

## Chepstow Museum Access Policy Statement

### Accessibility

We want everyone who visits Chepstow Museum to feel included and to enjoy our exhibitions and events.

We recognise that there are many barriers that limit access to our collections and sites. To challenge and overcome these barriers we will continue to undertake initiatives to reach different sectors of the community and engage them with the museum and its collections.

We will continue to consult with users, non- users, specialist organisation, and other museums and galleries on the best and most practical ways of improving access to our museum and collections.

### Getting here

Chepstow Museum is in the town of Chepstow. It is located on the bottom end of Bridge Street, not far from the river.

Access to the Museum is via a level, slightly uphill bonded gravel forecourt leading to the front entrance. There are 2 shallow steps up to the front entrance. An alternative ramped entrance with railings is around the left-hand side of the building. Please ring the doorbell to enter through this door. The narrowest point for this entry is 80cm.

The museum does not have its own car park.

#### **Car**

The nearest parking for Blue Badge holders is Chepstow Castle Dell Car Park.

Chepstow Castle Dell car park is the nearest public car park to the museum. It is across the road from the museum, around 2 minutes walk away. There are accessible public toilets at the car park. The location of the car park and other car parks in Chepstow can be found here: [Our Car Parks - Monmouthshire](#) .

#### **Bus**

The nearest bus station is Chepstow Bus station. The bus station is located on Thomas Street, next to M&S Foodhall. The bus stations postcode is NP16 5DH. It is approximately 15 minutes walk from Chepstow Bus Station to the Museum and Castle. The walk from the bus station to the museum is down hill. More information about Chepstow bus station can be found here: [Chepstow Bus Station - Bus Station in Chepstow, Chepstow - Visit Monmouthshire](#)

## **Train**

The nearest Train station is Chepstow located on Station Road. It is approximately 20 minutes walk from the train station to the museum. Part of the walk is down hill. Please check with Transport for Wales for up-to-date arrangements for step free access to Platform 2 towards Newport. More information about Chepstow Train station and travel routes can be found here [Chepstow Station | Train Times | Transport for Wales \(tfw.wales\)](#)

## **Bikes**

The Museum is located on National Cycle Route NCN 42. More information about Chepstow Active travel routes is available here: [Chepstow - Monlife](#)

## **Getting around the building**

As with many historic buildings, it is difficult to access some areas. We are committed to continuing to enhance access to the buildings and the collections for those with a physical or sensory disability in the best ways that the limitations of our historic building allow.

The front entrance door is normally fixed open and is a double door (118cm). The entrance lobby leads to an internal glazed door which is normally closed. (83 cm). The door can be pushed or pulled open. The reception is on the left-hand side. Please ask if you need assistance.

The side entrance door (110cm) is on the left hand side of the building and accessible via ramp (114cm). This is a double door. Please ring the doorbell for assistance. Once inside, visitors using this door will pass through 2 further doors (80cm) before entering the main foyer, shop and reception area of the museum. Staff will help with opening these doors.

The museum is located on 2 levels with stepped access between them. The ground floor galleries are accessed via doorways and corridors approximately 1m wide. There are handrails along the winding cantilevered 18<sup>th</sup> century staircase. Unfortunately, it is not currently possible to access the first floor level displays without using the stairs.

There is a small display of a traditional 19<sup>th</sup> century stop net fishing boat and some outdoor play resources outside in the museum. Access is by traveling around the left hand side of the building along a level bonded gravel path. The path is slightly sloping in places.

Access to staff and volunteer working areas are via the winding cantilevered staircase and is by appointment only.

## **Accessible Toilets**

An Accessible toilet is located on the ground floor off a corridor near the entrance.

## **Assistance dogs**

Assistance dogs are welcome in the Museum.

We ask that Assistance dogs remain on the lead when in the Museum and when outside in the grounds. This is to protect our collections and for everyone's safety and comfort.

## **Full access guide**

A full access guide to the museum is available on request.

## **Wheelchair and Physical Access**

Visitors to our Museums with limited mobility, wheelchairs and pushchairs can access the Museums' reception desk and ground floor displays via the ramp to the side door on the left hand side of the building. The narrowest point to access the ground floor of the museum is 80cm. Visitors should ask at the reception desk to find out how to access the accessible toilet and ground floor displays. The ground floor displays include our Temporary Exhibition Gallery, Growth of the Town, History of the House and Town at Work displays.

For those unable to access the first floor level displays there is reproduction print of our Turner watercolour painting of Chepstow castle on display for you to enjoy. We also have a video additional explanatory video about the painting that can be viewed on a tablet.

Visitors with pushchairs may enter via the front entrance up the 2 shallow steps. Pushchairs may be left in the lobby during your visit.

