



The Salisbury Museum, June 2020

# **Access Statement**

## **The Salisbury Museum**

**September 2022**

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 guests/visitors.

**Salisbury Museum** tells the story of an extraordinary landscape which has been the cradle of human achievement for over half a million years. Our world-class collections include internationally important finds from Stonehenge. Our exhibitions explore objects and art, culture and lives joined through the centuries by this unique landscape.

The museum is located in the Salisbury Cathedral Close opposite the West Front of Salisbury Cathedral. There is flat access to the museum from the city centre. The museum is in a Grade I listed building - the medieval King's House. The displays are arranged over two floors, but due to the historic nature of the building there is no lift to the first floor. You should allow around 1.5 to 2 hours to look around the museum and we offer plans of the building in a variety of sizes to help orientate people. We have a staffed reception and volunteer stewards are often on hand to assist with visitors around the building. We also encourage visitors to touch objects on open display. There is a wheelchair available for loan free of charge.



There is a small shop in our reception and a cafe on the ground floor - with step free access to both (to the cafe via the main museum entrance).

The museum is a member of the Visit England - Visitor Attraction Quality Assurance Scheme (VAQAS).

We look forward to welcoming you. If you have any queries or require any assistance please phone 01722 332151 or email [museum@salisburymuseum.org.uk](mailto:museum@salisburymuseum.org.uk)

### **Pre-Arrival**

- For full details and maps of how to reach us please see the directions section of our website [www.salisburymuseum.org.uk/your-visit/map-and-directions](http://www.salisburymuseum.org.uk/your-visit/map-and-directions)  
Journey planning websites such as Google Maps can also be used to plan your trip - our postcode is SP1 2EN. Please note that some satellite navigation systems direct people via the De Vaux place entrance to the Cathedral Close - this is incorrect. Entry for cars is only via the High Street Gate off of New Street or Crane Street (the post code for the appropriate section of High Street is SP1 2PF)
- The nearest railway station is Salisbury which is 0.7 miles from the museum (a 15 minute walk). Taxis are available at the station or can be booked in advance. Salisbury Value Cars have an accessible service (01722) 505050
- No buses come into the Cathedral Close but all buses in Salisbury stop in the city centre which is no more 10 minutes walk away (see <https://www.salisburyreds.co.uk/services> for full details of drop off points)
- All access from the city centre is level, either on paved walkways or tarmac roads. The only difficult area is the access via the High Street gate where the pavement narrows and pedestrians sometimes have to share access with vehicles for a short section under the gate
- The museum is accessible by bicycle and is on the Golden Way Cycle Map route around Salisbury  
<http://www.connectingwiltshire.co.uk/wp-content/uploads/2019/07/830-Salisbury-Council-Cycling-DL-for-print.pdf>

- Large print information is available on request for all of our publicity material.



### **Car Parking and Arrival**

- Parking is only available on our forecourt for people who are disabled and it must be booked in advance. There is level access from the forecourt immediately into the museum
- The on-site car park surface is gravel. At night a spotlight can be turned on to illuminate the area
- The main museum entrance has an old heavy wooden door. In the summer this is pegged back but in the winter it is shut. If opening the door is difficult there is a bell that can be rung on the right hand side of the door to call for assistance from reception. The door is 122 cms wide
- There are numerous car parks in close proximity to the museum including the Cathedral Close itself. This costs £6 per day for all visitors including disabled badge holders
- The closest parking outside the Cathedral Close is at the Old George Mall and Lush House car parks. The Central car park is a 10-minute walk away. Alternatively use one of the five Park and Ride sites. These car parks all levy a charge

## Main Entrance, Reception and Ticketing Area

- The museum reception and shop is inside the front door on the right. There is level access and the entry area is completely step free
- Seating is available in the corridor behind the reception and shop
- The floor surface is wooden throughout the reception/shop and there are quarry tiles in the back corridor
- The area is evenly and well-lit with overhead lighting from LED spotlights
- There is a lowered area of reception desk at a suitable height for wheelchairs
- A pen and pad of paper can be provided at reception if needed.
- Wheelchair loan is available - free of charge on request
- We do not charge entry for carers



- Plans of the museum are available at reception to guide people around the museum.
- Volunteer stewards are often on hand to help guide people around the building and explain the exhibits to visitors.

