

Guernsey Museums Access Statement

Last updated June 2014

Guernsey Museums and Galleries is committed to making its sites as accessible and inclusive as possible for all users. We strive to remove any barriers to access whether physical, emotional, cultural, financial or otherwise.

This Access Statement includes an overview of access to our sites. It is a working document and is updated when changes occur. The information in this Statement is provided by the Access Audit, carried out at least every five years by Museum staff, and the audit operated by the organisation Disabled Go (www.disabledgo.com/access-guide/guernsey). The Access Guide at the end of this Statement covers a variety of user needs including limited mobility, limited sight and those visitors travelling with babies.

Our Commitment

Guernsey Museums and Galleries is part of the Culture and Leisure Department of the States of Guernsey, and supports States' policies on access and inclusion. The Museum's Policy Statement of Aims, Activities and Terms of Reference are published in the 'About Us' section of its website, together with the latest summary version of the Heritage Plan. These detail steps being taken to maintain and improve access to all sections of society.

We recognise that every user is different, with different needs. For example, large print text is available for those visitors with limited sight and selected materials are translated into French or German.

How we will achieve this

The Access & Learning Manager is responsible for managing, identifying and addressing Access issues. This includes liaising with curatorial, design and visitor support staff on access and inclusion and advising on best practice. In addition the A&L team provide stimulating and relevant resources to help interpret our sites, exhibitions and displays for different age groups. Annual staff training on Access & Disability is also given to Visitor Assistants.

The Access & Learning Manager also operates a fully accessible Education Service, developed in line with current best practice and consultation with users. It is open to all ages and groups – not just schools. Our Handling Collection enables Museum users to have ‘hands on’ access to objects parts of the collection, either at our Museum sites or out on loan. We have themed boxes of objects from the Handling Collection available to borrow for free; these support learning and provide access to the collection for people who cannot come to the Museum sites. We recognise the importance of web-based learning, and are developing appropriate material for inclusion on our website.

Visiting Our Sites

Guernsey Museums & Galleries manages Castle Cornet, Guernsey Museum at Candie and Fort Grey, which normally charge for admission. We also manage over 70 historic sites which can be seen without paying. All our sites are free to visit on the Queen’s Official Birthday (normally a Saturday in June) and there are a number of free or discount entry events each year. Our Discovery Pass is specially designed for local residents and their children who want to make repeat visits to our sites during the year.

Due to the nature of historic buildings, please be aware that some of our sites were built for defensive purposes and can pose problems for people with limited mobility or eyesight. Guide dogs are admitted, but not other dogs. Children should be supervised at all times. Please refer to the detailed Access Guidelines below before your visit.

If you manage a group of people who have difficulty accessing the Museums, please contact our Access & Learning Manager to discuss possible alternatives.

Access to the Stored Collections

Like many Museums across the world, most of the objects cared for by Guernsey Museums are stored in our Reserve Collection which numbers over 50,000 items. We also have extensive computer databases of objects and historic sites. Access to the Main Collection can be arranged by appointment, by contacting a curator by phone or by email. Please be aware that due to our work programme, space constraints and the care required by the objects concerned it may not be possible to meet your wishes. Our staff will also seek to answer reasonable enquiries about the collections. Contact details are at the end of this document.

Further Information

To contact the Access & Learning Manager about any Access issues, booking sessions or borrowing boxes, please contact 01481 726518 or email

Josephine.dowding@gov.gg

This Access Statement is available on our website www.museums.gov.gg .

Access Guidelines

The guidelines that follow are intended to accurately describe the facilities and services so that our visitors can make informed choices about visiting our sites.

For more detailed information, contact us on 01481 726518 or go to

www.disabledgo.com/access-guide/quernsey, which includes thorough audits of our three sites.

Castle Cornet

Access Guidelines

Castle Emplacement, St Peter Port, Guernsey, GY1 1AU
01481 721 657

<http://www.museums.gov.gg>



Opening hours

- 10.00-5.00 daily from 1 April to 31 October.

Location and parking

- The Castle is situated on the edge of St Peter Port harbour.
- It does not have a dedicated car park.
- It is not situated on a road which has a steep gradient.
- There is not a bus stop within 150m (164yds).
- There is limited on-street parking outside (see photo 1). The parking here is limited to 2 and 3 hours. You will need a parking clock to display your time of arrival.



Outside and main entrance

- The Castle gates are permanently held open and are 7ft wide.
- There is a slope located immediately beyond the entrance (see photo 2). It is permanent.
- There are steps to access the Shop/Ticket Office.
- The steps are not clearly marked and are deep.
- The steps do not have handrails.



In and around the Castle:

- The Castle and all facilities are accessed by steps only.
- The surfaces throughout the castle are cobbled and uneven.
- There are various sets of steps throughout the castle and leading into most areas such as the 5 Museums and café.
- Some sets of steps have handrails.
- The majority of the steps are deep and not clearly marked.
- There are some ramps/slopes in areas of the castle.
- The ramps/slopes are of medium and steep gradients.

