Manx National Heritage
Eiraght Ashoonagh Vannin

Access Guide for the House of Manannan

This access guide 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 House of Manannan is a purpose built heritage centre built around Peel's former Railway Station. It is operated by Manx National Heritage. The House of Manannan uses modern interpretation and display techniques to create an enjoyable and interactive visit exploring the Island's Celtic, Viking and maritime history. Displays include life sized reconstructions of a Celtic roundhouse and Viking Longhouse; a two thirds scale Viking longship returning from battle; a theatre exploring the stories behind the Island's stone crosses; a nineteenth century Peel street scene complete with traditional sights and smells from the Manx kipper yard; and a host of local maritime stories.

The House of Manannan has an admission fee and various concessions are available. Our annual pass for Island residents and holiday passes can be purchased online prior to visiting. It is our policy that two carers accompanying a disabled visitor are admitted free of charge to all our sites. Please see our website for up-to-date information (www.manxnationalheritage.im).

The House of Manannan has a gift shop, a temporary exhibition gallery, education suite and coffee shop. There is no admission charge to access these facilities.

The House of Manannan is open seven days a week, currently from 10am – 4.30pm. It is open all year round excluding Christmas Day, Boxing Day and New Year's Day.

The main galleries of the House of Manannan are housed within a modern purpose built heritage centre, spread over three floors. There is lift access between each floor and staff are available to assist as required. There are also stairs connecting each floor, for details see the mobility section.

There is an accessible toilet near to the main entrance and a second accessible toilet on the second floor near to the main exit lift. There are baby changing facilities in the accessible toilet and in the ladies toilet on the ground floor.

This statement lists the range of provisions we have made to ensure that every visitor has a great time when they visit us.

Manx National Heritage look forward to welcoming you. If you have any queries or require assistance please speak to a member of the front of house team stationed at the reception desk on arrival. Alternatively to discuss your requirements prior to visiting please phone 01624 648090.

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1 Getting to the House of Manannan

The House of Manannan is located in the heart of Peel, near to the harbour.

By car:

The House of Manannan has a large car park to the rear of the building which is free to access. There are three designated parking spaces in the car park. There is a dropped curb. The designated parking bay is 100m from the main entrance. Visitors using wheel chairs may require assistance to the main entrance due to the textured, uneven slab surfaces on the pavements and forecourt.

Three Disabled Parking Bays in Main Carpark

Main Entrance Showing Textured Forecourt Slabs

There are additional parking spaces at the front of the building. There are two spaces designated as disabled parking with a dropper curb. One space is designated as a loading bay.

There is an overflow car park towards the rear of Mill Road, this has an uneven surface and is not tarmacked.

There is additional free parking in the streets around the House of Manannan and Peel. There are double yellow lines in a number of places around the House of Manannan, please note that on the Isle of Man disabled badge holders are not permitted to park on these lines.

On foot:

The House of Manannan is next to the harbour in Peel and is on level ground. There are pedestrian pavements leading to the main entrance and there are dropped curbs. There are no pedestrian crossings to aid access.

The entrance area is paved with textured slabs and visitors using wheelchairs may require assistance due to the uneven slab surface on the forecourt. In addition the slabs can become slippery when wet. Please note that Peel is an old fishing town and many of the streets and pavements are uneven.

By bus:

There is a bus stop immediately outside the main entrance to the House of Manannan. Journey time from Douglas takes approximately 25 minutes. This stop is a drop off from the Douglas route only. If you alight at this bus stop it will take you to main Peel Bus Stop, where you will have to change buses to continue your journey. The main Peel bus stop is situated about 10 minute walk from the House of Manannan up a steep incline. It is located by the Cathedral and the Town Hall.

The route is wheelchair and buggy accessible, but there is a steep incline and visitors using wheelchairs may require assistance due to the uneven pavements.

By coach:

Coaches can be parked either in the House of Manannan overflow car park towards the rear of Mill Road.

2 Entrance Area

Access to the House of Manannan is through a double width glass door and then a set of automated double glass doors. The glass door is heavy and not automated. The main entrance is completely level. The main entrance door is usually propped open, and can be propped open easily.

Main Entrance – Manual Glass Door and Automated Sliding Doors

The main entrance has a medium height counter and is well lit. There is an induction hearing loop fitted. The reception desk is staffed at all times, and the team are happy to help.

