



**Hull Museums
& Gallery**

**FERENS
HULL**

Accessibility Guide for Ferens Art Gallery

museums@hcandl.co.uk

01482 300 300

<https://www.hcandl.co.uk/museums-and-galleries/ferens>

Contact for accessibility enquiries: Esther Hallberg



Welcome

The Ferens has a magnificent collection of paintings and sculptures, including works by European Old Masters, portraiture, marine painting, and modern and contemporary British art.

Highlights include masterpieces by Lorenzetti, Frans Hals, Antonio Canaletto, Frederic Lord Leighton, Stanley Spencer, David Hockney, Helen Chadwick and Gillian Wearing.

With a regular programme of events, guided tours and changing exhibitions, there's always something new to explore. You can also enjoy refreshments in our popular cafe, Venue Hull.

We have an interactive gallery for under 5s called Explore Art, in which children are invited to investigate Colour, Shape, Line and Texture through creative play.

At a Glance

Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
 - Cafe
 - Ground Floor and Upper Floor–Galleries
 - Main entrance reception and information desk.
 - Public toilet for disabled visitors near the café between galleries 4 and 7
 - Ground floor shop

Hearing

- The fire alarm has flashing lights.
- We have a hearing loop at the Information desk, café and shop counters.
- Many staff have had D/deaf Awareness Training.

Visual

- Glass doors have contrast markings.
- Some parts of the venue have low lighting.
- We have display information in large print.
- There are large print and braille maps of the museum available at the reception desk. We also have some raised, tactile and braille resources for some artworks.
- We have large print versions of the artwork labels available.
- We have a highlights audio guide available through our website or a handheld device. <https://vocaleyes.co.uk/audio-clip/ferens-art-gallery/>

General

- There are 2 public toilets for disabled visitors.
- We have a café.
- Staff have disability awareness training.
- There is an accessible toilet for disabled visitors outside the Studio event space and near the café.
- All staff have disability awareness training.
- There are sensory resource boxes available at the front desk where you can borrow ear defenders, fidgets, coloured filters for reading text, magnifiers, weighted cushions, a torch and a TheraBand.

<https://www.hull.gov.uk/licences-permits-registrations/wheelchair-access-taxis-private-hire-cars>

- Accessible taxis should be booked in advance. It isn't possible to park outside the entrance, but drop offs can be made at City Hall.

Parking

- There is parking near the venue. There are accessible parking spaces. Parking is not free.
- The nearest drop-off point is at Hull City Hall across the road. There are no parking facilities at the gallery, however there is a multistorey carpark at Princes Quay next door to the gallery.
- There is on street parking on Saville Street and 9 designated disabled parking spaces on Paragon Street behind the City Hall. The surface from the on-road parking area and car park to the entrance of the attraction is a mix of both paved and cobblestones. There is very little lighting in this car park. Streetlights light the route to the attraction. From the car park to the entrance, there is level access. The route is 1200mm wide, or more.
- The surface from the on-road parking area and car park to the entrance of the attraction is a mix of both paved and cobblestones.



Parking on Saville Street

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 1500mm wide, or more.

Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The door is 840mm wide.
- The main door is sliding and automatic.



Ferens Gallery Main Entrance automatic sliding glass door

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors.
- Some parts of the venue have low lighting.



Ferens Gallery low lighting gallery 1



Lift

- We have 2 lifts.
- You can get a lift to all floors.

Central court lobby passenger lift.

- The lift door is 800mm wide.
- The lift is 1100mm wide. The lift is 1400mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.



Ferens Gallery lobby passenger lift.



Ticket/ information desk

Main entrance reception and information desk.

- From the main entrance to the desk, there is level access. The route is 1500mm wide, or more.
- The route is more than 900mm wide and there is clear circulation.
- The reception point is in sight of the entrance and easily identifiable. The area is well and evenly lit by natural light and ceiling lights.
- If required, we have display information in large print.
- Staff are available to help customers who require assistance to navigate



Ferens Gallery main entrance information desk.

Things to See and Do

- We have display information in large print.

Ground Floor and Upper Floor–Galleries

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1100mm wide, or more. The door is 800mm wide.
- Some display information is low, for wheelchair users.
- There are seats at regular intervals.
- The upper gallery can be reached by a passenger lift situated near the lobby area.
- There is a dark area in Gallery 1 however there is lighting directed at the exhibits that aid navigation.
- There are sometimes screens with audio and subtitled presentations in our temporary exhibition galleries.
- There is sufficient lighting within the galleries and no dark areas or shadows
- There is an audio descriptive guide of gallery highlights, handsets available at the lobby area.

Public toilet

Public toilet for disabled visitors near the café between galleries 4 and 7

- There is a public toilet for disabled visitors.

- From the main entrance to the public toilet, there is level access. The route is 800mm wide, or more.
- The toilet door is 800mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1000mm at the side of the toilet. There is 780mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.

