

Access Guide for the Grove Museum

Manx National Heritage recognises that historic properties can present difficulties for people with disabilities. We have prepared an access guide for the Grove Museum to help you plan your visit. 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 Grove Museum tells the story of the Gibb family and their Victorian summer retreat, which later became their permanent residence and family home. Beautifully preserved to provide an intriguing insight into life in the Victorian and Edwardian eras, a visit to the house, outbuildings and country garden is like stepping back in time.

The Grove Museum has an admission fee and various concessions are available. Please see our website for up-to-date information (www.manxnationalheritage.im) or call 01624 812686 to chat through our admission options with our helpful staff. Our annual pass for Island residents and holiday passes can be purchased online prior to visiting. It is our policy that essential carers accompanying a disabled visitor are admitted free of charge to all our sites.

The Grove Museum consists of a Victorian house, stables, court yard and gardens. The grounds of the Grove Museum are accessible to visitors using wheelchairs, although assistance may be required due to the uneven nature of the ground. The Grove House itself has no level access (please see mobility section for more details). The Grove House has a first floor which is accessed via a flight of steps. There are no alternative means of access to the first floor.

The Grove Museum also has a small gift shop at the ticket office. There are public toilets on site with level access. There is no designated accessible toilet. Please see toilet section for more details.

The Grove Museum is usually open seasonally (from Easter – October). It 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 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).

We look forward to welcoming you. If you have any queries or require assistance please speak to the entrance team on arrival. Alternatively to discuss your requirements prior to visiting please email enquiries@mnh.im.



Contents

- 1 Getting to the Grove**
- 2 Ticket Office and Main House Entrance**
- 3 Access for Disabled Visitors**
 - a. Visitors who use Wheelchairs or have Limited Mobility
 - b. Visitors who are Blind, Partially Blind or have Sight Loss
 - c. Visitors who are Deaf or have Hearing Loss
 - d. Visitors who have Learning or Sensory Difficulties
- 4 Visitors with Young Children**
- 5 Toilets**
- 6 The Grove Conservatory**
- 7 Future Plans**

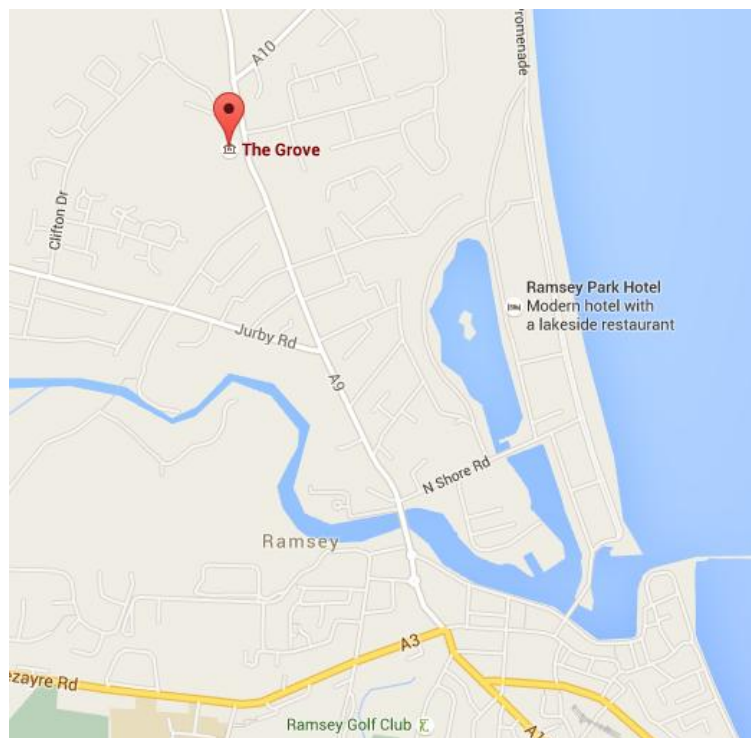


1 Getting to the Grove Museum

The Grove is located in Ramsey in the North of the Island.



The Grove Museum, Ramsey



Map showing the Grove location

By car:

There is a car park at the Grove Museum, which has two dedicated disabled parking spaces. The car park is made of loose gravel. It is on level ground.

Visitors with limited mobility may be able to drive to the rear entrance of the Grove, but this must be discussed with site staff on arrival at the ticket office to ensure the safety of our visitors enjoying the grounds.



Disabled parking bays at the Grove Museum Car Park

On foot:

The Grove Museum is a 15-20 minute walk from Ramsey town centre. The route has pavements throughout, although visitors using wheelchairs should note that not all the pavements along the route have dropped curbs. The route also includes a moderate hill which stretches approximately one mile.