Main Reception Area and Shop Counter

Torches and ear defenders are available to borrow from reception for those who require them.

There is a wheelchair available to borrow while you visit – just ask when you arrive or call ahead to pre book.

Assistance dogs are welcome and a water bowl is available at reception, please ask.

Cloak Room Facilities

The House of Manannan has a large cloakroom and locker facility. The lockers take £1 Manx coins. Items are left at visitors own risk. Please speak to the reception staff if you need assistance using this facility or change.

3 Galleries for Disabled Visitors

The House of Manannan offers a warm welcome to all.

Visitors with specific needs are welcome to contact Manx National Heritage in advance of their visit and descriptive guided tours can be arranged. To discuss your requirements please email enquiries@mnh.im.

Assistance dogs are welcome and a water bowl is available at reception, please ask.

Visitors who use Wheelchairs or have Limited Mobility

Access to the main entrance of the House of Manannan is level and there is a medium level counter at the reception desk.

The House of Manannan is spread over three floors, and there is full access to visitors using wheelchairs throughout. There is lift access between each floor. Please notify a member of staff if assistance is required to use the lifts.

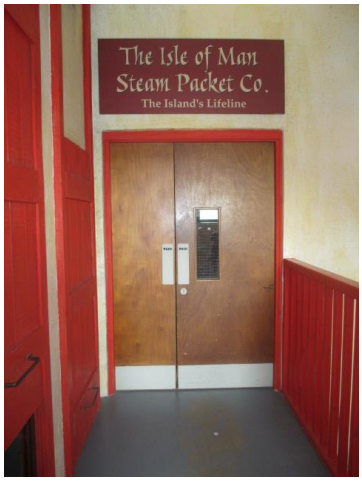
There is a route to follow throughout the House of Manannan which leads visitors from the ground floor to the second floor. Floor arrows help direct visits. Once at the second floor visitors should use the main lift or stairwell to exit.

There is a wheelchair available to borrow while you visit – just ask when you arrive or phone ahead to pre book.

There is seating available throughout the galleries.

To access some of the galleries there are a number of non-automated doors on the ground floor (one door) and second floor (three doors). Please notify a member of the team if you require assistance. Please see images below:

Entrance to Ground Floor Galleries



Entrance to Steam Packet Gallery (Second Floor)

Entrance to St Patrick's Isle Gallery (Second Floor)

Exit from Second Floor leading to lift or stairs to exit

Please find full details of the gallery level changes below.

Level Changes (House of Manannan)

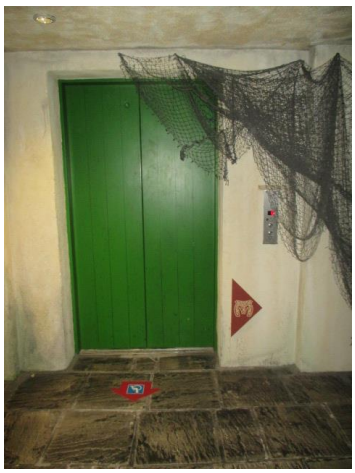
There is a set route to follow throughout the House of Manannan which leads visitors from the ground floor, through the first floor to the second floor. Floor stickers help direct visitors around the site. Once at the second floor visitors should use the main lift to exit.

Ground Floor to First Floor

There are 20 open-riser steps with handrail leading from Odin's Raven Gallery (ground floor) to the Irish Sea Gallery (first floor).

Alternatively there is a central lift at the House of Manannan which connects the Odin's Raven Gallery (ground floor) to the Streets of Peel Corridor (first floor). Once on the first floor visitors using the lift should follow the directional arrow to the Irish Sea Gallery – this will put them back on the main route. The lift has a 33 person capacity.

Main Lift – Ground Floor (Odin's Raven)



Main Lift - First Floor (Streets of Peel Corridor)

Stairs Leading from Odin's Raven to Irish Sea Gallery

First Floor to Second Floor

There are 20 steps with handrails leading from the Kipper Gallery (first floor) to the Steam Packet Gallery (second floor).

Kipper Stairs (to second floor)

There is a platform lift to aid visitors from the first floor to the second floor at this point. Using this lift will enable visitors to stay on the correct House of Manannan directional route. The lift has a two person limit.

