door is 930mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Some videos have subtitles.
- The Main Exhibition Area allows flat floor access around several display areas describing the history of the Alnwick area from 10,000 years ago until the present day. There are large all-glass cabinets offering a clear view of the items displayed within. Also a number of large wall panels.
- The Edwardian classroom at the centre of the exhibition is on a raised stage, so would not be accessible to wheelchair users to climb onto, but all elements of it are clearly visible from flat floor on 2 sides.
- QR codes provide further information about some of the displays



Davison's Print Shop Bailiffgate Museum & Gallery



Sign from Alnwick Station when last open Bailiffgate Museum & Gallery



RAF Boulmer display Bailiffgate Museum & Gallery

2nd Floor Gallery Area

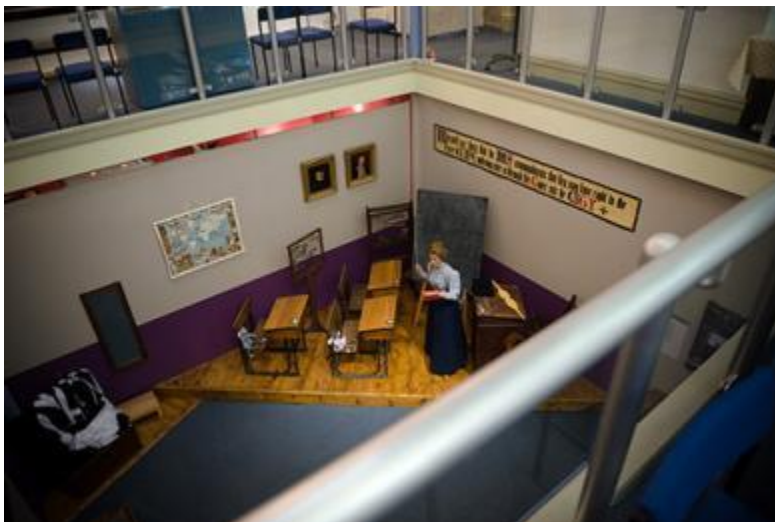
- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 850mm wide, or more. The door is 1260mm wide.
- Where possible, display information is low, for wheelchair users. There are seats.
- Where possible videos will have have subtitles.
- The Gallery area is located on the second floor, easily accessible by lift. There is always a clear route of at least 1000mm width maintained around the area, which looks down onto the main exhibition floor. All 4 inner sides of the gallery

area are protected by toughened, thick clear glass panels 1040mm high, with a metal rail running around the top.

- This area is used to feature the current special exhibition or art, craft, history or whatever, always described in advance on the museum website. Pictures and panels would usually be visible to wheelchair height, but if not, by prior arrangement an extra volunteer can be arranged to accompany the visitor.



Part of Gallery Area second floor Bailiffgate Museum & Gallery



Looking down on Edwardian classroom from Gallery Area Bailiffgate Museum & Gallery

Ground Floor exhibition area

- From the main entrance to this area, there is level access. There is a lift.

- From the lift to this area, the route is 1300mm wide, or more. Some display information is low, for wheelchair users.
- The Ground Floor Exhibition Area is accessible from the main entrance by lift or stairs, but is also where the additional access door to the street is located. The area has a number of cabinets and features mainly around the mining heritage of North Northumberland, including a naked miner in a bath and a full coal truck. There is also a small "mine" which is mainly entered by children on their knees, so would not be accessible to anyone of restricted mobility. It is, however, fun to watch excited children who are entering the dark tunnel one side appear from the other!



The miner takes a bath Ground Floor Bailiffgate Museum & Gallery

Visitor Toilet

Disabled Toilet

- There is a toilet for disabled visitors.
- From the main entrance to the toilet, there is level access. The route is 1000mm wide, or more.
- The toilet door is 850mm wide.
- The direction of transfer is to the left.
- There is 1260mm in front of the toilet. The toilet seat is 450mm high. The toilet has handrails.
- Room is 1440mm wide and 1900mm deep. with 2 fixed handrails and one drop-down rail. The toilet roll dispenser is 330 mm from the floor. The washbasin is

740mm from the ground with a suitable tap for disabled use. There is also a drop-down baby change facility. paper towels are available as are sanitary disposal facilities.



Disabled Toilet Bailiffgate Museum & Gallery

Shop

Museum Shop

- From the main entrance to the shop, there is level access. The route is 1500mm wide, or more. The route through the shop is 800mm wide, or more.
- The shop is adjacent to the reception desk in the foyer, with cabinets and shelves on 3 sides of the area. It sells books, DVDs, toys and other items related to the museum contents. Because the shop is next to the reception desk, there is no problem asking the volunteer on reception to help any visitor to access and try any item not within easy reach.



Bailiffgate Museum & Gallery Shop

Customer care support

Accessibility equipment

- We provide magnifying plastic sheets to assist viewing of text.



- You can hire mobility equipment from Mobility Equipment Hire by calling 0800 994 9000.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- Addition of flashing lights to the system currently being assessed for feasibility.

Customer care support

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- We have information in large print.

- Some information in large text format.
- We have other services for people with accessibility requirements.
- Assistance dogs welcome, Water provided. The Castle meadows are nearby (just down the Path next to Alnwick Castle), but owners are expected to bag up after their dogs.
- By prior arrangement, special tours of the museum can be arranged for parties of visitors with Special Needs of any sort .

Guide last updated:- Mar 2024