There is a public toilet for disabled visitors near the café between galleries 4 and 7

- There is level access.
- The direction of transfer onto the toilet is to the left.
- There is a public toilet for disabled visitors
- The toilet door is 800mm wide
- There is 780mm in front of the toilet. The toilet seat is 480mm high
- There is left hand transfer at this toilet



Ferens Gallery public accessible wc



Shop

Ground floor shop

- From the main entrance to the shop, there is level access. The route is 800mm wide, or more. The route through the shop is 800mm wide, or more.
- From the main entrance to this area, there is level access
- There are a variety of seats with arm rests within the café eating areas
- There is level access to the outside eating area
- Merchandise is displayed on shelves up to a height of 1800mm and is accessible to visitors in wheelchairs.



Ferens gallery shop

Place to eat and drink

Venue Cafe

- From the main entrance to the dining area, there is level access. To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), low fat and vegan specific diets.
- Table service is available on request.

Ferens Gallery Venue Cafe Menu

<https://www.hullmuseums.co.uk/ferens-art-gallery/plan-your-visit-ferens/3>

FERENS HULL

Light Bites

Toast (v)	2.20
Add jam or marmalade 40p	
Toasted teacake (v)	3.30
Add jam or marmalade 40p	
Eggs on toast (v)	4.50
Fried, poached or scrambled on two slices of toast	
Cheese on toast (v)	4.50
Vegan cheese on toast (Ve)	4.50
Beans on toast (v)	4.50
Soup of the day	5.70
Extra egg, beans, bacon, sausage, mushroom or hashbrown	0.85
Pancakes (2) and Nutella	3.00

Jacket Potatoes

All served with a salad garnish & coleslaw	
Plain (Ve)	7.10
Vegan cheese (Ve)	7.95
Cheese (v)	7.95
Beans (v)	7.95
Cheese & beans (v)	8.45
Tuna mayo	8.45
Coronation chicken	8.95

Omelettes

All served with a salad garnish and coleslaw	
Plain (v)	6.50
Cheese (v)	7.00
Mushroom (v)	7.00
Ham & cheese	7.60

Sides

Rustic chips (v)	3.70
Sweet potato fries (v)	3.95
Onion rings (v)	3.00
Salad (v)	3.00

Meals

Chicken goujons	10.50
Breaded chicken goujons, chips, peas and a pot of sweet chilli	
Quiche of the day	10.50
Our quiche of the day, served with a basket of chips, salad garnish and coleslaw	
Ploughman's Lunch	10.50
A platter of ham, boiled egg, cheese, salad, coleslaw, apple, pickled onions and half a baguette	

Cold Sandwiches

Choose from white, brown or gluten free bread, served with a salad garnish and coleslaw	
BLT	7.60
Ham & tomato	7.25
Cheese & pickle (v)	7.25
Tuna mayo & cucumber	7.25
Egg mayo (v)	7.25
Coronation chicken	7.60
Falafel, sweet chilli & lettuce (Ve)	7.60
Vegan cheese & tomato (Ve)	7.25

Soup & Sandwich Combo £10.50

Hot soup of the day served in a cup with a basket of chips and half a cold sandwich, served in white or brown bread.
(Pick from the menu)

Hot Sandwiches

Choose from white, brown or gluten free bread, served with a salad garnish and coleslaw*	
<i>Not included in bacon & sausage</i>	
Bacon or sausage*	4.50
Ham & cheese toastie	7.60
Pepperoni & cheese toastie	7.60
Tuna melt	7.60
Vegan cheese & tomato toastie (Ve)	7.60
Cheese & red onion toastie (v)	7.60
Fish finger butty	7.90
Chicken goujon butty	7.90

Soup & Toastie Combo £10.50

Hot soup of the day served in a cup with a toastie of your choice, served in white or brown bread.
(Pick from the menu)

Desserts

Selection of cakes & treats • See board or choose from our display



Ferens Gallery Venue Cafe

Customer care support

Accessibility equipment

- We provide wheelchairs to borrow for free. We do not have a wheelchair or scooter charging point.
- We have a hearing loop at the Information desk, Café and shop counters and the Studio event space. We also have a portable induction loop for events in the gallery.
- We have an Audio Descriptive guide of gallery highlights. You can download the audio tracks to your phone by visiting <https://vocaleyes.co.uk/audio-clip/ferens-art-gallery/>
- We have a basic floor plan available, also in braille and Large Print versions.
- We welcome assistance dogs and can provide water bowls
- There are sensory resource boxes available at the front desk where you can borrow ear defenders, fidgets, coloured filters for reading text, magnifiers, weighted cushions, a torch and a TheraBand.
- We provide wheelchairs to borrow for free. We do not have a wheelchair or scooter charging point.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.
- In the case of an evacuation, all customers inside the Attraction will be led to safety by a member of the team or by a member of the fire brigade.
- We have Evac chairs to help with emergency evacuation from upper floors.

Customer care support

- All staff have disability awareness training.
- On large event days we set aside a quiet space – this is usually in gallery 11, upstairs.
- We try to provide BSL interpreters for selected talks and performances, and provide accessible viewing spaces.

- Our quietest visiting times are from 2.30pm on weekdays termtime and Sundays.
- We have a quiet day at this museum on every 1st Sunday of the month. In August, it is often busier even on this day.
- We have seating around the gallery.
- The nearest Changing Places toilet is on the ground floor of the Wilson Centre. Please ask at the reception for directions.

Guide last updated: 28 May 2025