Platform Lift from Kipper Gallery to Steam Packet Gallery (first to second floor)

St Patrick's Isle Gallery to St Patrick's Isle Suite (Second Floor)
There is a set of nine steps leading from St Patrick's Isle Gallery to St Patrick's Isle Suite.

There is a platform lift to aid access from St Patrick's Isle Gallery to St Patrick's Isle Suite. It has a two person limit.

St Patrick's Isle Stairs & Platform Lift

Exit - Second Floor to Ground Floor

Visitors are encouraged to use the main lift to exit the House of Manannan, from the second floor to the ground floor. The lift has a 33 person capacity.

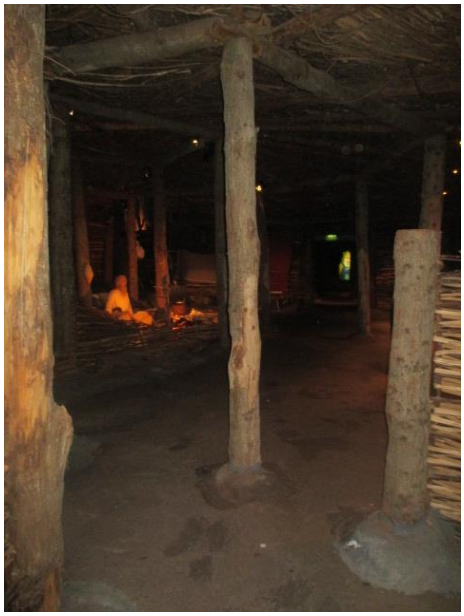
Visitors wishing to use the stairs should note there are 51 steps to the ground level. The steps have a colour contrast trim and there is a hand rail.

Visitors who are Blind, Partially Blind or have Sight Loss

Sound, film, light, smells and life-sized displays are used in the galleries as an interpretative tool and to create atmosphere.

Lighting levels in in the House of Manannan are low in most areas and floor surface finishes vary. Each floor of the House of Manannan is level, with lift and/or stair access between each floor.

Due to the theatrical interpretive techniques employed on the ground floor, lighting levels are low and the floor surface finishes vary. There is no natural light in these areas and there are shadows cast on the floor which may look like steps. The ground floor is all on one level, although slightly uneven. Visitors should note that the Celtic Roundhouse is a life-sized reconstruction and has large tree posts to support the roof combined with uneven floor surfaces. Visitors with sight loss can request assistance to navigate the ground floor, and a guided tour can be booked in advance.



The Celtic Roundhouse (showing tree stumps and shadows)

Visitors with specific needs are welcome to contact Manx National Heritage in advance of their visit and descriptive guided tours can be arranged. To discuss your requirements please email enquiries@mnh.im or phone 648090.

Assistance dogs are welcome and a water bowl is available at reception, please ask.

Visitors who are Deaf or have Hearing Loss

Sound, film, light, smells and life-sized displays are used in the galleries as an interpretative tool and to create atmosphere.

The main reception area and audio visual presentations have an induction loop for our hearing impaired visitors. The hearing induction loop requires your hearing aid to be set to T.

There is written interpretation in a number of the galleries, both on panels and touch screens.

For those with hyper sensitive hearing we can offer ear defenders - please just ask when you arrive if you would like to borrow a pair.

Assistance dogs are welcome and a water bowl is available at reception, please ask.

Visitors with specific needs are welcome to contact Manx National Heritage in advance of their visit. To discuss your requirements please email enquiries@mnh.im or phone 648090.

Visitors who have Learning or Sensory Difficulties

Sound, film, light, smells and life-sized displays are used in the galleries as an interpretative tool and to create atmosphere. The reconstructions show a wide range of artefacts – from Viking swords, to dressed mannequins and models. During term time the House of Manannan can become busy with school visits and coach parties; and during the school holidays can be busy with family visits. This all means the galleries can become noisy and disorientating, which some may find challenging.

When planning your visit our staff would be happy to advise whether the House of Manannan has any large pre-booked groups and can advise of quieter visiting times.

The ground floor has a series of reconstructed areas with films, low level lighting, shadows and no natural light (Celtic Roundhouse, Viking Longhouse and Stories in the Stones). The first and second floors have more natural light and less dramatic reconstructions. If you would like to start your visit from the first floor level or would like to leave the ground floor level quickly please speak to a member of the team who are always happy to help.

Torches and ear defenders can be borrowed from reception for visitors with sensory difficulties.

