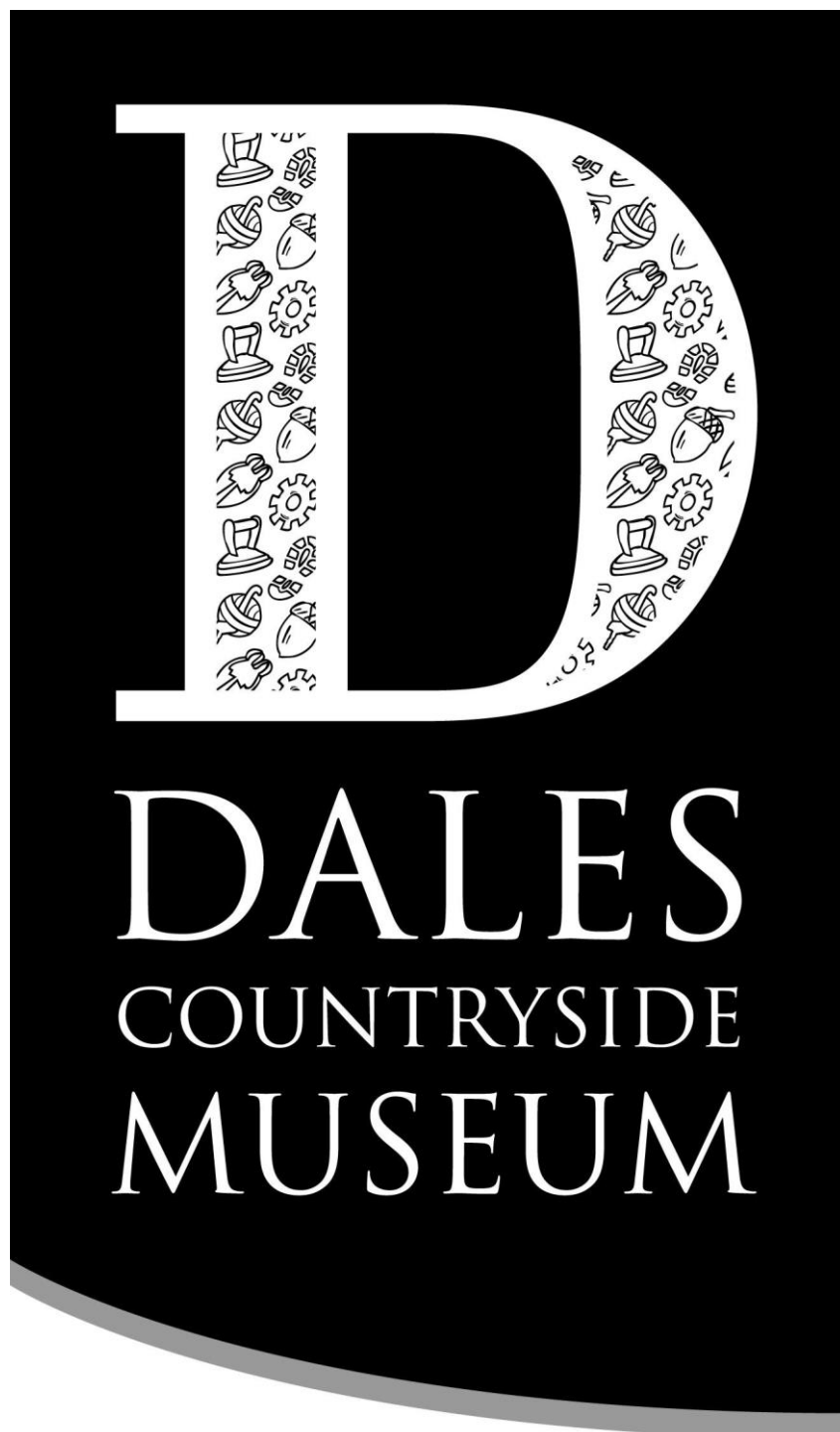




Accessibility Guide for Dales Countryside Museum

hawes@yorkshiredales.org.uk, 01969 666210, www.dalescountrysidemuseum.org.uk

Contact for accessibility enquiries: Museum staff



Welcome

Start your visit to the Yorkshire Dales National Park at the Dales Countryside Museum - housed in Hawes' former Victorian railway station.

