Access Guide for the Manx Museum 2019

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 Manx Museum is the national museum for the Isle of Man, and is the headquarters of Manx National Heritage. The Manx Museum is bursting with artefacts and treasures unique to the Isle of Man. The Island’s history is presented through film, galleries and interactive displays. It houses the National Art Gallery, the National Library and Archive and also has a gift shop and café.

The Manx Museum is the perfect starting point to learn about the history of the Island, and has a vibrant programme of temporary exhibitions and events.

The Manx Museum is free to visit and is open seven days a week from 10am – 5pm. It is open all year round excluding Tynwald Day (5 July), Christmas Day, Boxing Day and New Year’s Day.

The museum is based in a Victorian building with a modern extension housing a lecture theatre, education suite and seminar room. The galleries are spread over two floors, with the majority being on the ground level. There are a number of steps and stairs throughout the building, all have lifts or ramp access (with the exception of the archaeology reference gallery which is accessed by 13 steps).

We have a unisex accessible toilet near to the main entrance and an accessible cubicle in the ladies and gentlemen’s toilets near the shop. There are baby changing facilities in each of these areas as well. The Manx Museum also has a publicly accessible Changing Place facility.

We welcome all visitors, and our helpful staff would be happy to assist you during your visit. Please speak to the reception team if you require assistance or would like details of museum events or activities.

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

We look forward to welcoming you. If you have any queries or require any assistance please phone 01624 648000 or email enquiries@mnh.im.
Contents

1  Getting to the Manx Museum

2  Entrance Area

3  Museum Galleries for Disabled Visitors
   a. Visitors with Mobility Impairment
   b. Level Changes (Main Museum)
   c. Visitors with Visual Impairment
   d. Visitors with Hearing Impairment
   e. Visitors with Learning Difficulties

4  Visitors with Young Children

5  Toilets & Changing Place Facility

6  Library & Archives Reading Room

7  Bay Room Café

8  Gift Shop

9  Education and Conference Suite

10 Future Plans
1  Getting to the Manx Museum
The Manx Museum is located in central Douglas at the top of a steep hill (Crellin’s Hill).

By car:
The museum has a small car park which is free to access. The museum has three designated disabled parking spaces opposite the entrance. There is a dropped curb.

When the car park is full visitors are welcome to use the car park as a drop-off and collection point. The car park only has one entrance/exit, there is a small turning area at the bottom of the car park.
Visitors can park on the roads surrounding the museum but should note the surrounding streets are within Douglas’ two-hour parking disc zone (meaning cars must be moved every two hours). Disabled badge holders can park in the disc zone for up to four hours, a parking disc must displayed. The disc zone is not operational at the weekends. Parking discs can be collected from any IOM Post Office, the Welcome Centre at the Sea Terminal or at the Manx Museum reception.

Alternative parking is available at nearby Chester Street Car Park, with access to the museum via a pedestrian footbridge. The payment machine only accepts coins, but does give change. Disabled badge holders can park in Chester Street Car Park for double their allotted time (i.e. 1 hour ticket = two hours parking).

**On foot:**
The museum is situated on a steep hill from central Douglas, it can be reached by lift from the main shopping street at Chester Street Car Park and through crossing over a pedestrian footbridge. The route is wheelchair and buggy accessible, but there is a steep incline from the footbridge through the museum car park.

**By bus:**
Douglas Bus Station is 10-15 minute walk from the Manx Museum, please walk through the main shopping street (Strand Street) and the museum can be reached by lift access from Chester Street Car Park and crossing over the footbridge. The route is wheelchair and buggy accessible, but there is a steep incline from the footbridge through the museum car park.

**By coach:**
There is a designated coach parking bay at the bottom of Crellin’s Hill, on Finch Road. Please note there is a steep hill to reach the Manx Museum from the drop off point. Coach visitors might prefer to use the lift in nearby Chester Street Car Park to reach the Museum.
2 Entrance Area

Access to the main museum is through one set of automated glass doors. The main entrance is completely level.

Manx Museum Entrance – Showing Automated Doors

The main entrance has a medium height counter and is well lit. There is an induction hearing loop fitted.

Manx Museum Reception Area

Torches and ear defenders are available to borrow from reception for those who require them.
We have 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 Manx Museum does not have a dedicated cloakroom, but visitors are welcome to leave their coats or bags in the hanging area next to the lecture theatre. Items are left at visitors' own risk. There are also some small lockers in this area.