- There are some narrow pathways along the castle pathways.
- There is no lift.
- There is not a hearing assistance system.
- Lighting levels are varied.
- There are no audio guides.
- Concessions are available for those visitors who are accompanied by their carer. We operate a 'carer goes free' system at each of our three sites.
- There is no accessible toilet.
- Baby carriers are available to borrow from the Shop.

Ends.

Guernsey Museum at Candie

Access Guidelines

Candie Road, St Peter Port, Guernsey, GY1 1UG
01481 726 518

<http://www.museums.gov.gg>



Opening hours

- 10.00-4.00 during GMT and 10.00-5.00 during BST. Closed during January.

Location and parking

- The Museum is situated within Candie Gardens, on a hill above the town St Peter Port.
- The Museum has no dedicated car park.
- The nearest on-street parking is on Candie Road outside the Park, which has a steep gradient (photo 3). The parking at the top of the hill is limited to 2 hours. You will need a parking clock to display your time of arrival.
- Other car parks nearby are the Odeon Car Park and Beau Sejour Car Park.
- There is not a bus stop within 150m (164yds) of the venue.
- By appointment, visitors with limited mobility can contact the Museum to park inside the Gardens. *We regret that this is not available at all times and must be pre-arranged. Contact us on 01481 726518*.



Outside and main entrance (see photo 4):

- There is a ramp or slope to access this service.
- The main doors open towards you (pull).
- The doors are double width.
- The doors are heavy.
- The door opening is 178cm (5ft 10in) wide.
- The ramp or slope is located leading down to the entrance. It is moderate & permanent.



Reception (photo 5):

- The reception desk is 5m (16ft 5in) from the main entrance.
- There is level access to reception from the entrance.
- The reception desk is high height.



- The desk has a lowered section.
- Lighting levels are bright

Inside and around the Museum:

- There are no steps inside but there are level changes. There are ramps.
- There is not a hearing assistance system.
- Lighting levels are varied.
- Some parts of this venue are accessible by motorised scooter.
- Exhibits cannot be audio described.
- Tactile signage for exhibits is not available.
- Touch tours and video tours are not available.
- There is not a hearing assistance system.
- Concessions are available for those visitors who are accompanied by their carer. We operate a 'carer goes free' system at each of our three sites.
- There is a wheelchair to borrow, please enquire at Reception.
- There is a disabled toilet. The width of the accessible toilet door is 86cm (2ft 10in).
- Café Victoria is the café next to the Museum (accessible with no steps from the Museum).



Ends.

Fort Grey - Access Guidelines

Route de la Lague, St Saviour, Guernsey, GY7 9BY

01481 265 036

<http://www.museum.guernsey.net/fortgrey.htm>

Opening hours

- 10.00 - 4.30 daily from 1 April to 31 October

Location and parking

- This venue is situated in St Peters.
- The venue is not situated on a road which has a steep gradient.
- There is a bus stop within 150m (164yds) of the venue.
- This venue shares a car park with Guernsey Pearl (over the road from the venue, about 200m away, there is no pedestrian crossing).
- Tickets need to be bought at Guernsey Pearl.



Outside and main entrance:

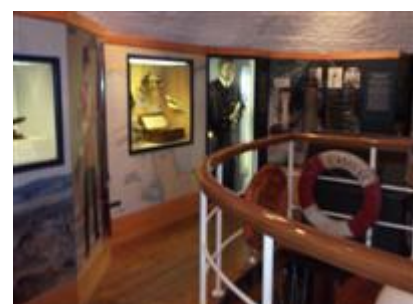
- There is a causeway to access the venue. There are no handrails.
- There are more than 15 steps into the Fort.



In and around the Fort:

- There is another flight of stairs to access the Museum.
- The steps are not clearly marked.
- The Museum inside the Fort is laid out on two floors.
- The nearest accessible toilet is located at Guernsey Pearl.
- Concessions are available for those visitors who are accompanied by their carer. We operate a 'carer goes free' system at each of our sites.

Ends.



Contacting Museum staff

Postal Address

Guernsey Museums & Galleries

Candie Gardens
St Peter Port
Guernsey
GY1 1UG

Telephone Numbers

Guernsey Museum & Art Gallery (+44) 01481 726518

Castle Cornet (seasonal) (+44) 01481 721657

Fort Grey (seasonal) (+44) 01481 265036

Answerphones are in operation outside normal opening hours. Outside the visitor season, for Castle Cornet or Fort Grey please contact the General Enquiries number.

General Enquiries (+44) 01481 726518

(including all enquiries at weekends and out of hours)

Visitor Services (+44) 01481 747262 or 01481 747265

(for enquiries regarding group bookings, retail, catering, seasonal employment)

Access & Learning Manager (+44) 01481 747264

(for school and educational visits, loan boxes and access enquiries)

States Archaeologist (+44) 01481 709738

(to report archaeological finds, request diving licenses, enquire about archaeology collections, sites or the volunteer group)

Fine Art Curator (+44) 01481 709732

(for all enquiries regarding fine art)

Historic Sites (+44) 01481 709734

(for all enquiries regarding maintenance of historic sites and to report damage)

Registrar (+44) 01481 709731

(for general enquiries about the collections, particularly Image Rights)

Social History Curator (+44) 01481 709735

(for all enquiries regarding the social history and natural history collection)

Access Statement ends.