

Hull Museums & Gallery

Accessibility Guide for Hull and East Riding Museum

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<https://www.hcandl.co.uk/museums-and-galleries/hull-and-east-riding-museum/hull-and-east-riding-museum>

Contact for accessibility enquiries: Esther Hallberg



Welcome

Our visitor attraction is located within the Museum Quarter off the High Street, in the old Hull Corn Exchange Building.

Enter a world where 235 million years of history is brought to life. From Majestic mammoths to Saxon invaders, visitors to the Hull and East Riding Museum of archaeology can look forward to an experience that is unique, educational and fun.

Entry to the museum is free.

We are accessible for wheelchair users and can cater for anyone with other specific access requirements.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

At a Glance



Level Access

- The main entrance has level access with a ramp. The ramp is permanent (brick, very slight incline – see photo left).
- There is level access (via platform lift) from the main entrance to:
 - Ground Floor – Fossils and Early Animals
 - Ground Floor – Prehistoric man
 - Ground Floor – Celtic Worlds
 - Upper Floor - The Boat Lab
 - Upper Floor - Roman Worlds
 - First Floor – Saxon Exhibitions
 - Upper Floor - Medieval Exhibition
 - First Floor – Tudor and Civil War
 - Main entrance reception and information desk.
 - Reception area public toilet including accessible toilet.
 - Main entrance reception shop



Hearing

- The medieval gallery has BSL translation available for the information panels via QR code. They are also available on a tablet which you can borrow from the reception desk.
- Some staff have had D/deaf Awareness Training



Visual

- Glass doors have contrast markings.
- Some parts of the venue have low lighting.
- There are large print and braille maps of the museum available at the reception desk



General

- There is an accessible toilet for disabled visitors near the entrance.
- 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.



Sensory resource box contents and box

Getting here

Hull and East Riding Museum
36 High Street
Hull
HU1 1NQ



Travel by public transport

- You can get to Hull and East Riding Museum by bus and train.
- The nearest bus stop is on Alfred Gelder Street Where you can get buses numbered 173,3,14,82 and in the other direction 8, 56, 57,173, X7. The bus stop is 0.1 miles / 0.2 km from Hull and East Riding Museum.
- The nearest train station is Hull Paragon Interchange Station. The train station is 0.8 miles / 1.3 km from Hull and East Riding Museum.
- You can get to The Hull and East Riding Museum by bus and train
The nearest bus stop is on Alfred Gelder Street Where you can get buses numbered 173,3,14,82 and in the other direction 8, 56, 57,173, X7. The bus stop is 180 yards walk from The Hull and East Riding Museum
- The nearest train station is Hull Paragon Interchange Station. The train station is 0.8 miles / 279.0 km / 2.1 km / 1.3 km from The Hull and East Riding Museum



Travel by taxi

- There are a number of Accessible taxi services in Hull, it is best to consult with them first about your journey. These include;
 - Wheelchair Taxi Hull, City Cabs
 - Wheelchair Taxi Hull
 - Black Tie Travel Hull

The council has a list of designated wheelchair accessible taxi which can be found [here](#)