Manx National Heritage is a member of the sunflower lanyard scheme and our staff are always happy to help.

We can also offer familiarisation tours for visitors with sensory needs during quieter times so they feel more confident to revisit. Please email enquiries@mnh.im.

4 Young Children

Young children are very welcome at the House of Manannan. Children are invited to make noise, play and have fun in the interactive galleries. Look out for the special activity areas especially designed for children.

Sound, film, light, smells and life-sized displays are used in the galleries as an interpretative tool and to create atmosphere. This means the galleries can sometimes seem a bit noisy, scary and disorientating to our younger visitors – the ground floor level with our reconstructed Celtic Roundhouse and Viking Longhouse with no natural light can be the most daunting. If you would like to start your visit from the first floor level or would like to leave the ground floor level quickly please speak to a member of staff who are always happy to help.

Torches and ear defenders are available to help our younger visitors. Shining a light in a scary corner can make us all feel braver – so why not give it a go!

To protect our collections, food and drink are not to be consumed in the galleries, although we have a family friendly café and some tables and benches outside.

The House of Manannan supports and welcomes breastfeeding mothers. In addition the Coffee Station Café is happy to heat milk or baby food for customers.

There is full pram access throughout the building, with lifts available on all floors. Please notify a member of staff if assistance is required – the team are happy to help.

You are welcome to leave your pram in the cloakroom area, but this is at your own risk.

Changing facilities are available in the accessible toilet and ladies toilet in the main reception area.

5 Toilets

Ground Floor Facilities

The House of Manannan has one standard accessible toilet to the right of the main entrance. There is also a male and ladies toilet block in this area. There is level access to all toilets. The accessible toilet and the ladies toilet block both contain changing facilities for babies and toddlers.

Accessible Toilet

To the right of the main reception on the ground level there is a clearly marked standard unisex accessible toilet with outward opening door and twist lock. The toilet door is 80cm wide and is heavy. Further details:

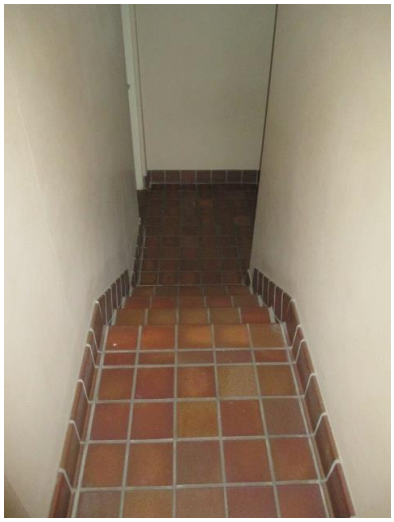
- Left hand lateral transfer space (80cm), with a left hand drop down rail.
- There are wall mounted rails.
- There is a lower level sink with lever mixer tap.
- There is a functional emergency alarm available.
- Disposal facilities are available in the cubicle.
- Mirrors are placed at a lower level.
- There is a hand dryer.
- Baby change facilities are located within the accessible toilet.
- Tiled floor, good colour contrast to walls.
- Good overhead lighting.

House of Manannan Ground Floor Accessible Toilet

There are an additional two unisex toilets situated at the rear of the Viking Longhouse**.**

First Floor Facilities

There are further toilets on the first floor just off the Irish Sea Gallery. There are 4 steps to access the first floor toilets and there is no lift access. There are no accessible toilets or changing facilities on this level.



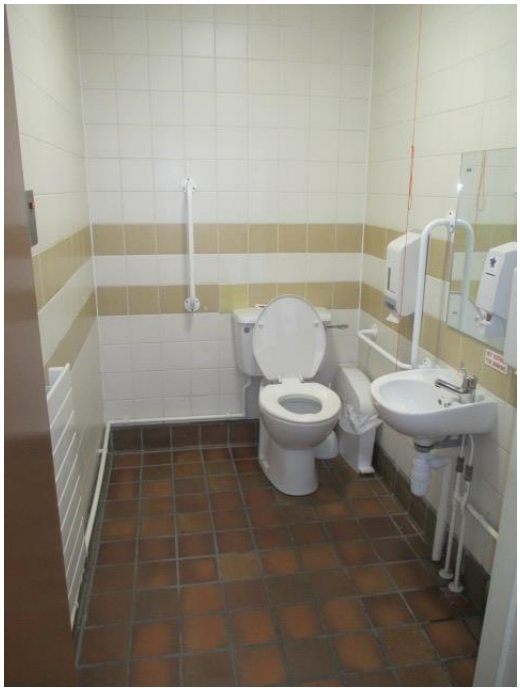
Steps leading down to First Floor Toilets

Second Floor Facilities

There are further toilets on the second floor near to the main exit – a unisex toilet and an accessible toilet. There is level entry to these toilets. There are no changing facilities on this level.

