

# Accessibility Guide for International Bomber Command Centre

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### Welcome

The IBCC provides a world-class facility acknowledging the efforts, sacrifices and commitment of the men and women, from 62 different nations, who came together in Bomber Command during WWII.

The project also covers the stories of those who suffered as a result of the bombing campaigns and those whose survival was guaranteed by the humanitarian operations of Bomber Command.

The centre includes the Memorial, Exhibitions, 9 acres of Peace Gardens and full visitor facilities.

Watch the video: [Opening film from the Heritage Lottery Fund](https://www.youtube.com/watch)

## At a Glance

### Level Access

* There is level access from the main entrance to:
  + Dining Table
  + Operation Bomber Command Gallery
  + Reception and shop
  + Hub Cafe
  + Accessible Toilets
  + Changing Places Facility
  + Atrium Shop
  + Home Fronts Gallery
  + Remembering Bomber Command
  + The Reception and Shop
  + Memorial Spire and Walls
  + International Peace Gardens
  + Lincolnshire Peace Gardens
  + Smoking Area

### Hearing

* The fire alarm has flashing lights.
* We have a hearing loop in Hub Cafe, Reception, Exhibition Galleries.
* Some staff have BSL and disability awareness training.

### Visual

* Glass doors and full-height windows have contrast markings.
* The walls and the doors have high colour contrast.
* Some parts of the venue have low lighting.
* We have display information in large print.
* We have information in large print.

### General

* We have a concessionary rate for disabled visitors.
* We have a complimentary ticket policy for personal assistants.
* There is at least 1 public toilet for disabled visitors.At least one toilet is a Changing Places toilet.
* Some staff have disability awareness training.

## Getting here

International Bomber Command Centre  
Canwick Avenue  
Lincoln  
Lincolnshire  
LN4 2HQ

#### Travel by public transport

* You can get to International Bomber Command Centre by bus and train.
* Stagecoach operate the 31 and 31x services from Lincoln’s Transport Hub to Sleaford which stop on Canwick Hill, opposite the side gate to the Cetre. There is a pedestrian access to the site opposite the bus stop which is not suitable for wheelchairs. http://www.stagecoachbus.com Not available on Sundays. Stagecoach has a Disability Helpdesk to deal with any enquiries about accessibility on their services, contact 01522 580515 or Lincolnshire.DisabilityHelpDesk@stagecoachbus.com Brylaine also operate a service (IC5) between the City and Boston which uses the same stop. http://www.brylaine.co.uk/ Not available on Sundays. Please take care when crossing Canwick Hill as the road is busy. The bus stop is 0.1 miles / 0.2 km from International Bomber Command Centre.
* The nearest train station is Lincoln. The train station is 1.8 miles / 2.9 km from International Bomber Command Centre.
* Taxis are available from the station; all cabs on the station rank are wheelchair accessible.  
  Further details about the accessible facilities at Lincoln Central are available at www.nationalrail.co.uk/stations\_destinations/LCN.aspx

#### Travel by taxi

* You can get a taxi with Lincoln Taxis by calling 01522 899899 . The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with Marks Specialised Transport by calling 01522 793816 . The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with TC's Mobility Transport by calling 01522 691119 . The taxi company has a wheelchair accessible vehicle.

#### Parking

* We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is not free.
* There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
* From the car park to the entrance, there is level access. The route is 2900mm wide, or more.
* Cars are welcome to drop off limited mobility visitors right at the front door.  For limited mobility drivers staff and volunteers are available, with advance notice, to assist visistors getting from the car park to the Centre

  
A view of the Chadwick Centre entrance and paths and drop off point

## Arrival

#### Path to main entrance

* From the street to the main entrance, there is level access.
* The path is 2900mm wide, or more.

#### Main entrance

* The main entrance has level access.
* The door is 1800mm wide.
* The main door is sliding and automatic.

  
The entrance to the Chadwick Centre

  
Access from the car park

## Getting around inside

#### Visual Impairment - General Information

* We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
* Some parts of the venue have low lighting.

  
The darkest exhibition gallery is Operation Bomber Command

  
Introductory film in Operation Bomber Command Gallery

  
Entrance to Operation Bomber Command Gallery

#### Lift

* We have 2 lifts.
* You can get a lift to all floors.

#### Lift to all floors

* The lift door is 900mm wide.
* The lift is 1000mm wide. The lift is 1400mm deep.
* The lift says the floor number at each floor.
* The lift buttons have raised numbers or letters.
* The lift shows the floor number, at each floor.

  
Closed lift

  
lift interior

#### Ticket/ information desk

#### Reception and shop

* From the main entrance to the desk, there is level access. The route is 1200mm wide, or more.
* The door is 1200mm wide, or more.
* The desk has a low section.
* The accessible part of the Reception desk is 860mm high with 3400mm length

  
The Reception and Shop desk

  
Accessible area of Reception and Shop counter

#### Things to See and Do

* We have a concessionary rate for disabled visitors.
* We have a complimentary ticket policy for personal assistants.
* We have performances with: captioned.
* We have display information in: large print.
* We have a designated quiet space.

#### Operation Bomber Command Gallery

* From the main entrance to this area, there is level access. The route is 1200mm wide, or more. The door is 1200mm wide.
* Some display information is low, for wheelchair users. There are seats.
* There is a hearing loop.
* Videos have subtitles.
* Every 30 minutes our immersive experience plays.  This does contain flashing lights.  Warnings are given on screen and audio.