By bus:

Ramsey has a bus station. Journey time from Douglas to Ramsey takes approximately 30-40 minutes. There are buses from Ramsey bus station to the North of the Island, which passes the Grove Museum. For more information please see IOM Bus and Rail timetables.

By tram:

Visitors can also journey to Ramsey town centre via the Victorian Manx Electric Railway (MER). The MER is not accessible to visitors using wheelchairs at the current time.

By coach:

Coach operators can park in the Grove Museum car park.

2 Ticket Office

To visit the Grove Museum you need an entry ticket. These can be purchased at the Grove Ticket Office which is close to the main visitor car park.



The Grove Ticket Office

There is one step leading to the ticket office (18cm). There is no hand rail. The step is edge marked. The ticket office is staffed at all time when the site is open, and our team is happy to help. The ticket office contains an entrance desk and small gift shop. The entrance counter is medium height and well lit. There is an induction hearing loop fitted.

Assistance dogs are welcome and a water bowl is available at the ticket office, please ask.

Cloak Room Facilities

The Grove Museum has no cloakroom facility. Heavy bags or bulky items can be left at the ticket office if space allows.



Main Entrance to the Grove Museum

There is a loose pebble gravel path which leads from the ticket office to the main entrance. It is on level ground. It is approximately 100 metres to the main entrance.



Gravel pathways leading to the Grove Museum Main Entrance



3 Access for Disabled Visitors

The Grove Museum 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

There is no level access to the main Grove Museum (Grove House). Please see the level changes section below for more details.

The grounds of the Grove Museum can be explored via a network of loose gravel, grassed and cobbled paths. Visitors using wheelchairs may require assistance due to the uneven nature of the paths. Motorised scooters are permitted in the grounds, but caution should be exercised on the uneven ground.

Please find full details of the Grove Museum level changes below and doorway dimensions below:

Level Changes (Grove House)

Main Entrance

Ground Floor

Access to the main entrance of the Grove Museum is via four historic steps. There is a handrail. Once inside the house the ground floor is level throughout.

There is a mixture of period wooden flooring and carpet.

Details of doorway dimensions to each room on the ground floor is detailed below:



Main entrance to the Grove Museum (width 73cm)



Entrance to dining room (width 80cm)



Entrance to drawing room (width 80cm)



Entrance to kitchen (72cm)



Ground Floor (alternative back entrance)

The ground floor of the Grove Museum can also be accessed via the rear entrance, through the kitchen. The route is not level, but it avoids the four steep steps at the main entrance. Access to the rear of the Grove Museum is via a cobbled path. There is one step to access the kitchen (19cm). Please see more details below.



The cobbled path to the rear entrance



Rear entrance to Grove Museum (doorway 75cm wide)



19cm step leading to kitchen back door (doorway 73cm wide)

First Floor (Main route)

Access to the first floor is via a set of 11 steps. The steps lead to a mid-landing, from which there are a further three steps to the rear of the house or a further six steps to the main bedrooms. There is a wooden hand rail on the right hand side. The upstairs rooms are a mixture of wooden floor and carpets. Please see further details below:



11 steps leading to the first floor mid-landing

Visitors can choose to descend the first floor via the main stairwell or the rear stairwell. The rear stairwell consists of 16 open riser steps, with a mid-landing. There is a handrail. Please find further details of the rear stairwell below:



Open-riser steps leading from/to first floor (8 steps with mid-landing)



Open-riser steps leading from/to first floor (8 steps with mid-landing)

The Grounds of the Grove Museum

The Grove Museum has beautiful grounds and gardens to enjoy. There are also a number of outhouses which can be explored. A number of the outhouses have level entrance ways.

The grounds of the Grove Museum can be explored via a network of loose gravel, grassed and cobbled paths. Visitors using wheelchairs may require assistance due to the uneven nature of the paths. Motorised scooters are permitted in the grounds, but caution should be exercised on the uneven ground.

Please see further details below:



Back yard leading to cobbled area and outhouses



Out houses at the Grove Museum



Gravel paths leading to gardens and the barn/outhouses and orchard



The orchard gardens (accessed via moderate grassy incline)

Orchard gardens





The croquet lawn



Path leading to front gardens



The conservatory gardens



The duck pond near the main entrance

Visitors who are Blind, Partially Blind or have Sight Loss

The Grove Museum (main building) is an historic building spread over two levels. The main stairwell is historic in nature and has no edge markers. It has a hand rail. Please refer to the mobility impairment section for more detailed information about level changes throughout the building.

Please note there are varying floor surfaces throughout the Grove Museum, mostly wooden floors with carpeting. Lighting levels are moderate in most areas, although the ground floor hallway and kitchen have low lighting levels.

The Grove Museum staff will explain more about the history of the building to visitors on arrival and will suggest a route to follow.

