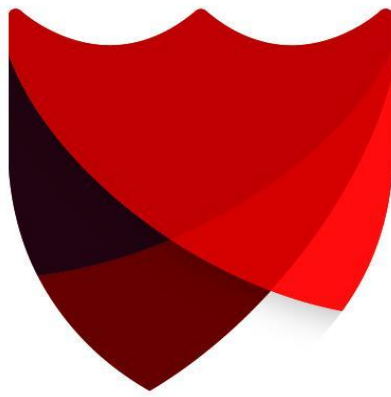




Chippenham Museum

Chippenham Town Council

Accessibility Guide for Chippenham Museum

heritage@chippenham.gov.uk

01249 705020

<http://www.chippenham.gov.uk/chippenham-museum>

Contact for accessibility enquiries: Melissa Barnett



Welcome

Housed in an 18th century townhouse, Chippenham Museum tells the fascinating story of this historic market town from its prehistoric origins to the present day.

Learn about the town's development, through its connections to river, road and rail and explore the area's creative legacy through the museum's art collections.

See our regularly changing displays in our temporary exhibition gallery or take part in our varied programme of walks, talks, children's activities and special events. Visit our museum shop selling a wide range of souvenirs, books and gifts inspired by the museum's collections.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Ground Floor Galleries
 - Upstairs Galleries
 - Education Room
 - Information Desk
 - Museum Toilets
 - Museum Shop

Hearing

- The fire alarm has flashing lights.

Visual

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- We have display information in large print.
- We have information in large print.

General

- There is an accessible public toilet on the first floor (lift & level access).
- There is a gender-neutral toilet on the ground floor.
- There are baby changing facilities in the accessible and gender-neutral toilets.
- There is a visual access guide available on our website to help plan your visit.
- There are ear defenders available from the front desk.
- Assistance dogs are welcome throughout the museum.
- We have a free digital guide via Bloomberg Connects, which is compatible with accessibility features on your smart device. Audio guides have transcripts and video guides have closed captions.

Getting here

9-10 Market Place
Chippenham
SN15 3HF

Travel by public transport

- You can get to Chippenham Museum by bus and train.
- We are next to the Bus Station in Chippenham. The bus stop is 0 miles / 0.0 km from Chippenham Museum.
- The nearest train station is Chippenham Station. The train station is 1 miles / 1.6 km from Chippenham Museum.
- The Train Station is a 10 minute walk from the museum through the town centre. Alternatively, bus services Stagecoach 55 and Faresaver 231 and X34 call in at the Train Station on their way to the Bus Station, which is next door to the museum.

Travel by taxi

- You can get a taxi with V Cars by calling 01249 656565.
- You can get a taxi with Chippenham Taxi by calling 01249 250250.

Parking

- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- There are two disabled parking bays at the front of the museum. The pavement has a dropped kerb.
- There are a number of other accessible parking locations in Chippenham Town Centre, for more details visit <http://wiltshire.gov.uk/parking-chippenham>

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1960mm wide, or more.



Main entrance

- The museum's level entrance is located to the left of the entrance with steps.
- There is a silver button to the right of the level entrance which can be pressed to alert the museum team to promptly open the door.
- The main entrance has level access.
- The door is 870mm wide.
- The main door is side hung and manual.



The museum's level entrance is located to the left of the steps.



To use the level entrance please press the silver button to the right of the door. A volunteer will welcome you in.

Getting around inside

Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



Assistance dogs are welcome at Chippenham Museum.

Lift

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

Lift to all floors

- The lift door is 800mm wide.
- The lift is 1100mm wide. The lift is 1420mm deep.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.



The lift at Chippenham Museum.



Ticket/ information desk

Information Desk

- From the main entrance to the desk, there are 4 steps or there is a level access entrance. The route is 1100mm wide, or more.
- The door is 1100mm wide, or more.
- The desk has a low section.



Chippenham Museum's information desk at the entrance has low access for wheelchair users.

Things to See and Do

- We have display information in: large print.
- We offer Quiet Time sessions for our school holiday creative activities. These sessions are free but must be pre-booked.

Ground Floor Galleries

- There are six gallery spaces on the ground floor of Chippenham Museum with level access throughout.
- From the main entrance to this area, there is level access. The route is 1150mm wide, or more. The door is 1370mm wide.
- Some display information is low, for wheelchair users. There are seats at regular intervals.



The ground floor has level access throughout.

Upstairs Galleries

- There are four gallery spaces upstairs at Chippenham Museum with level access throughout.
- 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 1370mm wide.
- Some display information is low, for wheelchair users. There are seats at regular intervals.



The upstairs galleries have level access throughout

Education Room

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 800mm wide, or more. The door is 800mm wide.
- Some display information is low, for wheelchair users. There are seats.



There is level access to the Education Room.

Public toilet

Museum Toilets

- There is an accessible public toilet.
- From the main entrance to the public toilet, there is level access. There is a lift.
- From the lift to the public toilet, the route is 900mm wide, or more.
- The toilet door is 830mm wide. The door is manual. The door is hung on the left hand side and opens outwards.
- The direction of transfer onto the toilet is to the left.
- There is 750mm at the side of the toilet. There is 1200mm in front of the toilet. The toilet seat is 450mm high. The toilets have handrails.
- There is a gender-neutral toilet on the ground floor. This toilet has a step.
- There are baby changing facilities in our accessible and gender-neutral toilets.

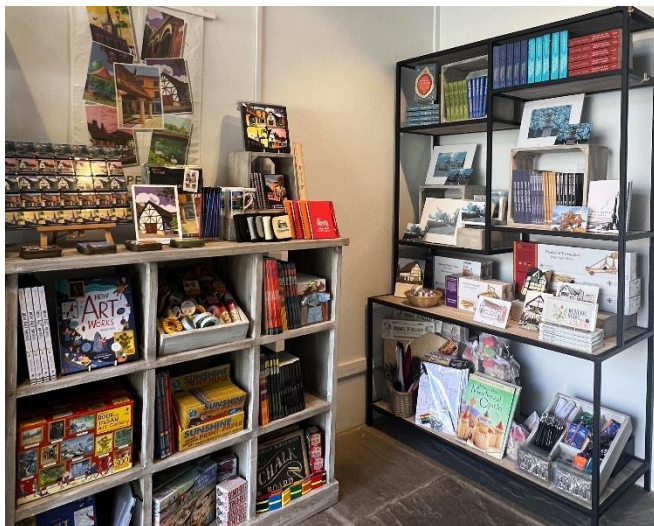


Chippenham Museum has an accessible toilet

Shop

Museum Shop

- From the main entrance to the shop, there is level access. The route is 1100mm wide, or more. The door is 1100mm wide.
- The route through the shop is 800mm wide, or more.



The shop at Chippenham Museum has a low level desk and friendly volunteers available to offer assistance.

Customer care support

Accessibility equipment

- There are ear defenders available from the front desk.
- The nearest toilet area for assistance dogs is in the museum garden to the rear of the museum. A water bowl is available upon request. Please ask a member of staff for assistance.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

Customer care support

- We have information in large print.
- Should you wish to speak to a member of the team prior to your visit to discuss any aspect of your visit further please do call the museum on 01249 705020.