

# Accessibility Guide for York Castle Museum

[access@ymt.org.uk](mailto:access@ymt.org.uk), [01904 687687,](tel:01904%20687687) [https://www.yorkcastlemuseum.org.uk/](https://www.yorkcastlemuseum.org.uk/%20)



### Welcome

The York Castle Museum was founded by Dr John Kirk, a doctor from Pickering, North Yorkshire, and houses his extraordinary collection of social history objects reflecting everyday life in the county. One of its renowned displays is the reconstructed Victorian street, Kirkgate, that has been hugely influential in museum displays worldwide. The museum is housed in a former debtors’ prison and an adjoining former women’s prison, both of which are Grade I listed. The museum’s name comes from the fact it stands on the site of the former York Castle.

## At a Glance

### Level Access

* There is level access from the main entrance to:
  + Female Prison building
  + Reception Area
  + Castle Museum Shop
  + Debtors Prison
  + Exercise Yard and Mill Area

### Hearing

* The fire alarm has flashing lights.
* Some staff have 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.

### General

* We have a concessionary rate for disabled visitors.
* We have a complimentary ticket policy for personal assistants.
* Some staff have disability awareness training.

## Getting here

York Castle Museum  
Eye of York  
York  
YO1 9RY

#### Travel by public transport

* You can get to York Castle Museum by bus.
* The nearest bus stop is on Tower Street where the number 3 bus stops. This is within 150m (164yds) of the museum. There are several other bus stops nearby. For more information visit www.itravelyork.info/buses. The bus stop is 0.0 miles / 0.0 km from York Castle Museum.

#### Travel by taxi

* You can get a taxi with SIx Five Nine by calling 01904 659659. The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with Streamline by calling 01904 656565. The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with Getaway Cars by calling 01904 707070.

#### Parking

* Although we don't have a designated drop of point, you can stop in front of the museum (although there isn't a dropped kerb right in front of the museum there is one a short distance away). Blue badge holders can also park on the double yellow lines for three hours when displaying a blue badge. The near by Castle car park also has a bank of free disabled spaces the car park is 150m away across even ground. For more information please visit: https://www.york.gov.uk/directory\_record/499/castle\_car\_park\_-\_yo1\_9sa 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. For more car parking information visit www.yorklive.info.  
  York Castle Museum takes approximately 20 to 25 minutes to walk to from York Railway Station – follow the green pedestrian signs to the ‘Castle Area’.  
  You might also want to make use of the city’s park and ride service. There are 7 different services that run regularly throughout the day from different areas. The buses are moslty single deckers with space for one wheelchair. For more information visit: https://www.itravelyork.info/park-and-ride

## Arrival

#### Path to main entrance

* From the street to the main entrance, there is level access.
* There is a permanent ramp.

#### Main entrance

* The main entrance has level access.
* The door is 1960mm wide.
* The main door is sliding and automatic.

## 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.

![image of the prison exhibition](data:text/html; charset=utf-8;base64,)  
image of the prison exhibition

#### Lift

* We have 1 lift.
* You can get a lift to some floors.

#### Debtors Prison Lift

* The lift door is 890mm wide.
* The lift is 1075mm wide. The lift is 1505mm deep.
* The lift buttons have raised numbers or letters.
* The lift shows the floor number, at each floor.
* The lift only has access to one half of the museum. It doesn't have any audio cues as to which floor its on but it does have a screen which tells you which level your on. There is also braille on each of the buttons so you can feel which one you are choosing.

#### Ticket/ information desk

#### Reception Area

* From the main entrance to the desk, there is level access. The desk has a low section.

#### Things to See and Do

* We have a concessionary rate for disabled visitors.
* We have a complimentary ticket policy for personal assistants.
* We have display information in: large print.

#### Female Prison building

* From the main entrance to this area, there is level access. There is a permanent ramp. Some display information is low, for wheelchair users. There are seats.
* Some videos have subtitles.
* Access to the Female Pison is restricted due to the historic nature of the building and its listing grade. There is no lift to access the top floors. There are six flights of stairs of varying sizes. The largest is the first flight you come to and has 20 steps. All flights of stairs have handrails and places to rest at the top or bottom. Wheelchairs are not allowed upstairs, however walkers are fine to be taken up. The ground floor of the Female Prison is completley accessible, and is accessed by a wide ramp and a large door.

#### Shop

#### Castle Museum Shop

* From the main entrance to the shop, there is level access. The route through the shop is 800mm wide, or more.
* The shop is located in the Reception Area. It is fully accessable but care would be advised when using a mobility scooter inbetween the shop displays as these are narrower in parts.

#### Debtors Prison

* From the main entrance to this area, there is level access. There is a lift.
* The Debtors Prison side of the museum is fully accessable via a lift to the upper galleries. The visit route is slightly different for people with reduced mobility depending on circumstances. For example there is a limit of two wheelchairs or mobility scooters that are allowed on the upper gallery of World War One. However there is a limit of six on the ground floor which means if there is no space on the upper floors, the ground floor can be visited first. There are staff on hand to help. Access on World War One is good, with wide doors and mostly open corridors. The trench is slightly narrower and when returning in the lift assistance may be required for directions. Access on the ground floor in the Cells is also good. With wide corridors. Some of doors are too narrow for a wheelchair due to the historic nature of the prison building. For people who are visually impaired the light levels on parts of the ground floor are low and the floor in the Cells can be slightly uneven.

## Getting around outside

#### Exercise Yard and Mill Area

* From the main entrance to this area, there is level access. There is a permanent ramp. The entrance is 830mm wide.
* The main doors in the exersise yard open towards you so they need to be pulled. There are two access doors one form the cells out into the excersise yard and one from the yard into the Sixties. Both doors are heavy. The width of the door opening is 83cm (2ft 9in). The Mill Area is accessed easily by ramps both to get to it and to get down to the bottom of the mill building.

## Customer care support

#### Accessibility equipment

* We provide wheelchairs. Wheelchairs are free.
* Walking sticks are available to borrow free of charge as well as the wheelchairs. A bowl of water can be provided for an assistance dog and there is an assistance dog toilet area onsite, this is located in the grounds surrounding the venue. We also provide a specially designed Autism Guide for the musem and can provide break out or safe quiet spaces if they are required.
* The assistance dog toilet area is located in the grounds surrounding the venue.
* There is no facility to charge a mobility scooter onsite. However Shop Mobility is 0.2 miles away and they do offer the facility to recharge mobility scooters. They do also offer hire of various accessabilty items for a low price.
* You can hire mobility equipment from Shop Mobility by calling 01904 679222.

#### Emergency evacuation procedures

* We have emergency evacuation procedures for disabled visitors.
* The fire alarm has flashing lights.
* In the event of an emergency evacuation members of staff will be on hand to help get people out safely.

#### Customer care support

* Some staff have disability awareness training.
* We have other services for people with accessibility requirements.
* Low Sensory Experiences once every three months where light levels are static, sounds and smells are turned off for the first hour and a half of our opening times.

Guide last updated: 15 February 2023