- Most of the ground floor is level access, except for a single step up into the Salisbury Gallery. There is ramped access via the exit to the gallery.
- There are steep stairs to the first floor. Hand rails are available but the stairs should not be climbed by visitors with mobility problems.
- Most of the displays are glass cabinets with objects held within. All objects are captioned - either with numbered labels or printed hand lists



- The Wessex Gallery is dedicated to local archaeology and was opened in July 2014 contains a variety of interpretative methods including film, an interactive touch table, drawers, cupboards and object handling area. Cases are all at a height that can be viewed from a wheelchair and the majority of captions and interpretation boards are in large font and can be read from a low position. We encourage people to touch objects on open display including the Downton Mosaic, Amesbury Sarcophagus and Boles Barrow Bluestone. The gallery is evenly lit with LED spotlights throughout. There is a large print text available for all the text in the Wessex Gallery

- The remainder of the museum's displays are much older and in need of updating. Lighting is either from LED spotlights, energy saving light bulbs or fluorescent tubes - and is kept deliberately low in areas where costume and fine art are displayed
- The galleries on the first floor are dedicated to fashion and ceramics. We also have a small temporary exhibition gallery. If visitors wish to see any items on the first floor and are unable to climb the stairs then please ask at reception as we can often bring specific items down or show images of the items on the first floor
- Seating is provided throughout the museum. There are wooden benches in the rear corridor and Wessex Gallery. In the remainder of the museum there are small single armchairs and in the ceramics gallery a long window seat with cushions
- The floor surfaces vary from quarry tiles to wooden floorboards/tiles on the ground floor. There are also sections that are carpeted. The stairs and most of the first floor is carpeted
- Sound or music is rarely used in the museum except occasionally in our temporary exhibitions
- There are very few doors that are closed in the museum, except for those into our temporary exhibition galleries which are kept shut to control the environment. Staff or volunteer stewards can assist with opening these doors
- Some of the door openings around the museum are narrow because it is an old building - the narrowest is 82cms wide in the back corridor

### **Public Toilets**

- The public toilets are located on the ground floor of the building adjacent to the cafe. There is level access from the main museum entrance and one step down into the cafe lobby by the entrance to the toilets.
- The main toilet block has a single door that is normally closed - the access is 84cms wide

- These toilets have a unisex accessible toilet which is always open (baby change facilities are also located in this toilet). The details are as follows:
  - The entry is a light sliding door which opens to 75cms wide.
  - There is a transfer space to the right of the toilet which is approximately 1 metre wide, when facing the toilet.
  - The toilet height is 50cms.
  - There is a horizontal rail on the right hand side, when facing the toilet.
  - There is an emergency alarm pull cord.
  - The toilet is well lit with fluorescent tube lighting.
  - The flooring is covered with ceramic tiles.



## Catering

- The cafe is a franchise run on behalf of the museum by Amanda Daley. For bookings or detailed enquiries call the café on 01722 433100

- It is situated on the ground floor and there is one step down into the lobby of the cafe from the entrance in the front courtyard. There is level access from the main museum entrance.
- The entrance door to the cafe from the front courtyard is 102cms wide
- Tables in the cafe are well spaced apart with a clear height from the floor of 73cms. Chairs are 44-48cms from the floor. The layout can be easily moved or reconfigured. In the main dining room there a mixture of upright chairs and low sofas. Outside there are wooden tables and chairs
- The lighting in the dining room is a mixture of natural light and LED spotlights
- The flooring in the cafe is wood
- We do our best to cater for any dietary requirements, please contact us in advance to check any specific requests that you may have



- Food is ordered from the counter and delivered to your table when it is ready

- Daily specials are shown on a blackboard. All staff can assist by running through menus with you
- The nearest toilet is adjacent to the cafe

### **Shop(s)**

- There is a shop in with a range of souvenirs and books in the reception area of the museum
- The shop is level throughout and has a wooden floor
- There is a low level desk and counter
- There is plenty of room for a large wheelchair to manoeuvre and turn
- There are tall display racks with shelves and low tables with merchandise displayed
- There is very rarely background music playing
- Staff can offer assistance if required

## Grounds and Gardens



The Salisbury Museum, Back Lawn, October 2016

- There is a public garden at the front of the museum
- The pathway is mainly gravel, there are some paved walkways and two large grassed areas
- There is one bench for the public to sit on and an area for dining associated with the café

### **Additional Information**

- All our front of house staff and volunteers receive regular training that includes disability awareness
- We have a set of evacuation procedures - should you require it someone will help you exit the building as we undertake a sweep of all public areas when the fire alarm goes off
- We welcome trained assistance dogs
- Clear signage is used throughout the museum using Arial font in large letters and black letters on a white background

- The museum has a lecture hall which is accessed through the rear garden. There are cushioned seats and seats with arms. There is an induction loop for people with hearing impairments
- Details of local accommodation providers and their accessibility can be provided on request

### **Future Plans**

- The museum is gradually refurbishing our entire premises as part of a phased master plan. This will result in improved accessibility for all our displays and perhaps improved access to the first floor

### **Contact Information**

Address (Inc postcode): The Salisbury Museum The King's House 65  
The Close Salisbury SP1 2EN  
Telephone: 01722 332151  
Email: [museum@salisburymuseum.org.uk](mailto:museum@salisburymuseum.org.uk)  
Website: [www.salisburymuseum.org.uk](http://www.salisburymuseum.org.uk)  
Grid Reference: SU141294  
Hours of Operation: Monday to Sunday 10am to 5pm