

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.

Access Statement for Roman Army Museum

Introduction

The Roman Army Museum is a fully indoor attraction, located within the Hadrians Wall World Heritage Site in the Northumberland countryside. The Museum uses a combination of Artefacts and Audio Visual displays to bring life in the Roman Army to life.

The Museum is fully accessible to Wheelchair users and has a level approach. You should allow at least 90 minutes to go round the museum.

A Shop and Coffee shop are available for use of visitors within the entry level.

The museum has received Visit England's Quality Assurance Scheme accreditation for the last 5 years, with a Welcome award in 2014 & 2015 for exceptional Customer Service and "Best Told Story" for Interpretation received in 2015.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01434 344 277 or email info@vindolanda.com.

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website. Alternatively you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours, which is CA8 7JB to get directions.
- The nearest railway station is Haltwhistle, which is 3 miles away. If you require an accessible taxi you can book this in advance (Eco Cabs - 01434 600 600 or Advanced Taxis - 01434 606565)
- The nearest bus stop is outside the Car Park Gate (200 metres from main entrance) for the AD122 bus service - more information on this service at

<http://www.visithadrianswall.co.uk/explore/ad122-hadrians-wall-country-bus>

- Other Bus service stop at Greenhead (1 mile from Museum), a cycle / walking path links Greenhead to the Museum, however this is a very strenuous climb uphill to the museum.
- Assistance dogs are welcome at both sites. We regret that no other animals are permitted within the museum.
- Access to the first gallery from the admission desk is via a 8.5m long internal ramp of up to 1:5 gradient.
- We have one Wheelchair available for a free loan within the museum.

Car Parking and Arrival

- A Free on site Car Park with 2 designated Blue Badge Spaces is located 150 metres from Museum Entrance.



- Access from Car Park to Entrance is via a level hard standing path with bollard lighting.
- Drop off point located 10 metres from Museum door is available.
- Our Custodians are on hand to assist with opening of main entrance door if required.

Main Entrance, Reception and Ticketing Area

- The main entrance and ticket area are situated on the ground floor with step free, level access through to the shop and café.
- The floor surface is Karndean and short-pile carpet.
- The area is evenly and well lit, with overhead lighting from halogen bulbs supplementing the natural light from skylights and windows.
- There is a lowered section of the welcome desk.
- A portable hearing loop system is in place, and easily transferable to shop / coffee shop.
- A magnifying glass, pen and pad of paper are available at ticket desk.
- Wheelchair loan is available, free of charge, on request (subject to availability)
- Carers are admitted free of charge to the museum.

Attraction (displays, exhibits, rides etc.)

- The Museum consists of three galleries, a 3D film theatre and a Roman Classroom. All areas are fully accessible with one step located in the classroom, an allocated wheelchair space is available within the room.
- Access between split levels is via ramps with short pile carpet the main surface. Some Wheelchair users may require assistance with the main access ramp to gallery one from shop area, please ask custodians for assistance.



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- Transcripts of the spoken word are available to loan during your visit, please ask at reception.
- The " Recruitment Tent" AV has loud commentary from a Roman Soldier.
- Interpretation boards are located throughout the museum.
- A guide to the Roman Army Museum is currently in production stage and should be released within the next 12 months to add to the visitors experience.
- Seating is provided within the galleries.
- Minimum opening throughout the museum is 750mm.
- A grassed picnic area is located between the Car Park and museum for use of all visitors.

Public Toilets

- Public toilets are located within the museum on the lower ground floor with access via the ramps.
- These toilets have a unisex accessible toilet with a 750mm wide door.
- Turning space available within and directly outside the accessible toilets.
- Braille signage on door
- A horizontal rail is provided on rear of door.
- Toilets fitted with emergency strobe light to alert visitors of building evacuation.
- An Emergency cord is provided within the toilet.
- Basin with temperature controlled valves fitted at 650mm within toilet.
- Direction of transfer to WC - Right
- a 900mm space is provided next to the WC.
- Assistance rails provided next to the WC (Horizontal & Vertical)

Catering

- The Coffee Shop is located on the ground level, and have step free level access from the entrance desk.
- Natural lighting is provided through large windows at rear of seating area, Overhead lighting is used as required.
- Free standing tables within the Café, assistance to set up are for Wheelchair can be provided by staff.
- We do our best to cater for dietary requirement as best, please call in advance to check.
- The Coffee shop is self-service, however our staff will assist as required.
- The Coffee shop has use of a portable hearing loop.
- The toilets are located approx. 60 metres from the coffee shop, Via two ramps.

Shop(s)

- Our Shop is located on the ground floor and can be accessed direct from the main entrance and coffee shop areas on a level surface.
- The counter has use of a portable hearing loop.
- Staff can offer assistance within the shop if required.

Additional Information

- No Internet access is available within the museum.
- Mobile signal strength is good within the local area.
- The Vindolanda website adheres to Web Content Accessibility Guidelines (WCAG), Version 2.0, Level AA - " Web Content Accessibility Guidelines (WCAG) 2.0 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities,

cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general. ", W3C

Future Plans

- All Staff working within a customer facing role receive customer service training which includes disability awareness training.
- We plan to update our leaflets and offer these in large print versions.
- All projects we undertake are accessed for accessibility compliance, we welcome feedback on your visit.

Contact Information

Address (Inc postcode): Roman Army Museum,
Carvoran,
Greenhead,
Brampton,
CA8 7JB

Telephone: 01697 747 485 or 01434 344 277 (Head Office)

Email: info@vindolanda.com

Website: www.vindolanda.com

Hours Of Operation: Seasonal variations - see website

Local Accessible Taxi: Eco Cabs - 01434 600 600 Advanced Taxis - 01434 606 565