

Access Statement for The Collection



This access statement 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 guests/visitors.

Introduction



The Collection brings together an award winning archaeology museum and the region's premier art gallery, The Usher Gallery, in the heart of historic Lincoln.

Come face to face with Lincolnshire's earliest inhabitants in the museum and explore the wonderful art collections in the Usher Gallery before relaxing in Stokes cafe. Discover Play, our exciting space for younger visitors and enjoy our vibrant exhibition programme.

All public areas of the museum and the Usher Gallery are fully accessible.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01522 782040 or email thecollection@lincolnshire.gov.uk .

Pre-Arrival

- For full details and maps of how to reach us please see the 'how to find us' section on our website, alternatively, you can plan your journey by car or public transport using www.google.co.uk/maps simply enter your postcode and ours, which is **LN2 1LP** to get directions.

- The nearest railway station is Lincoln Central which is 0.5 miles away (a 10-15 minute walk) and serves destinations throughout the country. For train timetables and information please see **www.nationalrail.co.uk** Taxis are available at the station. If you require an accessible taxi please contact one of the local services for disabled people using wheelchairs:
 - Marks Passenger Service **01522 793816**
 - Lincoln Shopmobility **01522 514477**
 - Lincoln Dial-a-Ride **01522 544983**
- The Bus Station is located near the railway station and is approximately a 10-15 minute walk away. For bus timetables and information please see **www.lincsbus.info** Alternatively you can take the 'walk and ride' bus that operates throughout the town centre 6 days a week, the nearest stop to The Collection is Silver Street a 5 minute walk away. For more information on the walk and ride please see **www.visitlincoln.com/things-to-do/walk-and-ride**
- The museum is situated on a hill with a fairly steep approach. The streets around the building are evenly paved with stone slabs. There may be some difficulty experienced by wheelchair users. The main street outside the entrance is on a flat wide paved path. There is a drop off point directly outside the museum entrance.

Car Parking and Arrival



- There are two blue badge car parking spaces available in the pay and display car park on Danes Terrace immediately opposite the entrance to the museum, less than 10 metres away. This car park is situated on a slight slope. Blue badge holders are not exempt from payment, however concession rates apply. There is one ticket machine available that offers both coin and credit card options. Visitors can also pay by phone, to speak to a pay by phone advisor call **01522 263263** or download the mobile app **www.paybyphone.co.uk/mobile-apps**
- There are seven free three hour blue badge parking spaces situated on Grantham Street at the bottom of the museum, approximately 50 metres away from the entrance, but please note that these spaces are at the bottom of a fairly steep approach to the entrance.
- For more information on car parks in Lincoln please see **www.lincoln.gov.uk/visitor-and-leisure/transport-and-car-parks/car-parks**
- There is a drop off point directly outside the museum entrance, but with no dropped kerb.
- The main entrance door is automatic and is 1000 mm wide.

- There is a dropped kerb area on Danesgate with a museum entrance via the courtyard. These entrance doors are not automatic.

Main Entrance, Reception and Ticketing Area



- The main entrance is situated on the ground floor with step free, level access, throughout.
- There are bench seats in this area.
- The reception desk is located to the right of the main museum entrance.
- There is a hearing loop system installed at the reception desk.
- Wheelchair loan is available, free of charge, on request.

Attraction (displays, exhibits, rides etc.)



- We have £1 audio/visual iGuides offering visitors additional information on the exhibits in the main gallery.
- There are a number of interactive touch screen activities throughout the museum; all can be accessed from a sitting or standing position.
- We have information available in large print.
- We have a number of objects that can be touched and handled.
- There are wooden benches situated throughout the museum and main gallery areas.
- Some areas of the galleries are dimly lit to aid preservation of the exhibits.

Public Toilets



- Public toilets, including one unisex accessible toilet are situated two levels down from the main entrance, with 16 steps or lift access.
- The lift door is 800 mm width; the lift floor is 1400 mm depth and 1300 mm wide.
- The toilet has a left hand transfer.

- There is one accessible toilet situated in the Orientation Hall which is on the same level as the main entrance.
- The accessible toilets have a red alarm cord for assistance.
- A key is not required to lock either toilet.
- The sinks in both toilets are approximately 650 mm high and are fitted with lever type taps.
- Hand dryers and mirrors are provided.
- We have a separate baby change facility situated two levels down from the main entrance, with 16 steps or lift access.

Catering



- There are 10 steps down to the cafe from the main entrance.
- There is lift access to the cafe level.
- Access to the outdoor cafe courtyard area is on the same level as the cafe.
- Where possible all our food produce is locally sourced. We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.

- Large print menus are available. Specials of the day are shown on a blackboard. All staff can assist by running through the menus with you.
- We have gluten free food.
- Please choose a table, then order your food at the counter and your order will be brought direct to your table.
- The nearest public toilet with an accessible WC is located one level down from the cafe area, with 6 steps or lift access
- Please see our 'eat at The Collection' area of our website with sample menus.

Shop



- There is a shop with a range of souvenirs and books etc on the same level as the main entrance, close to the reception desk area.
- The shop is level throughout.
- There is ample room within the shop for a large wheelchair to manoeuvre and turn.
- You pay for your goods at the main reception desk where there is a hearing loop installed.
- Staff can offer assistance if required.

Additional Information

- Staff have completed the Visit England Disability Awareness Training Tourism course.
- Assistance dogs are welcome at The Collection. Please let us know if your dog requires water to drink during your visit, we will be happy to oblige.
- We have free wi-fi access throughout the museum.
- Our auditorium has space for four wheelchair users
- We have two wheelchairs available to borrow, free of charge, whilst visiting The Collection.
- We have a buggy park and public lockers (returnable £1 coin required) in the museum.
- We have a set of evacuation procedures - should you require it someone will assist you with evacuation either out of the building or to a refuge area. We have evacuation slides to assist with stair evacuation access.
- Our access statement in access information can be found on our website
<http://www.thecollectionmuseum.com/?/visiting-us/accessibility>
- Our website aims to offer clear and concise information to assist visitors in accessing The Collection and its resources. If you have any difficulties accessing the website or require further information, please contact our Customer Service Centre on **01522 782040**.

Contact Information

Address (Inc postcode): The Collection, Danes Terrace, Lincoln,
LN2 1LP.

Telephone: 01522 782040

Email: thecollection@lincolnshire.gov.uk

Website: www.thecollectionmuseum.com

Hours Of Operation: The Collection is open throughout the year
Monday - Sunday 10 am - 4 pm.

Opens at 10.45 am first Monday of every
month. Last admission 3.45 pm.

Closed 24 - 26 December, 31 December and
1 January

Local Equipment Hire: Lincoln Shopmobility:
01522 514477

Dial-a-Ride:
01522 544983 <http://lincolndialaride.co.uk>

Local Accessible Taxi: Marks Passenger Service:
01522 793816

Lincoln Shopmobility:
01522 514477

Lincoln Dial-a-Ride:
01522 544983

Local Public Transport: Rail: www.nationalrail.co.uk

Bus: www.lincsbus.info

Walk and Ride: www.visitlincoln.com/things-to-do/walk-and-ride