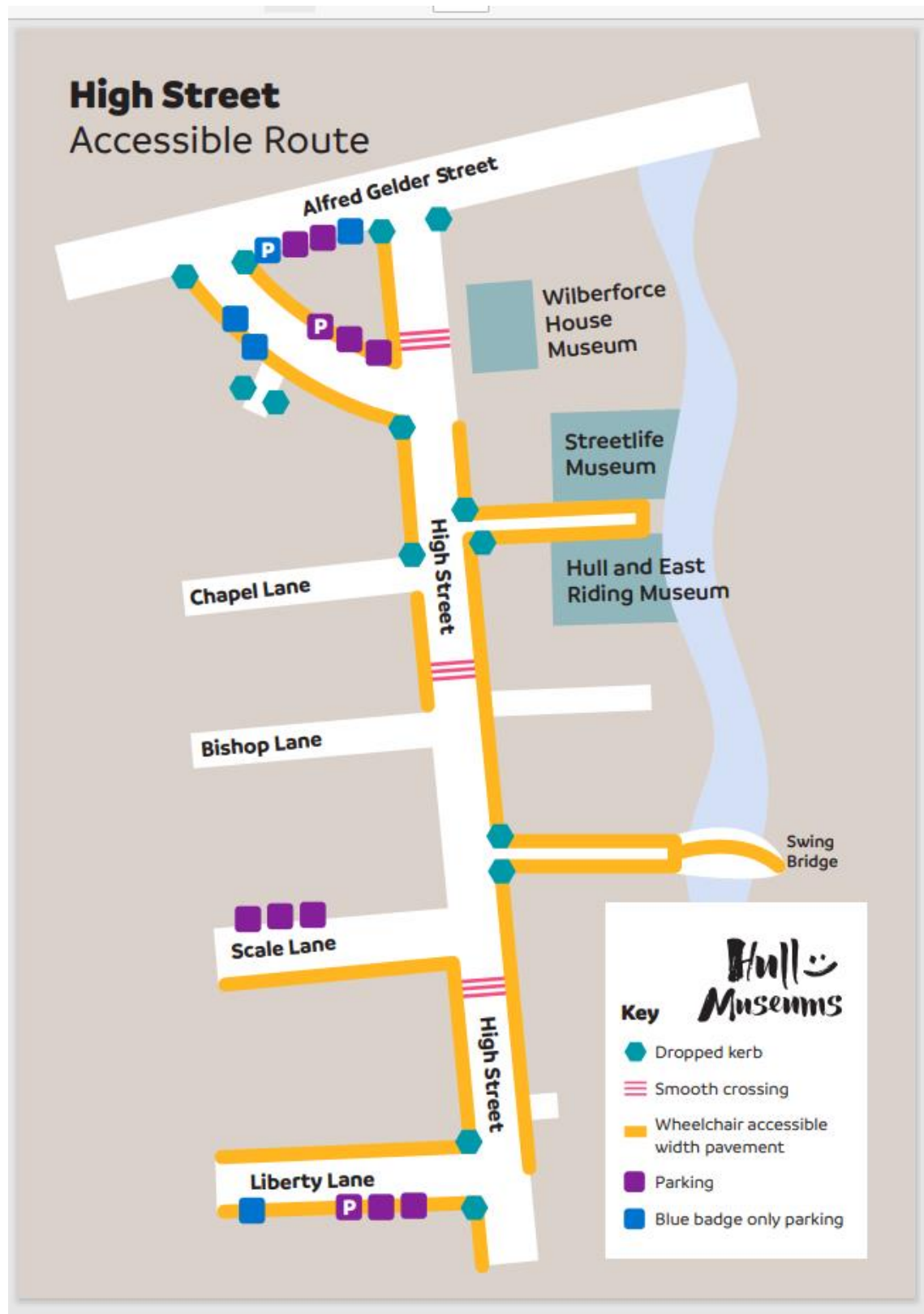
<https://www.hull.gov.uk/licences-permits-registrations/wheelchair-access-taxis-private-hire-cars>

- Accessible taxis should be booked in advance. To access the attraction please ask to be dropped off at our front entrance. There is restricted vehicular access at our Museum in the High Street, however drop-offs and pick-ups are allowed for disabled visitors on the High Street just outside the Museum Quarter Front Entrance.



Parking

- There is no drop-off point at the main entrance, this is on High Street, under 10m from the entrance. The drop-off point has a dropped kerb. However, you can ring the museum ahead of your visit where you can drop off right outside the museum.
- There are no parking facilities at the museum, however there is blue badge parking on Gandhi Way and Alfred Gelder Street.
- Short stay pay and display is available at Lowgate car park on Wilberforce Drive at 0.2 miles / 0.32 Km walk away from the Museum Quarter. Prices start from £1.20 an hour; the car park is open all day from Mon-Sun. It is cash only. There is very little lighting in this car park. Streetlights light the route to the attraction.
- There are multi story car parks at the Fruit Market and on Lowgate (APCOA King William House)
- The surface from the on-road parking area and car parks to the entrance of the attraction is a mix of both paved and cobblestones. Some of the pavement is very narrow.



Parking and accessible route map

<https://www.hullmuseums.co.uk/downloads/file/58/hull-museums-accessible-route-map>



Lowgate car park

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 990mm wide, or more.
- The path has a mixture of block paving and cobbles stones



Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The door is 840mm wide.
- The main door is side hung and automatic. There are double doors which are 840mm per leaf wide.
- The walkway to the reception desk is level



Hull and East Riding Museum entrance

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors.
- Some parts of the venue have low lighting.
- There are large print and braille floor plans available from reception.



The Prehistoric Man and Celtic Exhibits with low lighting

Lifts

- We have 4 lifts. 3 platforms lifts and one larger lift which takes you to the 1st floor.

Platform Lifts

- The platform lifts are located at the back of the shop near the entrance and the entrance to and exit from the Celtic World exhibit.
- The platform lifts are 1280mm deep and 820mm wide.

Passenger Lift to first floor

- 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.



Passenger Lift located near Roman Village Exhibit and Platform lift located near Reception Area

Reception/ information desk

Main entrance reception and information desk.

- From the main entrance to the desk, there is level access. The route is 2000mm wide, or more.
- The desk has a low section.
- From the main entrance to the desk, there is level access. The route is more than 900mm wide and there is clear circulation.
- The desk has a lowered counter to the left hand side, enabling approach and use at both sides for visitors either standing or seated.
- The area is well and evenly lit by natural light and ceiling lights.
- Merchandise is displayed on shelves up to a height of 1800mm. Staff are available to help customers who require assistance to navigate between fixtures throughout the shop.
- The desk has a permanent induction loop fitted to the desk
- Staff are able to provide pen and paper to help with communication.



Hull and East Riding Museum main entrance reception information desk.

