

Access Guide for the Roman Army Museum

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 visitors.

Introduction

The Roman Army Museum is a fully indoor attraction, located within the Hadrian's Wall World Heritage Site in the Northumberland countryside, situated 20 miles from Hexham, Northumberland and Carlisle, Cumbria.

The Museum uses a combination of Artefacts and Audio Visual displays to bring what it was like in the Roman Army on this northern frontier to life. The Museum is home to The Vindolanda Trust's Designated Collection, awarded in 2016.

The museum has received Visit England's Quality Assurance Scheme accreditation for the last 10 years, with additional accreditation in the form of "Welcome Award" for exceptional Customer Service and "Best Told Story" for Interpretation.

This Access Guide sets out key points of information for a visit to the museum, followed by a more in-depth guide to the physical layout of the site and what to expect during your visit.

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.

Key Points for your Visit

- **Admission:** accompanying carers are admitted free of charge to the museum.
- **Wheelchair Access:**
 - **All museum galleries** are fully accessible, with one step located in our classroom gallery. There is an allocated space available within the room.
 - **The shop and café** are located on the ground floor level, fully accessible to wheelchair users.
 - **The museum gardens and yurt** are accessible to wheelchair users via an outdoor ramp.
 - **Magna Fort and excavations** are not accessible to wheelchair users.
- **Accessible toilets:** these are located within the museum on the lower ground floor with access via two ramps. The toilets are located approx. 60 metres from the main entrance. There is one accessible toilet.
- **Baby change facilities:** are available in the accessible toilets located on the lower ground floor.
- **Visual story:** a visual story and sensory map showing you what you can expect to see on a visit to the Roman Army Museum is available to download and print on our website.
- **Audio and subtitles:** a large print transcript of the audio in the museum is available from the reception. There are limited subtitles available on most of our audio visual elements. Please ask our Customer Service Team for further information about this.
- **3D Tour:** We are part of the Everybody Welcome scheme and as part of this we have a 3D virtual tour of the museum available on the Accessibility section of our website.

- **Drop off access and disable parking:** A Free on-site Car Park with 2 designated Blue Badge Spaces is located 150 metres from Museum Entrance. Drop off point located 10 metres from Museum door is available.
- **Hearing loops:** there are hearing loops throughout the museum and at our staffed welcome desks.
- **Assistance Animals:** we welcome assistance animals throughout the museum buildings.
- **Seating:** there are benches available both indoors and outdoors across the whole museum site.
- **Ear defenders:** visitors can borrow a pair of ear defenders free of charge from the main welcome desk, please ask a member of the Customer Service Team. These will be sanitised after each use.
- **Assistance during your visit:** our friendly Customer Service Team are on hand throughout the museum should you require any assistance.
- **Tours:** we offer regular tours April – September of Magna Fort. Please ask a member of staff for more information.
- **Regular events and activities:** in addition to our permanent exhibitions, we offer a varied programme of temporary exhibitions and events, please see our website www.romanarmymuseum.com for further details.
- **Staff Training:** our staff are trained in Visual Impairment awareness, Autism Awareness, Hidden Disabilities Sunflower, and Dementia Friends. If you require any assistance during your visit, please ask a member of staff.

Pre-Arrival

For full details and maps of how to reach us, please see Your Visit section of our website. Alternatively, you can plan your journey by car or public transport using a journey planner website. Simply enter your postcode and ours, which is CA8 7JB to get directions. You could also use What3Words: `///altitude.scorpions.access`

- **By Foot:** Situated on the line of the Wall and Hadrian's Wall National Trail, this makes a convenient and informative stop between Greenhead and Walltown Quarry. The museum is situated a 4 minute walk from the Hadrian's Wall Trail. If you are walking from Greenhead, there is a strenuous 1 mile, strong elevation walk.
- **By Bus:** 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: www.visithadrianswall.co.uk/explore/ad122-hadrians-wall-country-bus. There is also the HW1 bus service – more information on this service at: www.cumberland.gov.uk/buses/service/HW1
- **By Train:** The nearest railway station is Haltwhistle, which is 3 miles away.
- **By taxi:** If you require an accessible taxi you can book this in advance (Eco Cabs - 01434 600 600 or Advanced Taxis - 01434 606565)
- **By Car:** The entrance is 0.3 miles from the B6318.

Car Parking and Arrival

From the museum access road, follow the signs to the car park.

- There are two parts to our car park. You will first enter a tarmacked area with free car park spaces and 2 designated Blue Badge Spaces located 150m from the museum

entrance. These bays are clearly marked. Beyond this, to the left is a grassy overflow car park to be used in peak times.