Second Floor Accessible Toilet
Clearly marked unisex accessible toilet with inward opening door and twist lock. The toilet door is heavy. Further details:

- Left hand lateral transfer space, with a left hand fixed rail.
- Fixed wall mounted rails.
- There is a lower level sink with lever mixer tap.
- There is a functional emergency alarm available.
- Mirrors are placed at a lower level.
- Tiled floor, good colour contrast to walls.
- Good overhead lighting.



Second Floor Accessible Toilet

6 Temporary Exhibition Space

Temporary Exhibition Space

The temporary exhibition gallery is located on the ground floor, and can be accessed on the level from the main entrance.

It has a wide open doorway.

It is free to access and has a varied programme of exhibitions throughout the year.

There is plenty of space for buggy and wheelchair movement.

There is good overhead lighting.

There is a wooden floor, which contrasts with the grey walls.

7 Coffee Station Café

The Coffee Station Cafe

Additional Coffee Station seating area in the HOM reception

The Coffee Station cafe is located on the ground floor, and can be accessed on the level from the main entrance.

The café serves hot drinks and snacks – including cakes and sandwiches. There are a range of gluten free products available. If you have specific food requirements you are welcome to speak to the café team in advance of your visit. Please call 01624 648097.

Orders should be placed at the counter which is mid-level. If you require assistance please speak to the café staff or a member of the House of Manannan team who are happy to help.

Tables and chairs can be moved. There are seating areas for the café – in the café, on the forecourt outside, and in the House of Manannan reception area.

Crockery is white and contrasts strongly with the wooden tables.

Lighting in the café is good natural daylight with additional overhead lighting.

If you would like your baby food or milk heating up please ask the cafe staff who would be happy to help. The Coffee Station supports and welcomes breastfeeding mothers.

There are additional ladies and men's toilets to the rear of the café.

There is a standard accessible toilet to the rear of the cafe. It can be reached through an outward opening door.

There are no changing facilities.

Assistance dogs are welcome.

8 Gift Shop

Our Gift Shop is located on the ground floor, and can be accessed on the level from the main entrance.

The Gift Shop allows easy access for wheelchairs and buggies and has a mid-level counter.

There is a hearing induction loop at the shop counter.

There are tall display racks and low tables accessible from a seated position.

Lighting in the shop is good natural daylight with additional overhead lighting.

House of Manannan Gift Shop

9 Education and Conference Suites

The House of Manannan has a second floor education and conference suite. The room is used by school groups and is available for private hire.

St Patrick's Isle Suite

Entrance to the St Patrick's Isle Suite is via a large lift. Alternatively the room can be reached by ascending 51 steps. The entrance to the suite is completely level and through a wide glass doorway. The door is not automated.

Seating in the suite is padded seats.

Chairs and tables can be moved to accommodate wheelchair users. There is plenty of space for wheelchair movement.

There is good natural daylight and overhead lighting.

There is free WiFi access.

There is an induction loop in the suite.

There are toilets on the second floor level, including an accessible toilet. There are no changing facilities on this level.

There are no cloakroom facilities on this level.

To enquire about hiring the St Patrick's Isle Suite or any other Manx National Heritage venue please email: venuehire@mnh.im.

10 Future Plans

The House of Manannan team receive customer service and disability awareness training and are always happy to help. We work with a range of partners across the Island to ensure our sites and collections are accessible, engaging and inspiring to a broad range of users. We are always seeking to improve our services for visitors and appreciate your feedback.

Manx National Heritage is committed to improving access to heritage assets for everybody; and is working to embed an inclusive 'access for all' philosophy across the organisation and in everything we do.

If you would like to discuss access and inclusion in more detail please contact Access & Inclusion Champions Katie King on 01624 648023, katie.king@mnh.im, or Suzie Walker on 01624 648018, suzanne.walker@mnh.im.

Contact Information

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Opening hours:	Monday – Sunday, 9.30am – 4.30pm