

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims accurately to describe the facilities and services that we offer all our guests/visitors.

Access Statement for Elgin Museum @ 26/8/2013

Introduction

Elgin Museum is Scotland's oldest independent museum and opened in 1843. It tells the story of Moray from before the dinosaurs to the present day, through its displays, school and group visits, events and lectures.

The Museum is on the flat, at the east end of the High Street in Elgin's centre.

We are a 4 star visitor attraction.

The displays are housed on two floors although the majority of exhibits and the accessible toilet are on the ground floor. The Grade A listed building has prohibited the installation of a lift. The upstairs displays change annually; photographs and text are available in a file downstairs. The ground floor has sloped access for wheelchair users. Our volunteers are there to make everyone's visit as effective as possible so anyone with special needs is encouraged to ask. For example we have object handling boxes, and museum guides in foreign languages. If in doubt, please ask before your visit.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01343 543675 or email curator@elginmuseum.org.uk.

Pre-Arrival

- There is a map of where to find us on our website. Please phone for more detailed advice and suggestions of where to park.
- The nearest railway station is Elgin, on the Inverness-Aberdeen line, approx. 1 km away and a 20min. walk. Taxis are usually outside the station. There are taxi ranks at both ends of the High Street.
- The nearest bus stop is at the bus station in the St Giles Centre off the High Street, and approx. 300m away and a 10 min. walk.
- The surrounding streets are paved and the centre is pedestrianised.
- Shopmobility Moray 01343 552528. 59 High Street Moray. 150m from the Museum. Hire of scooters, wheelchairs, zimmers, rollators, walking sticks; also shopping companions.

- Any printed materials can be photocopied in larger font on request. The web site has a choice of font sizes.

Car Parking and Arrival

- The Museum has no parking space of its own. There are 14 spaces immediately behind the Museum. Parking is free, but for those without Blue Badges, restricted to one hour. Across the A96, parking is free in the Cooper Park, but restricted to 3 hours. There is pay and display parking 100m from the Museum: 1-2hr £1, 2-4hr £2.
- For detailed information about disabled parking and Moray's Blue Badge scheme see http://www.moray.gov.uk/moray_standard/page_40008.html. At the bottom of the page is a link to a pdf file: Disabled parking in Moray, or tel. 01343 547589.
- There is a kerb ramp outside the Museum gate. The final approach to the front door is up a gentle slope with a hand rail on the right and side. There are no steps. Drop off is possible at the gate.
- When the Museum is open the outer door is open. There is a wheelchair accessible push pad for the inner door (opens outwards) if it is not open, and a door bell. Gallery assistants are just inside the door at the reception desk.
- Door opening width: 920mm, 36.25"

Main Entrance, Reception and Ticketing Area

- The main entrance and reception are on the ground floor with no steps.
- Seating can be made available in this area.
- The floor surface here is flags.
- Lighting is fluorescent.
- There is no low counter at the reception desk, but it is a simple matter for the gallery assistant to come round. There is no glass barrier.
- Entry is free. Donations are welcome.
- There is a hearing loop system in reception.

- Magnifying glass, pencil and paper available - and a personal tour available on request.

Attraction (displays, exhibits, rides etc.)

- Interpretation is mainly in the form of text and illustrations, either as wall panels and individual object labels, or in folders in holders next to the display. The gallery assistants are around and about and there to help you and expect to be asked.
- We have handling boxes for various topics and an education/outreach worker whose specialist skills can be called upon by prior arrangement, especially for group visits.
- There is no background music or flashing lights. It can be noisy if there is a school group or family activity in the Museum.
- There are chairs around the museum, and also folding "walking" chairs.
- Carpet is thin pile.
- Lighting is natural in the Main Gallery, with fluorescent lights and some ceiling spot lights, and is good and even, except in areas where reduced lighting is required for conservation of the exhibits.

Public Toilets

- There is one public and accessible WC in the Main Gallery.
- Doors to the WC are light, and opening is 870mm, 34.25".
- Clear space for a wheelchair is on the right hand side when facing the WC: 870mm, 34.25".
- Height of WC, floor to seat: 470mm, 18.5"
- There are horizontal and vertical grab rails on either side of the WC.
- The fire alarm does not include a flashing light but gallery assistants are aware of the need to check such areas in the event of an emergency. There is no red alarm cord.
- Lighting is fluorescent.
- The floor is lino.
- The taps are conventional knob style.

Shop

- The shop is in the reception area and sells Museum publications and local crafts, cards and books.
- Door opening is as described for access to the Museum.
- The layout is somewhat cramped because of the unchangeable structure of the space, but this is rarely a problem.
- There is a counter but it is not a barrier to communication with the gallery assistant.
- The display racks are at different heights and the gallery assistant is there to help.
- There is no background music.
- There is a hearing loop system.

Additional Information

- All staff are given basic disability awareness training at induction.
- Staff are trained in emergency procedures at induction and an annual update includes a practice fire drill. There is emergency lighting throughout.
- Trained assistance dogs are welcome. A water bowl could be produced if requested.
- In general the signage is black on white, Calibri and a minimum of 14pt. Fire exits are signed white on green.
- There is no charging point for a mobility scooter. Shopmobility might be able to help.
- We are a VIP and have basic details of local accommodation. The main visitor information point is in the library.

Future Plans

- Our website is under review, and suggestions are welcomed.
- Our displays are continually subject to minor upgrades so please let us know how we can improve the service we give.

- Ours is a relatively small museum and we are constrained by lack of space and the design of the building but are also able to offer a personalised service if you have specific requests.

Contact Information

Address (Inc
postcode): Elgin Museum 1 High Street Elgin, IV30 1EQ

Telephone: 01343 543675

Email: curator@elginmuseum.org.uk

Website: www.elginmuseum.org.uk

Hours Of
Operation: April-Oct (incl) Mon-Fri 10-5, Sat 11-4. Otherwise by
appointment.

Local
Equipment
Hire: Shopmobility Moray 59 High Street Elgin 01343 552528

Local
Accessible
Taxi: (*denotes availability of wheelchair accessible vehicle)
A2B Taxis, Elgin* Tel: 01343 556655

D C Cabs, Elgin* Tel: 01343 540500

Deveron Coaches, Buckie* Tel: 01542 836363

Moray Taxis & Minibus, Elgin* Tel: 01343 542665

Mundole Taxis, Forres* Tel: 01309 673168

Portknockie Contract Hire, Portknockie, Buckie* Tel:
01542 841317

Sunbank Taxis, Lossiemouth* Tel: 01343 812378

Local Public
Transport: Moray Council web page for links to local travel:
http://www.moray.gov.uk/moray_standard/page_1712.html
[Stagecoach/Bluebird 01343 544222](#)

JT&PS 26/8/2013

