

Lancaster City Museum

Visual Story



**This information is to help you
prepare for a visit to Lancaster City
Museum**



This is the front of the City Museum building.

The Museum is open from **10:30am** until **4pm** from **Friday to Tuesday**.

To enter, you can walk up the central steps, or there is a ramp on the right-hand side of the building.



When you first enter the museum, you will see one of our permanent galleries on the other side of a low screen.

You may hear dinosaur/nature sound effects here.



Take a left to enter the shop/admission area.



Head to the front desk to collect your ticket from a member of staff.

You can borrow one of our sensory backpacks from here.



Head through the shop to enter our permanent ground floor gallery. This space explores the lives and works of Sir Richard Owen and Emily Williamson.

There are dinosaur/nature sound effects playing in here.

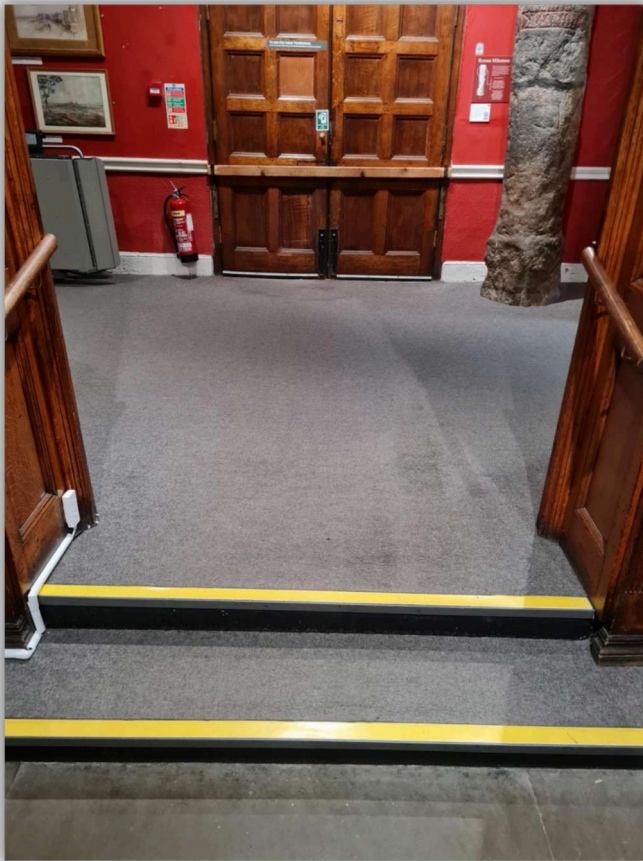


If you head straight through, you will arrive at the entrance/exit to our temporary exhibition space.



This is what the temporary exhibition space looks like at present (Oct 2025). **The exhibiton in this room will change 2-3 times per year.**

Our temporary exhibitions often include audio and/or video content.



If you exit the temporary exhibition space and take a right, you can walk up these two steps to a raised level.



Alternatively, you can go back into the shop, head to the far corner, and reach the same raised level using the ramp.



From here, you will reach the bottom of the main staircase. You can walk up the stairs to reach the first floor, or make use of our stairlift.

Speak to a member of staff on the front desk if you require the stairlift. They will arrange for another staff member to operate it for you.



Once you are at the top of the stairs, head through the archway.



On your left, a member of staff will be here to greet you at this desk.

Here you can pick up one of our activity trails or ask any questions you may have.



On your right is the entrance to our permanent, Local History Gallery. This gallery covers the history of Lancaster from the stone age right through to the 20th century.

Light levels are quite dim in here, and there are numerous display mannequins throughout the space.



This is the beginning of the Local History Gallery. Exhibits are in chronological order.



This is the exit from the Local History Gallery. It brings you out at the bottom of the main corridor.



Once you reach the end of the corridor, take a left to reach the Richard Owen/activity space.

There are a handful of chairs visitors can use.

This space can sometimes be noisy, as people gather here.



If you walk through the Richard Owen/ activity space, you will enter the King's Own Royal Regiment Museum. This explores the history of the local regiment in detail.

There are mannequins throughout the gallery, and a motion-activated audio playing next to the pictured display case.



In this gallery, there are two staircases that lead to a small mezzanine area.



We have a domestic-style stairlift visitors can use if needed.

Just speak to the member of staff on the upstairs desk, who will come and operate it for you.



The mezzanine loops from one staircase to the other. Only one of the staircases has a stairlift installed.



From the mezzanine, you can see a few mannequin displays.



Once you have been round the mezzanine area, make your way down the stairs, where you can exit the King's Own Royal Regiment Museum through the doorway on the right at the base of the stairs.



Important Information

Toilets

The City Museum **does not** have any public toilets. The closest public toilets are in Marketgate Shopping Centre.

The nearest 'Changing Places' toilet is located at Lancaster Railway Station.

Emergency Evacuation

In the event of a fire or other emergency, a siren will sound in the museum. A member of staff wearing a bright, fluorescent vest will help evacuate you from the building.

Alternatively, follow the green emergency exit signs out of the building.