

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 staff and visitors.

## Access Statement for Elgin Museum 2018

### Introduction

Elgin Museum is Scotland's oldest continuously 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 at the east end of the High Street in Elgin's town centre which is on the flat.

We are a VisitScotland 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 Category A listed building status has prohibited permission for 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 particular access or other 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](mailto:curator@elginmuseum.org.uk)

### Pre-Arrival

- Please phone for more detailed advice and suggestions of where to park.
- The nearest railway station is Elgin, on the Inverness-Aberdeen line, approximately 1 km away and a 20 minute walk. Taxis are usually outside the station. There are taxi ranks at both ends of the High Street.
- The bus station is in the St Giles Centre off the High Street, and approximately 300 m away and a 10 minute walk. There is a lift and an escalator from the bus station to High Street level. The No. 10 bus stops on the A96 (Alexandra Road) at the back of the Museum – 2 minutes walk.
- The surrounding streets are paved and the town centre is pedestrianised, although not traffic free outside the Museum.

- Shopmobility Moray can be contacted on 01343 552528. They are located at 59 High Street, Elgin. 150 m from the Museum. [www.shopmobilitymoray.co.uk](http://www.shopmobilitymoray.co.uk) They offer the hire of scooters, wheelchairs, zimmers, rollators, walking sticks, and 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. New parking charges were introduced in the town in 2018. [http://www.moray.gov.uk/moray\\_standard/page\\_80774.html](http://www.moray.gov.uk/moray_standard/page_80774.html) There are 15 spaces at the east side of the Museum – follow the Brown Signs. North College Street West. There is free parking in the Cooper Park on the north side of the A96 after 12 noon.
- For detailed information about disabled parking and Moray's Blue Badge scheme see [http://www.moray.gov.uk/moray\\_standard/page\\_40008.html](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-hand 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 if it is not open (opens outwards), and a door bell. Gallery assistants are just inside the door at the reception desk.
- Door opening width: 920 mm, 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 flagstone.
- Lighting is fluorescent.
- There is no low counter at the reception desk, but it is a simple matter for the gallery assistant to step out from the desk. There is no glass barrier.
- Entry is free. Donations are welcome.

- There is a hearing loop system in reception.
- Magnifying glass, pencil and paper are available - and a personal tour available on request.

#### Attraction (displays, exhibits, events, 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 on hand to help you, and expect to be asked.
- We have handling boxes for various topics. Please contact us to arrange your visit so we can make sure there is a suitable volunteer or member of staff available. Alternatively, please ask if you would like one of our volunteers to come to your group.
- There is no background music or flashing lights. It can be noisy if there is a school group or family activity in the Museum. Please phone and ask someone to check the diary if this is a concern.
- 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.
- Museum Hall – in the adjacent Museum Hall, where lectures and some events are held, there is a sound amplification system. At present, the WC is not wheelchair accessible. The WC in the Museum's Main Gallery is available during any public event or lecture organised by the Museum.

#### Public Toilets

- There is one public and accessible WC in the Main Gallery.
- Doors to the WC are light, and opening is 870 mm, 34.25".
- Clear space for a wheelchair is on the right-hand side when facing the WC: 870 mm, 34.25".
- Height of WC, floor to seat: 470 mm, 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.
- There is a “baby changing” box in the locked cupboard in the WC. Please ask staff for access.

## 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.
- A mobility scooter could be charged on request if the scooter user has their mains charger. Otherwise, Shopmobility might be able to help.
- Tourist information – we can give basic tourist information from our local knowledge, particularly about history and heritage and other local attractions. The main source for accommodation information

is Moray Council's official tourism website:  
[www.morayspeyside.com](http://www.morayspeyside.com)

## Future Plans

- Suggestions are welcomed for any areas of improvement including our web site.
- 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 and its A listed status but are also able to offer a personalised service if you have specific requests.

## Contact Information:

Address: Elgin Museum, 1 High Street Elgin, IV30 1EQ

Telephone: 01343 543675

Email: [curator@elginmuseum.org.uk](mailto:curator@elginmuseum.org.uk)

Website: [www.elginmuseum.org.uk](http://www.elginmuseum.org.uk)

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

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

Local Accessible Taxi: (\*denotes availability of wheelchair accessible vehicle – this information may change without notice)

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\\_1677](http://www.moray.gov.uk/moray_standard/page_1677)

[www.travelinescotland.com](http://www.travelinescotland.com)