



CITY MUSEUM

Accessibility guide



Welcome

Located in the heart of the historic city of Winchester, City Museum tells the story of England's ancient capital, the seat of Alfred the Great. From its origins as an Iron Age trading centre to Anglo-Saxon glory and the last journey of Jane Austen, explore the sights and sounds of Winchester past and present in the museum's three galleries.

A lift to all three floors is provided for wheelchair users and visitors with access requirements. Assistance dogs are welcome, as long as they are clearly identifiable.

Contact us

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

Telephone: 01962 863 064

Email: <mailto:enquiries@hampshireculturaltrust.org.uk>

Watch the video: <https://youtu.be/t6zO3a2xQus?si=HV-MRkLAOuvD8VeV>



Changing lives through culture



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Getting here - our address

The Square
Winchester
SO23 9ES

Travel by public transport

- Visitors can travel to City Museum by both bus and train
- City centre park and ride services are available. There are multiple car parks located in the city centre
- The nearest bus stop is at Upper Brook Street, which is 0.1 miles/0.2 km from Winchester City Museum
- Winchester railway station is located 0.5 miles/0.8 km from Winchester City Museum

Parking

- The Square is accessible by car
- The nearest disabled parking bay is at 4 Market Lane, SO23 9LQ
- Access to the entrance is directly from the public footpath

Arrival

- There is level access from the street to the main entrance
- The path is wide and not sloped.

Main entrance

- The main entrance opens directly onto the public pavement and is in view of the reception desk
- The main entrance has level access and is accessible for wheelchair users
- The main door is side hung, manual and opens by both push and pull
- Volunteers and staff are on hand to open the door if needed; in warmer weather the door may be left open
- The front doorway measures 37 inches/94 centimetres wide

Level access

There is level access from the main entrance to the ground floor:

- Georgian and Victorian displays and objects, plus the Winchester Model
- The museum gift shop
- Museum toilets and baby change
- The doorway to the lift lobby on the ground floor measures 36 inches/91.5cm; the doorway to the lift also measures 36 inches/91.5 cm.



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There is level access via stairs or the lift to the middle floor (Anglo-Saxon and medieval history) and the top floor (Roman history).

- Wheelchair access is unavailable for the small Iron Age display on the top floor landing due to a small flight of stairs connecting it to the main Roman room
- The doorway of the lift lobby on both floors measures 36 inches/91.5 cm
- The doorways on the middle floor between the main room and the quiet area measure 41.5 inches 105.5 cm



Small sets of stairs at the entrance to the Roman gallery on the second floor

General

- There is a public toilet with hand railings for disabled visitors, as well as a baby changing facility
- All staff are trained in disability awareness
- There is free entry to the museum for one personal assistant accompanying a person with disabilities

Lift to all floors

- A lift is provided with access to all three galleries
- There are braille numbers on the floor selection buttons
- Pushchairs are welcome inside the museum; the lift is large enough to accommodate pushchairs



Accessibility guide



Lift lobby



Lift

Hearing

- A spoken recording is played on the ground floor to accompany the Winchester Model. There are four iPads around the model discussing its provenance and Winchester's history

Visual

- The glass front door and windows have contrast markings
- The walls and the doors have high colour contrast
- The lighting in the venue is consistent with both overhead lights and natural light from windows
- There are spoken word tours for all three galleries
- Audio display information is available for the Winchester model

SEND (Special Educational Needs and Disabilities)

- A dedicated 'quiet corner' can be found on the landing of the middle floor
- This space is intended to provide a calming environment for any visitors that may feel overwhelmed or overstimulated
- It includes a comfortable sitting area away from the main galleries, sensory toys and a reading area
- We have recently introduced a sensory bag at the museum as an aid to those with SEND needs
- This includes ear defenders, a PECS map, a magnifying glass, sensory toys and more.