  
Operation Bomber Command Gallery

  
One of our Talking Head screens. There are three in this gallery

#### Bar

#### Hub Cafe

* From the main entrance to the bar, there is level access. The route is 1200mm wide, or more.
* There is a accessible counter which is 900mm x 1400mm and a hearing loop.  All tables have been designed to allow for use with wheelchairs

  
The Hub Cafe

#### Public toilet

#### Accessible Toilets

* There is a public toilet for disabled visitors.
* From the main entrance to the public toilet, there is level access. The route is 1200mm wide, or more.
* The toilet door is 800mm wide.
* The direction of transfer onto the toilet is to the right.
* There is 800mm at the side of the toilet. There is 1400mm in front of the toilet. The toilet seat is 500mm high. The toilets have handrails.
* There are accessible toilets on both floors of the building, 6 in total.

  
Disabled Toilet

#### Public toilet

#### Changing Places Facility

* There is a public toilet for disabled visitors.
* The toilet is a Changing Places toilet.
* From the main entrance to the public toilet, there is level access. The route is 800mm wide, or more.
* The toilet door is 800mm wide.
* The direction of transfer onto the toilet is to the left and right.
* There is 1000mm at the side of the toilet. There is 3500mm in front of the toilet. The toilet seat is 500mm high. The toilets have handrails.
* Handrails are available on both sides

#### Shop

#### Atrium Shop

* From the main entrance to the shop, there is level access. The route is 1200mm wide, or more. The route through the shop is 800mm wide, or more.

  
The Atrium Shop

  
The Atrium Shop

#### Place to eat and drink

#### The Hub Cafe

* From the main entrance to the dining area, there is level access. The route is 1200mm wide, or more. To get to a table, there are no steps.
* The dining area is self-service. If you need table service, staff can help you.
* The route through the dining area is 800mm wide, or more.
* There is background music.
* The table and plates have high colour contrast.
* We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low sodium and vegan specific diets.
* The Cafe is able to cater for anyone with sufficient notice.  Visitors are invited to email [info@internationalbcc.co.uk](mailto:info@internationalbcc.co.uk) with their dietary requirements.

  
The Hub Cafe

#### Home Fronts Gallery

* From the main entrance to this area, there is level access. There is a lift.
* From the lift to this area, the route is 2000mm wide, or more. The door is 800mm wide.
* The lift takes upto 6 people at a time.  The door to this gallery is from the lift lobby

  
The Home Fronts Gallery

  
The entrance from the stairs and lift to the Home Fronts Gallery

#### Remembering Bomber Command

* From the main entrance to this area, there is level access. There is a lift.
* From the lift to this area, the route is 2000mm wide, or more. The door is 800mm wide.

![Remembering Bomber Command Gallery](data:text/html; charset=utf-8;base64,PGh0bWw+DQo8aGVhZD48dGl0bGU+NDA0IE5vdCBGb3VuZDwvdGl0bGU+PC9oZWFkPg0KPGJvZHkgYmdjb2xvcj0id2hpdGUiPg0KPGNlbnRlcj48aDE+NDA0IE5vdCBGb3VuZDwvaDE+PC9jZW50ZXI+DQo8aHI+PGNlbnRlcj5uZ2lueDwvY2VudGVyPg0KPC9ib2R5Pg0KPC9odG1sPg0K)  
Remembering Bomber Command Gallery

#### The Reception and Shop

* From the main entrance to this area, there is level access. The route is 1800mm wide, or more.
* The shop has a range of display units most of which are accessible to wheelchair users.  Volunteer an staff are on hand to assist visitors with accessing items from shelves.  
  The counter is built to be fully accessible.  
  An induction loop system is available  
  All front of house staff and volunteers are trained in Dementia and Autism Awareness and are World Host qualified

  
The Atrium Shop

#### Memorial Spire and Walls

* From the main entrance to this area, there is level access. The route is 2400mm wide, or more.
* The door is 800mm wide.
* The Spire and Walls are set in the Lincolnshire Peace Garden.  They are fully accessible with wide paths.  
  Free guided tours are available

  
The Memorial Spire and Walls

  
Path to the Spire

  
Area around the Spire

## Getting around outside

#### International Peace Gardens

* From the main entrance to the gardens, there is level access.
* The route is 2400mm wide, or more.

  
International Peace Garden entrance

#### Lincolnshire Peace Gardens

* From the main entrance to the gardens, there is level access.
* The route is 1000mm wide, or more.

  
side path to the Memorial

  
Main path in the Lincolnshire Peace Gardens

#### Designated Walking Trail

#### Lincolnshire Stations Trail

* The trail is 120metres long. The trail is sloped. The trail has seats.
* The majority of this trail is on mown paths of 800mm wide.  They have been rolled and are usable for wheelchairs in dry conditions

#### Smoking

#### Smoking Area

* From the main entrance to the smoking area, there is level access. The route is 2400mm wide, or more.
* The smoking area has a shelter.
* The smoking area is located under the canopy of the building.  That does provide some shelter

## Customer care support

#### Accessibility equipment

* We provide wheelchairs. Wheelchairs are free.
* We have a hearing loop in Hub Cafe, Reception, Exhibition Galleries.
* Evacuation Chairs at both lifts  
  Large print translations for the exhibition  
  Magnifying lens
* There is no specified area but all dog owners are asked to clean up after their dogs

#### Emergency evacuation procedures

* We have emergency evacuation procedures for disabled visitors.
* The fire alarm has flashing lights.
* Staff have been trained for both evacuation and manual handling (in cases where visitors need to make use of evacuation chairs)  There are designated safety officers for the site

#### Customer care support

* Some staff have disability awareness training.
* Some staff have BSL training.
* We have information in large print.
* We have other services for people with accessibility requirements.
* There are volunteers who will assist visitors to maximise their experience of the site and centre.  
  All staff are trained in dementia awareness and autism awareness

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