

Abergavenny Museum Access Policy Statement

Accessibility

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

We recognise that there are many barriers that limited access to our collections and sites. To challenge and overcome these barriers we will continue to undertake initiatives to reach with 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

Abergavenny Museum and Castle is in the town of Abergavenny. The Museum is located within the Castle grounds.

Access to the Museum and Castle grounds is via a pedestrian gate at the end of Castle Street. The museum does not have a car park. It is possible to drive to the front of the pedestrian gate for drop off and pick up.

Abergavenny Castle grounds are a Scheduled Ancient Monument. The grounds are rough and uneven. Access to the central area of the Castle is along a gravel track. There are many potholes. The remainder of the castle grounds are grassed and there are some uphill sections. There are benches to sit on located around the grounds.

The Museum is in the main building within the castle grounds. It is approached via long ramped path which is quite steep.

Car

The nearest parking for Blue Badge holders is at Castle Street car park.

Castle Street car park is the nearest public car park to the museum. It is around 5 minutes walk away. There are accessible public toilets at the car park. The location of the car park and other car parks in Abergavenny can be found here: [Our Car Parks - Monmouthshire](#) .

Bus

The nearest bus station is Abergavenny Bus station. The bus station is located on Monmouth Road. The bus stations postcode is NP7 5HF. There are accessible public toilets at the bus station. It is approximately 15 minutes walk from Abergavenny Bus Station to the Museum and Castle. A short section of the walk along Lower Castle Street is up hill, along narrow pavements. It is possible to take a longer more accessible route. More information about Abergavenny bus station can be found

here: [Abergavenny Bus Station - Bus Station in Abergavenny, Abergavenny - Visit Monmouthshire](#)

Train

The nearest Train station is Abergavenny located on Station Road. It is approximately 20 minutes walk from the train station to the museum. A short section of the walk along Lower Castle Street is up hill, along narrow pavements. It is possible to take a longer more accessible route. Please check with Transport for Wales for up to date arrangements for step free access to the southbound platform. More information about Abergavenny Train station and travel routes can be found here [Abergavenny Station | Train Times | Transport for Wales \(tfw.wales\)](#)

Bikes

The Museum and Castle is located near to the National Cycle Route NCN 46. More information about Abergavenny Active travel routes is available here: [Abergavenny - 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 entrance door is normally fixed open and is a double door. This is shortly followed by an internal glass door with push button automated door opener. The reception is on the left-hand side. Please ask if you need assistance.

The museum is located on 4 levels with stepped access between them. There are handrails along each flight of steps, except for the small flight of steps from the Keep Gallery to the Link Corridor. Alternative step free access to most levels can be provided via external doors with ramped access. These are openable on request by talking to our staff at the reception. Unfortunately, it is not possible to access our Basement level displays without using the stairs.

Access to staff working areas is via a metal spiral staircase and is by appointment only.

Accessible Toilets

An Accessible toilet is located near the main entrance between the Keep and Temporary exhibition gallery. It is accessed via a small flight of stairs. Step-free access to the toilet is provided via external doors with ramped access. These are openable on request by talking to our staff at the reception.

Assistance dogs

Assistance dogs are welcome in the Museum and Castle.

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

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 keep Gallery via the front door. The narrowest point to access the reception desk is 82.5cm. Visitors should ask at the reception desk to find out how to access the accessible toilet and other galleries via the wheelchair accessible external doors. A member of staff will need to help you open these doors so please be patient at busy times.

Access to our basement level displays is down a steep flight of stone stairs. Visitors are advised to take extra care when accessing these stairs. Wheelchair access is not possible to these displays. The basement displays include our Second World War Anderson shelter, Saddlers and leather working tools display, Victorian Welsh kitchen and our 1940s Basil Jones local grocery store. 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 objects from the Basil Jones Grocery store here: [You searched for basil jones - MonLife Collections](#) There is also information about World War II here [Collections Online - MonLife Collections](#)

Some of the flooring in the museum is uneven and most of the stairs are stone.

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 display texts is available on request.

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

Audio material to support visual exhibits is available at listening posts in the Keep gallery, Welsh kitchen display (Basement level) and during some of our temporary exhibitions.

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

Auditory Access

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

The listening posts in the Keep Gallery and Welsh kitchen have headphones.

Sensory Access

When you enter the Museum, you will walk into the Keep Gallery. This is where our reception desk, donation box, small shop, display cases and craft activities are. There is also a video screen playing images with headphones. This area can be busy at times.

The link Corridor joins the Keep Gallery to the Temporary exhibition gallery. Our accessible toilet is here. There is a hand-dryer in the toilet, which can be loud.

Our Temporary exhibition gallery is 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.

In the basement galleries our World War II Anderson shelter has a siren which can be played by pushing the button. This makes a loud noise. The Anderson shelter is a dark small space.

Quieter days to visit the museum are normally on a Monday, followed by a Thursday, but we cannot guarantee this.

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 and castle. 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 listening posts 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 offense. 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.