Discover the incredible story of the Dales and the people who have lived, worked and played here. Share special times and make memories exploring our family-friendly galleries and outdoor trail. Changing exhibitions and an events programme means there's always something new to see and do.

Refuel, recharge and relax at the Firebox Café and make the most of your visit to the Museum and Hawes. Browse in our shop and find Distinctly Dales products created by local artists and makers and inspired by our collections. Children visit FREE

Watch the video: [Dales Countryside Museum introductory film](#)

At a Glance



Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
 - Dining Table
 - Exhibition hall
 - Hartley and Ingilby Gallery in the Goods Shed
 - Life and Spirit galleries
 - Railway carriage displays
 - Reception desk
 - Accessible toilet
 - Changing place
 - Dales Countryside Museum and National Park Centre shop
 - Outdoor trail
- There is level access from the car park to:
 - Museum picnic area
- We have a viewing area for wheelchair users.



Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in Reception desk, meeting room, exhibition hall.
- All staff have disability awareness training.



Visual

- Glass doors and full-height windows have contrast markings.
- Some parts of the venue have low lighting.
- We have display information in audio and large print.



General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors. At least one toilet is a Changing Places toilet.
- All staff have disability awareness training.

Getting here

Dales Countryside Museum
Station Yard
Hawes

DL8 3NT



Travel by public transport

- You can get to Dales Countryside Museum by bus and train.
- The Little White Bus stop is adjacent to the Museum. The bus stop is 0.0 miles / 0.0 km from Dales Countryside Museum.
- The nearest train station is Garsdale. The train station is 9.3 miles / 15.0 km from Dales Countryside Museum.
- https://www.dalesbus.org/uploads/1/1/3/9/113919127/lwb_garsdale.pdf



Travel by taxi

- You can get a taxi with James Peacock by calling 01969 650212 .
- Accessible taxi available outside of school hours from Star Cars, Catterick - 01748 835559



Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The path is sloped.
- The route is 2850mm wide, or more.



Museum entrance from the car park



Museum entrance from the corner of the cafe

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1000mm wide, or more.
- The path is sloped.



Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The door is 880mm wide.
- The door has a push button to open it.
- The main door is revolving and manual.
- Revolving door is positioned centrally and the side door operable by push button is on the left of this.



Museum entrance showing the slope up to the doors. The side door is to the left of the revolving door.

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors and contrast markings on all full-height windows.
- Some parts of the venue have low lighting.



Victorian Dales kitchen reconstruction with lower lighting levels than the rest of the Museum



Lift

- We have 2 lifts.
- You can get a lift to all floors.

Main lift

- The lift door is 800mm wide.
- The lift is 1100mm wide. The lift is 1400mm deep.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- There are 2 floors and the button for the floor you arrive at lights up.



Inside view of the main lift showing mirrored inside and lighting.



Main lift door from the first floor landing.

Goods Shed lift

- The lift is a platform lift.
- The lift door is 900mm wide.
- The lift is 1130mm wide. The lift is 1420mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- You need to keep pressing the button of the floor you want to visit in order for the lift to work.



Lift door at ground level in the Goods Shed gallery.



Lift door at lower ground level in the Goods Shed gallery.



[Ticket/ information desk](#)

[Reception desk](#)

- From the main entrance to the desk, there is level access. The route is 2000mm wide, or more.
- The desk has a low section.
- The desk is low level.



Reception desk with welcome panel behind.



Reception desk from the entrance, looking towards the exhibition hall

Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have display information in: audio and large print.

Exhibition hall

- From the main entrance to this area, there is level access. There is a permanent ramp. There is a lift.
- From the lift to this area, the route is 1100mm wide, or more. The door is 1600mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- The exhibition hall features 3 or 4 temporary exhibitions each year and content changes in each.



Temporary exhibition showing printed banners inspired by hay meadows and printed by Hester Cox



Ramp from entrance area goes down to the lift to give wheelchair access to the exhibition hall.

Hartley and Ingilby Gallery in the Goods Shed

- From the main entrance to this area, there is level access. The route is 1400mm wide, or more. The door is 1100mm wide.
- Some display information is low, for wheelchair users. There are seats.
- The gallery exhibits are on 3 levels, all accessible via the lift. The themes are Makers and Menders, Leadmining, Farming and Textiles.



Mock up of farmer and cow in a barn.