Please speak to the reception staff if you would like to use this facility or would like to leave bulkier items.
3 Museum Galleries for Disabled Visitors

The Manx Museum is free to visit and offers a warm welcome to all.

The Manx Museum has free WiFi. Please ask for joining details at reception or in the library reading room.

Visitors with specific needs are welcome to contact the museum team in advance of their visit and descriptive guided tours can be arranged. Please contact Katie King on 01624 648035 or email katie.king@gov.im to talk about your requirements.

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

Visitors with Mobility Impairment

Access to the main entrance to the museum is level and we have a medium level counter at reception.

From reception there is a push button power assisted door leading to the art gallery. There is another power assisted door from the art gallery to the rest of the galleries. There are no more doors that require opening throughout the building.

Entrance to Art Gallery from Reception – showing push button power assist doors
Entrance to main museum galleries from Art Gallery – showing push button power assist doors

There is full wheelchair access throughout the main galleries, with lifts and ramps available at level changes. A number of the lift points require staff operation, so please notify a member of staff if assistance is required – they are happy to help.

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

There is seating available in most of the museum galleries.

Please find full details of the museum gallery level changes below:
Welcome to the Manx Museum
Failt erriu gys y Thie Tashtee Vannin
Journey through 10,000 years of Manx History with our collections, exhibitions and displays.
**Level Changes (Main Museum)**

**Library Reading Room Lift**

The library reading room is accessed via four steps leading up and five steps leading down with handrails. There is a platform lift to access the reading room, a member of staff is needed to operate this lift and will be happy to assist visitors. The lift is 80cm x 100cm and has capacity for one visitor using a wheelchair or one person on the fold down seat.

---

**Café, Exhibition Space & Library Reading Room Lift**

To access the Bay Room Café, the temporary exhibition gallery and library reading room there are four steps with handrails. There is a platform lift from the social history galleries to access the café, gallery and aid access to the reading room. The lift can be used without staff assistance, but if you would like assistance please ask. The lift is 80cm x 100cm and has capacity for one visitor using a wheelchair.
Social History – Folk Life Gallery Lift

To access or exit the Folk Life Gallery (basement gallery of the museum) there are 18 steps, with handrails. There is a platform lift in the Social History Galleries leading to the gallery and back. The lift is 100cm x 138cm and has capacity for one visitor using a wheelchair or three people standing. The lift can be used without staff assistance, but if you would like assistance please ask.

Visitors with Visual Impairment

Lighting levels in the museum galleries are low and floor surface finishes vary. The main museum galleries on the ground floor are level.

Visitors with specific needs are welcome to contact the museum team in advance of their visit to request a descriptive guided tour. Please contact Katie King on 01624 648035 or email katie.king@gov.im to talk about your requirements.

Our library and reading room have large screen computer monitors, free WiFi access and Pebble readers to aid with magnification of documents.

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

Sound, film and light are used in the museum galleries as an interpretative tool and to create atmosphere. We also display a wide range of artefacts – from Viking swords, to taxidermy specimens. During term time the museum 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 visitors may find challenging.

When planning your visit our staff would be happy to advise whether the museum has any large pre-booked groups; and during your visit can suggest quieter galleries and spaces.

We have a dedicated quiet room off the Natural History Gallery for visitors who need a break. We hope you enjoy the soft sofa and sensory lighting.

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

We can also offer familiarisation tours for visitors with learning difficulties during quieter times so they feel more confident to revisit. Please contact Katie King on 01624 648035 or email katie.king@gov.im to talk about your requirements.
Visitors with Hearing Impairment

Our main reception area, shop counter and library reading room counter 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 all galleries.

Visitors with specific needs are welcome to contact the museum team in advance of their visit to request a guided tour.

A number of our AV films in the museum galleries are subtitled.

Transcripts for all our films are available at reception, with a set next to each film as well.

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.
4 Young Children

Young children are very welcome at the Manx Museum. Children are invited to make noise, play and have fun in the galleries. In addition the Exploratorium gallery has been specifically designed to encourage play.

To protect our collections food and drink are not allowed in the galleries, although we have a family friendly café. We have an outdoor picnic area at the rear of the car park with benches and great views of the sea.