Access to our first floor galleries and volunteer spaces is via a winding cantilevered staircase. There are oil paintings of the river wye on the walls. Visitors are advised to take extra care when accessing these stairs. Wheelchair access is not possible to our first floor displays.

The first floor displays include the Print Room hung with framed prints of Chepstow castle, Domestic history of 19<sup>th</sup> and 20<sup>th</sup> century objects and the Wye Tour Room telling the story of the tour down the river wye from Ross to Chepstow popular in the late 18<sup>th</sup> /early 19<sup>th</sup> century. Our Front of House team can provide you with alternative information about these displays. We continue to work towards finding alternative ways to make these exhibits more accessible. You can see some objects from the first floor galleries here: [Chepstow Collection - MonLife Collections](#)

Some of the flooring in the museum is uneven. There is a variety of different flooring in the museum including stone, wood. Carpet and quarry tiles.

There are places to sit around the museum.

## Visual access

All interpretation text is captioned with text size 14 or above. A large print copy of temporary exhibition display texts is available on request.

There are replica objects to support our collection which can be handled in the Print Room gallery. Please ask staff to direct you to these.

Audio material to support visual exhibits is available at touch screen interactives outside beside the Stop Net Fishing Boat and in some of our Temporary Exhibitions.

In order to protect some of our vulnerable collections some of our displays have low light levels. This includes some of our temporary exhibitions.

## Auditory Access

All our galleries have written material to support the interpretation of our exhibits.

Most of the touch screen interactives can be accessed without sound and some have subtitles.

## Sensory Access

When you enter the Museum, you will walk into the entrance Foyer. This is where our reception desk, donation box, small shop and some displays are. The Foyer is also from where you enter three different gallery spaces and the stairs to the first floor. This area can be busy at times.

There are play activities located all around the building.

On the left hand side of the reception desk is the Growth of the Town Gallery. This lights in this gallery come on when you enter the room.

A corridor joins the entrance foyer to the History of the House and Town at Work galleries. Our toilets are here. There are hand-dryers in the toilet, which can be loud.

The lights in the Town at work gallery come on as you enter the room. There are touchscreen interactives in the Town at Work Gallery.

Upstairs the lights in the Wye Tour Room come on as you enter the room. This gallery has video interactives. The Wye Tour Room also has hidden doors that when opened reveal birds and animals of the Wye Valley and the noises they make.

The lights in the Print Room come on when you enter the room. This is where most of our family craft activities are. This space can sometimes be noisy.

Our Growth of the Town, Domestic History and Temporary Exhibition galleries are normally quieter. Sometimes we have exhibitions with videos and sound playing here.

The floors and walls in each of our galleries and rooms are made from different materials so different spaces might sound different.

Quieter days to visit the museum are normally on a Monday, followed by a Friday but we cannot guarantee this. The Museum is normally a lot busier and noisier during the school holidays.

The museum is developing a general visual story featuring pictures of the museum and information about what to expect when you visit.

## Baby feeding and changing

We welcome our visitors breastfeeding and bottle-feeding their babies in all areas of the museum. There are baby changing facilities in our accessible toilet.

## Period Products

A selection of free period products are available for visitors to use.

## Exhibitions & Events

We want everyone to be able to enjoy our exhibitions and events. Entry to the museum is free. We also have a range of free make and take craft activities and indoor and outdoor play resources for all our visitors to enjoy. There are opportunities for handling objects and trying on replica costume throughout the museum.

Our events and learning programme is delivered at as low a cost as possible.

We try to use lots of different ways to tell the stories of our collections so that our visitors can access information in a way that is suitable for them. We constantly strive to update and reinterpret some of our more historic interpretation so that this is as accessible as possible. We acknowledge that this is a work in progress.

Our staff are always happy to provide additional information and assistance wherever possible.

As well as objects on display and informative text panels we share the stories around our collection via interactive touch screens and wall mounted television screens.

More information about our collections including those not on display can be found on our Collections website [Home - MonLife Collections](#)

Additional learning resources including films featuring some of our collections and information about our learning programme, schools loan boxes and Memory boxes can be found on our website [Learning - Monlife](#)

All new exhibition and published content is provided bilingually in Welsh and English. When engaging with community groups, we explore opportunities to provide additional interpretation in other languages.

All staff receive equality and diversity training.

## Collections

We welcome volunteers from a wide range of backgrounds to get involved in helping us care for our collections.

We are committed to working with under-represented groups to make sure their voices are heard and to improving the representation of their stories within our collections and interpretation. We acknowledge that some of our collections can tell any stories and some of these may cause offence. We are committed to working towards adding context to the way these collections are displayed, catalogued and accessed.

We recognise the importance of taking our collections and stories out to our communities so that they can be accessed by a wider range of users.

We encourage the widest possible audience to study the collection and seek ways to improve and extend access to information and scholarly research.