

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 to all.

Access Statement for Elgin Museum 2026

Introduction and welcome

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 owned by The Moray Society, a membership organisation, and managed by volunteers.

The Museum is at the east end of the High Street in Elgin town centre which is on the flat and partially pedestrianised.

The displays in the Museum 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. Many of the displays have their interpretation as QR codes which are linked to the Museum's website so can be viewed off-site. There is free WiFi throughout the Museum and it is advertised throughout the facility. The upstairs displays usually change annually.

The ground floor has sloped access for wheelchair users. Our Meet and Greet Team members are there to make everyone's visit as effective as possible. Anyone with particular access or other needs is encouraged to ask. For example, we have object handling boxes and museum guides in foreign languages (although it is hard to keep these updated annually). If in doubt, please ask before your visit.

The Museum's website houses lots of information about the collections and is supported by a YouTube channel.

We look forward to welcoming you. If you have any queries or require any assistance, in the first instance please email: curator@elginmuseum.org.uk

Pre-Arrival

- Please email 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. There are taxi ranks located at the train station and on Elgin High Street.
- The bus station is below the (currently closed) St Giles Shopping Centre, off the High Street, and approximately 300 m away and a 10-minute walk. Various local bus services including the No. 10 bus stop on the A96 (Alexandra Road) at the back of the Museum, a 2-minute walk.
- The surrounding streets are paved and the town centre is partially pedestrianised, although not traffic free outside the Museum.
- Any printed materials can be photocopied in larger font on request. The website 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 2024:
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 to North College Street West. There is free parking in Cooper Park on the north side of the A96 after 12 noon and anywhere in Elgin on Sundays.
- For detailed information about disabled parking and Moray's Blue Badge scheme see http://www.moray.gov.uk/moray_standard/page_103122.html
- There is a kerb ramp outside the Museum gate. The final approach to the front door is up a gentle slope with a handrail on the right-hand side. There are no steps. Drop off is possible at the gate.
- When the Museum is open to the public, the outer door is open. For assistance, ring the doorbell. A Meet and Greet Team member will be just inside the door at the reception desk.
- Door opening width: 920 mm, 36.25"

Main Entrance, Reception

- 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 a member of the Meet and Greet Team 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 on QR codes next to the display. The Meet and Greet Team are on hand to help you and expects to be asked.
- Wherever possible, we follow accessibility guidelines in choosing text and background colours, fonts, layouts etc.
- 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 custodian 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 email and ask someone to check the diary if this is a concern.
- There are folding "walking" chairs around the Museum.
- Carpet is thin pile but may present challenges to manual wheelchair users.
- Lighting is natural in the Main Gallery, with fluorescent lights and some ceiling spotlights, and is good and even, except in areas where reduced lighting is required for conservation of the exhibits.
- Museum Side Hall – in the adjacent Museum Side Hall, where lectures and some events are held, there is a sound amplification system. The Museum shop is located in the Side Hall and is accessible via sloped flooring. At present, the WC there 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 ambulant 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 linoleum.
- Since Covid, we have removed the 'baby changing' box in the WC, but you are welcome to use the WC space if necessary. The nearest baby changing facility is in Elgin Library, which is a 5 minute (0.2 mile) walk away.

Shop

- The shop in the Museum Side Hall through which you will exit, sells Museum

publications and local crafts, toys, cards and books.

- There is a low counter, but it is not a barrier to communication with the Meet and Greet Team.
- The display racks are at different heights and the Meet and Greet Team are there to help.
- There is no background music.
- There is a hearing loop system.
- The Meet and Greet Team member will ensure doors are held open for your exit. Wheelchair users are advised to exit via the main entrance as the rear exit from the Museum Side Hall has a small step down and no dropped kerb.

Additional Information

- All Meet and Greet Team members are given basic training at induction in awareness of particular access needs.
- Meet and Greet Team members 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 can be provided if requested.
- In general, the signage is very dark grey on white background, sans serif 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.
- Tourist information: we can give basic tourist information from our local knowledge, particularly about history and heritage and other local attractions.

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 provide.
- 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.
- We have a major project in hand for significant improvements to the building layout, facilities (including a lift) and much needed repairs, and incorporating the adjacent building, 3 High Street.

Contact Information

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

Email: curator@elginmuseum.org.uk

Telephone: 01343 543675

Website: www.elginmuseum.org.uk

Hours of Operation: Check website or social media pages. Visits available year round by appointment, subject to Volunteer availability.

Accessible Taxi: Contact taxi companies direct

Public Transport: <https://www.travelinescotland.com/>