The Manx Museum supports and welcomes breastfeeding mothers. There is also a quiet room that can be used off the Natural History Gallery. In addition the Bay Room Café are happy to heat milk or baby food for customers.

The dedicated quiet room off the Natural History Gallery can be used by any visitors who require a break from the galleries for whatever reason.

There is full buggy access throughout the building, with lifts and ramps available at all level changes. A number of the lift points require staff operation, so please notify a member of staff if assistance is required – they are happy to help.

There are no designated buggy parks, but if you would like to leave your buggy please speak to the reception team and they will advise whether space is available in our reception area.

Changing facilities are available in the unisex accessible toilet in the main reception area and in the ladies and gents toilet block near the gift shop and café. Parents are also welcome to use the large Changing Place facility near to the gift shop.

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

Quiet Room with sofa and sensory lighting options
5 Toilets

Ground Floor Facilities

The Manx Museum has one unisex accessible toilet to the right of the main entrance and further accessible cubicles with the ladies and gents toilets on the ground floor near to the café and shop.

A standard accessible toilet with:
- Outward opening door
- Left hand transfer space with drop down rail
- Fixed hand rails to right side of the toilet
- Vertical hand rail to right side of basin
- Low level basin with lever tap
- Paper towel dispenser
- Automatic soap dispenser
- Emergency pull cord
- Full length mirror
- Good overhead lighting (automatic on/off)
- Wall hanging changing mat for young children
Ladies Toilet with Accessible Cubicle

The ladies toilets near the shop include a wheelchair accessible cubicle and changing facilities for young children.

The cubicle door opens outwards. The cubicle comprises a standard accessible toilet with:

- Left hand transfer space with double drop down rails
- Fixed hand rails to right side of the toilet
- Vertical hand rail to right side of basin
- Low level basin with automatic taps
- Emergency pull cord
- Low level mirror
- Low level hand drier
- Good overhead lighting (automatic on/off)
- Wall hanging changing mat and baby/toddler seat for young children.

Please note access to the ladies toilet block is through a standard sized door way with two sets of inward opening doors. Wheelchair users may require assistance to enter and exit the toilet block.
Accessible Cubicle in the Ladies Toilets (showing two door entry)
Gents Toilets with Accessible Cubicle

The gents toilets near the café/shop include a wheelchair accessible cubicle and changing facilities for young children. The toilet is access through an inward opening door. It is not power assisted.

The cubicle door opens inwards. The cubicle comprises a standard accessible toilet with:

- Right hand transfer space with double drop down rails
- Fixed hand rails to left side of the toilet
- Vertical hand rails above basin
- Low level basin with lever tap
- Emergency pull cord
- Mirror on rear of door
- Good overhead lighting (automatic on/off)
- Wall hanging changing mat
- Sliding lock

First Floor Facilities

There are further toilets on the first floor above the main museum entrance. There are 18 steps to access the first floor and there is no lift access. There are no accessible toilets or changing facilities on this level.

Second Floor Facilities:

There are further toilets on the second floor above the main museum entrance for users of the seminar room facilities. There are 36 steps to access the second floor from ground level. There is lift access which requires a member of staff to operate. There are no accessible toilets or changing facilities on this level.
Changing Place Facility:

The Manx Museum has the Isle of Man’s first publicly accessible Changing Place toilet, which offers safe and clean toilet facilities for people with multiple and complex disabilities.

The new facility provides:

- A sizeable changing room for disabled people and carers
- Height adjustable changing bench
- Overhead powered track hoist (please note all users are required to bring their own sling)
- Adjustable washbasin
- Centrally placed toilet with room either side to manoeuvre
- Separate quiet space available

Designed with the input of the Changing Places Consortium, disabled people, and their carers, the new facility will help people with complex needs stay out longer in the Isle of Man’s capital, visit the Manx Museum, and enjoy the surrounding area.
Changing Place Facility
6 Library & Archives Reading Room

The Library & Archives Reading Room at the seaward end of the Manx Museum is accessed from the ground level by ascending four steps and descending five stairs, with handrails. There are two platform lifts to aid users. Please ask a member of museum staff for assistance as needed.