Ground Floor – Fossils and Early Animals

- From the main entrance to this area, there is level access. The route is 800mm wide, or more. Some display information is low, for wheelchair users. Videos have subtitles.
- Some display information is low, for wheelchair users
- There are screens with audio and subtitled presentations
- There are interactive and tactile objects throughout this area



Ground floor fossils and early animals.

Ground Floor – Prehistoric man

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more. Some display information is low, for wheelchair users. Videos have subtitles.
- From the main entrance to this area, there is level access.
- Some display information is low, for wheelchair users.
- There are some dark areas in the exhibits that may be difficult for those with visual disability however there is lighting directed at the exhibits that aid navigation
- There are screens with audio and subtitled presentations
- There is Audio interactive exhibits and character stories playing during your navigation around the gallery
- There is seating



Hull East Riding Ground Floor Prehistoric Man

Ground Floor – Celtic World

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more. Some display information is low, for wheelchair users. Videos have subtitles.
- From the main entrance to this area, there is level access.
- Some display information is low, for wheelchair users.
- There is a ramp leading through the exhibit leading down towards a platform lift.
- There are some dark areas in the exhibits that may be difficult for those with visual disability however there is lighting directed at the exhibits that aid navigation
- There are Audio interactive exhibits and character stories playing during your navigation around the gallery



Ground Floor – Celtic Worlds exhibition

Upper Floor - The Boat Lab

- 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.

- From the main entrance to this area, there is level access via a platform lift at the bottom of the Celtic World Exhibit.
- Some display information is low, for wheelchair users.



Hull East Riding Museum upper ground floor boat lab

Upper Floor - Roman Worlds

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1200mm wide, or more.
- Some display information is low, for wheelchair users.
- There are seats.
- This exhibit leads down towards a lift to the first floor exhibition areas.
- There are some dark areas in the exhibits that may be difficult for those with visual disability however there is lighting directed at the exhibits that aid navigation
- There are interactive and tactile objects throughout this area including a weighing activity
- There is Audio interactive exhibits and character stories playing during your navigation around the gallery



Upper floor roman worlds exhibition

First Floor – Saxon Exhibitions

- 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 interactive and tactile objects throughout this area
- There is Audio interactive exhibits and character stories playing during your navigation around the gallery
- There is flashing and strobe lighting in this exhibit, therefore visitors can navigate through a doorway to the left at the top of the stairs to avoid this area.



Hull East Riding First Floor Saxon Exhibitions

Upper Floor - Medieval Exhibition

- From the main entrance to this area, there is level access. There is a passenger 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 films of traditional craft activities. They do not have dialogue but they have sound. Audio descriptive versions of this film are available via QR codes or a tablet which can be borrowed from the reception desk.
- There are interactive and tactile objects throughout this area including replicas of items in the cabinets.
- There is audio of medieval songs playing during your navigation around the gallery.
- This gallery has some audio description and BSL translations of information panels available through QR codes or through a tablet available to borrow from the front desk.
- There is additional seating in this area



Hull East Riding Upper Floor Medieval gallery

First Floor – Tudor and Civil War

- 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.
- This display leads to the passenger lift down to the lower floor
- There is additional seating in this area



First floor Tudor and Civil War exhibition

Public toilet

Reception area public toilet.

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1000mm 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.
- The nearest Changing Places toilet is on the ground floor of the Guildhall. Please ask at the reception for directions.



Accessible WC at main entrance reception area

Shop

Main entrance reception 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.
- There is a low counter area and merchandise is displayed on shelves up to a height of 1800mm. Staff are available to help customers who require assistance to navigate between fixtures throughout the shop.

Customer care support

Accessibility equipment

- We provide wheelchairs to borrow for free. We do not have a wheelchair or scooter charging point.
- All staff have disability awareness training.
- We have a basic floor plan available, also in braille and Large Print versions.
- We welcome assistance dogs and can provide water bowls and a grassy area outside for them.
- 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 have tablets with BSL translation for the medieval gallery information panels available to borrow from the front desk.
- We do not currently have Large Print or Braille available for the information panels.
- The reception desk has an installed induction loop. There is also a portable induction loop which can be used for events.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- 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.
- Our fire alarm does not have flashing beacons to alert D/deaf or hearing impaired visitors.
- We have Evac chairs to help with emergency evacuation from upper floors.

Customer care support

- All staff have disability awareness training.
- There is an additional set of toilets, including a baby change facility in the Roman gallery at the back of the museum.
- On large event days we set aside a quiet space – this can be at this museum or another one in the Museum quarter depending on the event. Please ask staff for details.
- On large event days we 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 museum.
- The nearest Changing Places toilet is on the ground floor of the Guildhall. Please ask at the reception for directions.
- We do not have a café. There are pubs and cafes along High Street, most of them have a step to access. The Sailmakers Arms has step free access and a beer garden at the front.
- The Hull and East Riding Museum of archaeology is in the Museums Quarter on High Street in Hull's Old Town, near the Streetlife Museum and Wilberforce House, next to the River Hull.