In the grounds of the Grove there is also a talking bench, which plays audio recordings of the last resident at the Grove, Miss Janet Gibb.

Visitors with specific needs are welcome to contact Manx National Heritage in advance of their visit to talk about your requirements. Please email enquiries@mnh.im.

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

Visitors who are Deaf or have Hearing Loss

The main ticket office has 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 the main house and in the courtyard.

Visitors with specific needs are welcome to contact Manx National Heritage in advance of their visit to talk about your requirements. Please email enquiries@mnh.im.

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

Visitors who have Learning or Sensory Difficulties



The Grove Museum is a wonderful place to explore. It is full of interesting Victorian objects, fascinating stories and the building itself is unusual – ask the staff about how Duncan Gibb expanded the Grove into his family summer retreat.

The Grove Museum also has beautiful gardens to enjoy and outhouses to explore. If the weather is fine, visitors can play croquet on the lawn or look out for the famous Manx Loaghtan sheep. We even have a bee hive at the Grove, where visitors can see the bees making honey.

The Grove Museum is a small building, and can get very busy if a school party or coach party is visiting. This means the site can become noisy and disorientating, which some visitors may find challenging. When planning your visit our staff would be happy to advise whether the Grove Museum has any large pre-booked groups and can advise of quieter visiting times.

We can also offer familiarisation tours for visitors with sensory difficulties during quieter times so they feel more confident to revisit. Visitors with specific needs are welcome to contact Manx National Heritage in advance of their visit to talk about your requirements. Please email enquiries@mnh.im.

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

4 Young Children

Young children are very welcome at the Grove Museum and are encouraged to explore and have fun.

We also know that historic buildings can sometimes seem a bit scary, so we offer torches to shine in those scary corners.

We ask parents to remember that the Grove Museum is an historic building so please keep a close eye on young children.

Please note there is a large fenced pond near to the ticket office. Please familiarise yourself with the pond's location and take extra care when children are playing in this area

All Manx National Heritage sites support and welcome breastfeeding mothers.

There are no dedicated baby changing facilities available on site, although there is a wooden changing platform in the ladies toilets. Please see toilet section for more information.

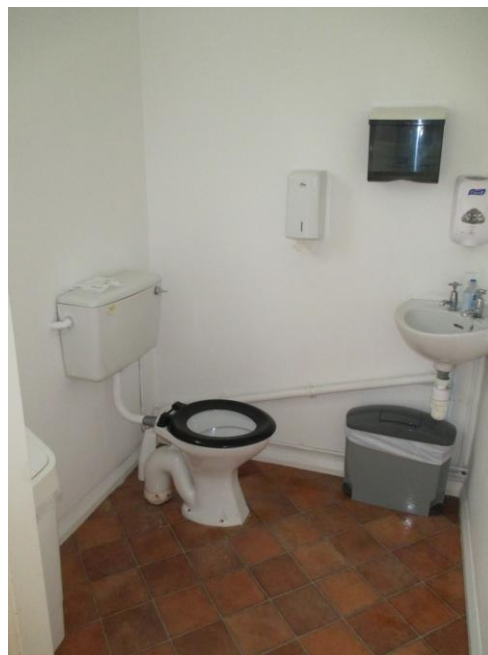
Picnics are encouraged in the grounds of the Grove Museum.

5 Toilets

There are no dedicated accessible toilets at the Grove Museum. The toilet block is situated at the rear of the entrance ticket office and contains two female and one male cubicle. The toilet block has a level entrance. There are no handrails in any cubicles. The nearest accessible public toilets are at the Mooragh Park; the Public Toilets at the Market Square; and Ramsey Town Hall.



Entrance to ladies toilet (78cm width)



Entrance to the larger of the two ladies toilet cubicles. 79cm width. It has an outward opening door. There is no handrail, no mirror and no emergency cord



Ladies toilet area which can be used as a baby changing facility



**Entrance to male toilets (79cm width). The male cubicle has an outward opening door.
There is no handrail and no emergency cord**

6 The Grove Conservatory

The Grove Museum has a small conservatory which occasionally serves hot drinks and cakes. Special catering, such as afternoon tea, is offered at event days throughout the summer. Please see our website for more details.



The Grove Conservatory

There is no level access to the Grove Conservatory. It is accessed via one step (9cm high).



Doorway to the Grove Conservatory (90cm door width)

6 Future Plans

The Grove Museum team receive customer service and equality awareness training. They 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.

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 Champion Katie King on 01624 648023.

Contact Information

Address: The Grove Museum, Andreas Road, Ramsey, IM8 3UA

Telephone: 01624 812686

Website: www.manxnationalheritage.im

Email: enquiries@mnh.im

Opening hours: *Please see our website for up-to-date opening hours*