The Reading Room team provide a means of accessing information about the Isle of Man, its history and culture, held in formats such as books, photographs, manuscripts, audio, video, posters, prints and maps. Family history research and many other subjects can be investigated, complemented by our online presence at www.imuseum.im. Our friendly and informative staff will be happy to discuss your research requirements. The Reading Room is a reference only facility with no borrowing allowed.

Reading Room users need to register on their first visit and provide proof of identity showing your current address. Our staff are happy to help users complete the registration process.

The Library & Archives reading Room is open Wednesday – Saturday 10am – 5pm.

Reading Room Counter

Reading Room
The library reading room is approximately 100 metres from the main level entrance, or 20 metres from the stepped Victorian entrance.

There is a set of coin operated lockers for users to leave their bags and valuables.

Food and drink is not permitted in the Reading Room.

There is plenty of room for wheelchair movement. Tables and chairs can be moved.

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

There is a hearing induction loop at the low level counter.

A pebble magnifier is available to borrow from the counter, please ask the staff.

Our Reading Room has large screen computer monitors, laptops and free WiFi access. Users are welcome to use their own laptops/tablets.

Headphones are available to use within the Reading Room.

Assistant dogs are welcome, there is a water bowl at the main museum reception.
7 Bay Room Cafe

Our café is accessed from ground level by four steps. There is a lift from the social history galleries to aid visitors to the café level.

Tables and chairs can be moved.

Crockery is white and contrasts strongly with the wooden tables.

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

The doors are kept open and are wide enough for easy wheelchair and buggy access.

Free WiFi access is available for customers.

The Bay Room Restaurant at the Manx Museum

In our café you will find a range of vegetarian options, and can provide allergen information on all dishes. If you have special dietary requirements please speak to the café staff or call ahead on 01624 648058.

The café is table service, and reservations can be made in advance.

If you would like your baby food or milk heating up please ask the staff who would be happy to help. The Bay Room café supports and welcomes breastfeeding mothers.
8 Gift Shop

Our Gift Shop is located on the ground floor, and can be accessed on the level from the main entrance or via a set of ten steps with handrail and revolving door from the Victorian entrance way.

The Gift Shop allows easy access for visitors using wheelchairs and buggies and has a low 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.

Our friendly staff are happy to help, so please ask if you require assistance.
9 Education and Conference Suites

The Manx Museum has a lecture theatre and two seminar rooms. They are used by school groups and are available for private hire.

Lecture Theatre

Entrance to the lecture theatre is completely level and through a wide doorway. The door is not automated.

Seating in the lecture theatre is self-folding cinema style seats. The front row seats can be removed to accommodate visitors using wheelchairs. Seats further back are accessed via a deep flight of steps, with colour contrast trims.

There is floor space for visitors using wheelchairs and buggies.

There is WiFi access.

There is no induction loop in the theatre.

The lighting level in the lecture theatre is low.

The ‘Story of Mann’ film which is shown in the theatre every 30 minutes is not subtitled.

Access to the stage / lectern is via two steps. There is no ramped access.
Seminar Room

The seminar room is on the second floor of the museum building, above the entrance area. There are 36 steps with hand rails to access the second floor from ground level.

There is a large service lift to take visitors to the second floor, which requires a member of staff to operate. Please speak to the reception team.

There is a phone in the seminar room. If you require assistance or need to use the lift please lift the receiver and press ‘0’ to be put through to the reception team.

The seminar room has wide doorways and moveable tables and chairs. There is plenty of space for wheelchair movement.

There is an induction loop.

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

There are toilets on the second floor level. There are no accessible toilets or changing facilities on this level.

There are cloakroom facilities in the toilet block.

There is a small kitchen facility on this level.

There is WiFi access.

To enquire about hiring the lecture theatre or seminar rooms please email: venuehire@mnh.gov.im.
10 Future Plans

The Manx Museum team receive customer service and equality 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 speak to a member of our team about visiting the Manx Museum or any other Manx National Heritage site please contact enquiries@mnh.im.

Contact Information

Address: Manx National Heritage, Manx Museum
Kingswood Grove, Douglas, Isle of Man, IM1 3LY

Telephone: 01624 648000

Website: www.manxnationalheritage.im

Email: enquiries@mnh.gov.im

Opening hours: Monday - Sunday

Open: 10am - 5pm.
Closed: Tynwald Day, 25-26 December and 1 January