**Access information for visitors to York Castle Museum**

**Our museum is in an historic building and this could make access difficult for some of our visitors. The details below should be helpful in planning a visit here.**

Please visit our website for our current leaflet -

[yorkcastlemuseum.org.uk/visitor-information](https://www.yorkcastlemuseum.org.uk/visitor-information/).

**Help and Assistance**

Our Welcome Team are there to help all of our visitors. They can help you find your way around the museum and answer any questions you may have.

We are working towards being a dementia friendly museum and many of our staff have also attended training to become autism inclusive.

**Parking**

Cars with a disabled parking permit can park for up to three hours on the road outside the main entrance to the museum.

The nearest car park is the Castle car park, next to Clifford’s Tower. This car park is off Clifford Street, off the inner ring road, most easily reached from the A19 to the south of the city or the A1036 to the south west.

For more information please visit [www.yorklive.info](http://www.yorklive.info).

**Toilets**

There are two accessible toilets in the museum, one on each side of the building. Both are also gender neutral toilets.

**Physical Access**

The museum is split into two halves, with both sides covering three floors, linked by several staircases. There are handrails on all the stairs and seats are available throughout the museum.

The upper floors on one side of the museum are only accessible via stairs. This area includes: The Period Rooms, the Toy Stories gallery and the Shaping the Body exhibition.

Kirkgate, the museum’s recreated Victorian Street, is on the ground floor. The street does have a cobbled floor, but there is a smoother path around the edge.

The Sixties gallery and the Prison Exhibition are on the ground floor; however, some of the original doorways in the Prison Exhibition are very narrow.

**Lift Access**

The upper floors on the other side of the museum are fully accessible via a lift; this includes the 1914: When the World Changed Forever gallery.

**Mobility Aids**

We have walking sticks and a manual wheelchair that visitors are welcome to borrow on a first-come, first-served basis. Please ask a member of our Welcome Team on arrival.

Mobility scooters are permitted. We ask that drivers take care when driving through the gallery spaces.

Those visitors unable to access the upper floors are eligible for an access ticket at a reduced cost.

**Pushchairs**

Pushchairs cannot be taken into the galleries. A buggy park and a choice of baby carriers are available to borrow free of charge.

**Assistance Dogs**

Assistance dogs are welcome and water can be provided.

**Noise Levels**

The museum can get very busy. We suggest that if you would prefer to visit at a quieter time, weekdays after 3pm during term time or when we open on Sundays tend to be less busy, although we cannot guarantee it.

As we get busy, some of the areas can be quite noisy including reception. We do not have a hearing loop fitted in the building, but staff are available to help.

**Light Levels**

Light levels are low to help in the conservation of our objects. There is always a lighter area nearby, but if you do require assistance, please ask one of our guides.

The lights on Kirkgate, the museum’s recreated Victorian Street, change between a daytime and night-time setting. A guide can help you until the settings best suit your needs.

**Signage and Display Information**

All of our signage and display information uses a clear font and is at least 16pt.

80% of our visual interactives have subtitles.

**Hands on Here**

We often have volunteers who enable visitors to touch objects from the collection on our 'Hands on Here' tables, which can be placed in different areas around the museum.

**Guided Tours**

York Castle Museum works on a self-led basis and we do not have an audio guide to the museum. However, our guides on Kirkgate give talks at 11.45am and 2.45pm.

You can also book a guided tour of Kirkgate or the Prison exhibition for groups of 10+, which may help to enhance your visit. You can even book a Victorian Lesson with one of our school teachers!

For more information please visit our website: [www.yorkcastlemuseum.org.uk/your-visit/group-bookings](http://www.yorkcastlemuseum.org.uk/your-visit/group-bookings/)

**Shop**

The main shop is fully accessible; although it can be narrow around some displays. Please ask any staff member if you need help.

**Café**

The café in the museum is fully accessible and has free-standing chairs, but please ask any staff member if you need help.

**First Aid**

There is always a trained first aider on duty. First Aid kits are available for trained staff to use and a defibrillator is available. Please ask for help if required.

**Sensory Basket**

We have a sensory basket to use on Kirkgate available for visitors to borrow on a first-come, first-served basis. This is particularly suitable for visitors with visual impairments or autism, but anyone is welcome to use it.

Please ask a member of staff during your visit if you would like to use the basket.

**Visual Stories**

Please visit our website to download a Visual Story to help before and during your visit – [www.yorkcastlemuseum.org.uk/access](http://www.yorkcastlemuseum.org.uk/access)

**Additional Information**

We have listings on Euan's Guide and Disabled Go – please click the links below.

[euansguide.com/venues/york-castle-museum-york-67](https://www.euansguide.com/venues/york-castle-museum-york-67)

[disabledgo.com/access-guide/city-of-york-council/york-castle-museum-2](http://www.disabledgo.com/access-guide/city-of-york-council/york-castle-museum-2)

**Contact Us**

If you need any more information please call us on 01904 687687 or email [access@ymt.org.uk](mailto:access@ymt.org.uk) (9am-5pm, Monday-Friday).