- The car park is situated 150m from the Museum Entrance, with a level, hard standing path leading to the main entrance with bollard lighting.
- If required, a drop off point located 10 metres from Museum door is available. Please do ring us in advance (016977) 47485 to discuss further or speak to the member of staff at the Museum Entrance when you arrive, and we will help arrange this for you.

Main Entrance, Reception and Ticketing Area

- On arrival, you will be greeted at the museum main entrance by a member of the Customer Service Team.
- 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.
- Sensory bags, magnifying glasses, coloured dyslexia overlays, large print transcripts of audio, and sensory maps are available from the ticket desk.
- Carers are admitted free of charge to the museum.
- Museum staff are trained in Visual Impairment Awareness, Autism Awareness, and Dementia Friends. If you have any access requirements or concerns about your visit, please do let a member of the Customer Service Team know, and we will do our utmost to facilitate your needs.

Display and Exhibitions

- The Museum consists of three galleries, a HD 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. Access to the first gallery from the admission desk is via an 8.5m long internal ramp of up to 1:5 gradient. Some Wheelchair users may require assistance with this access ramp to gallery one from shop area, please ask the Customer Service Team for assistance.
- Transcripts of the spoken word are available to loan during your visit, please ask at reception.
- Interpretation boards are located throughout the museum and a museum map is available to purchase at the ticket desk.
- Bench seating is provided within the galleries.
- Minimum opening throughout the museum is 750mm.

Activity Centre and Museum Gardens

- Most of the time, there is an Activity Centre open to the public which had interpretation boards and a subtitled video about Magna Roman Fort and the excavations 2023 – 2027.
- There is an automatic door in this room with access to a terrace that overlooks Magna Roman Fort. There is a roof to shelter from rain. Magna Roman Fort is not wheelchair accessible.
- There is a yurt with temporary exhibitions accessed via an external ramp. There is a handrail to the left of the ramp.

- The Activity Centre may be closed for community events on occasion. Alternative access to Magna Roman Fort is via the main museum entrance.

Public Toilets

- Public toilets are located within the museum on the lower ground floor with access via the ramps. The toilets are located approx. 60 metres from the main entrance.
- 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 has step free level access from the entrance desk.
- Natural lighting is provided through large windows with overhead halogen lighting.
- Free standing tables within the Café, assistance to set up area for a wheelchair can be provided by staff.
- Where possible all our food is locally sourced. You may find some of our food is pre-packed. We do our best to cater for dietary requirement as best, please call in advance to check or discuss with staff if you have any questions.
- The café is self-service from a counter; however, staff can assist with table or tray service on request.
- All staff can assist by running through menus with you.

Shop

- 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.
- There is a range of unique souvenirs, gifts, local crafts, and books etc. There are tall display racks and low accessible tables from a seated position.
- Staff can offer assistance within the shop if required.

Museum Grounds

- There are grassed areas at the front and back of the museum. These can be accessed by ramps and level hard standing paths. The front of the museum has picnic tables.
- Around the museum site and on the site of Magna Roman Fort are grassed farmland, which are uneven underfoot and not wheelchair accessible. The sites should be accessed with due care and attention by all our staff and visitors.

Additional Information

- All our staff receive regular customer service training that includes disability awareness and Dementia Friends training.
- We are here to help you make the most of your visit to the Roman Army Museum, so please do contact us in advance of your visit if you require any specific assistance or information.
- We have a set of evacuation procedures – should you require it someone will assist you with evacuation either out of the building or to a refuge.
- We welcome trained assistance animals.
- No Internet access is available within the museum.
- Mobile signal strength is good within the local area.
- The Roman Army Museum website adheres to Web Content Accessibility Guidelines (WCAG), Version 2.0, Level AA.
- Please also see our website for public events and exhibition programme.

Plans for the Future

- The Vindolanda Trust is committed to making the museum accessible to all our visitors.
- Where feasible we intend to improve our facilities and experiences through consultation with local disability awareness groups. If you have any suggestions for improving accessibility at The Roman Army Museum, please do get in touch.

Contact Information

- **Address:**
 - Roman Army Museum, Greenhead, Brampton, Northumberland, CA8 7JB
- **Telephone:**
 - (016977) 47485
- **Email:**
 - info@vindolanda.com
- **Website:**
 - www.romanarmymuseum.com
- **Opening Hours:**
 - Seasonal opening hours. Please see our website for further details.

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