View of the textile gallery with large woollen sock in foreground.



Lady demonstrating washing in the Dales kitchen.



Lead mining display showing lift on left and ramp access through the mock lead mine to ground floor.



View of the Makers and Menders gallery

Life and Spirit galleries

- From the main entrance to this area, there is level access. The route is 2000mm wide, or more. Some display information is low, for wheelchair users. There are seats.
- This area features archaeology collections including the gold Viking Ring and Bronze Age Spearhead. Collections are also displayed in cases in the columns along the concourse to show how the different elements have been used to make tools and other things to help them to survive and live in the Dales.



View of the gallery featuring the Bronze age spearhead and the gold Viking ring



View of the concourse with columns and display cases.



Columns with cases containing objects linked with the elements of water, stone wood and earth

Railway carriage displays

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1240mm wide, or more. The door is 740mm wide.
- Some display information is low, for wheelchair users. There are seats.
- The railway carriages have wider entrance and exit doors, but internally the carriages have a minimum width of 740mm



Ramp access to the railway carriage displays



Ramp access to exit the railway carriage displays



Inside the railway carriages

Spectator/ Audience viewing areas

- We have a viewing area for wheelchair users.

Amphitheatre

- From the main entrance to the viewing area, there is level access. The route is 800.00 wide, or more. The door is 1000 wide.
- Personal assistants and friends can sit behind wheelchair users.
- The area is used for demonstrations of crafts such as dry stone walling and occasionally drama.



View of people watching a dry stone walling demonstration in the amphitheatre

Public toilet

Accessible toilet

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1100mm wide, or more.

- The toilet door is 860mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1000mm at the side of the toilet. There is 1300mm in front of the toilet. The toilet seat is 450mm high. The toilets have handrails.



View of the accessible toilet from the doorway



View of the accessible toilet door from the hall way.

Public toilet

Changing place

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1100mm wide, or more.
- The toilet door is 800mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 2500mm at the side of the toilet. There is 2400mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.
- Changing place awaiting registration in August 2023

Shop

Dales Countryside Museum and National Park Centre shop

- From the main entrance to the shop, there is level access. The route is 1400mm wide, or more. The route through the shop is 800mm wide, or more.



View from the entrance area into the shop



View from the shop area through to the Firebox Cafe

Place to eat and drink

Firebox Cafe

- From the main entrance to the dining area, there is level access. The route is 1300mm wide, or more. The door is 1500mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.

- The Firebox cafe is able to offer options that do not have nuts added but as it is a micro kitchen cross contamination or accidental traces cannot be ruled out. People with a severe nut allergy would therefore be advised to provide their own food. There are no specifically low fat low salt options but certain options do exist on the menu and in the cake range and we would ask people with an understanding of their own dietary restrictions to choose appropriately with support from cafe staff.



Firebox cafe seating area with view through to cafe serving desk

Getting around outside

Outdoor trail

- From the main entrance to the gardens, there is level access.
- There is a permanent ramp.
- The route is sloped. The route is 1150mm wide, or more.
- There are two ramps to the outdoor area. A wooden ramp from the western end of the platform, near the outdoor cafe tables, leads to the outdoor area beyond the bridge. A stone and tarmac ramp - slightly steeper - leads from the east end of the platform to the outdoor trail. Using the stone ramp creates a circular route, or the wooden ramp can be used to go and come back the same way.



Stone and tarmac ramp leading to outdoor trail



Outdoor trail area



Ramp to north platform from outdoor trail



Ramp from north platform to outdoor area beyond the bridge



Ramp from trail to the cafe which creates a circular route back to the main building

Picnic Area

Museum picnic area

- From the car park to the picnic area, there is level access. There is a permanent ramp. The path is 1100mm wide, or more.
- The entrance is 3500mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.



Picnic area accessed from Museum or from car park



Ramp leading to picnic area from the car park

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in Reception desk, meeting room, exhibition hall.
- We provide SEND resources for family visitors. These include a planning board, symbols lanyard, activity prompts, back pack with timer, ear defenders and toys that link with the displays.
There are audio points in most galleries which hold edited recordings from our oral history collection.
- Assistance dogs can access the outdoor area for toileting.
- You can hire mobility equipment from Access the Dales by calling 07935 608 154.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.
- Flashing lights are activated in certain areas.

Customer care support

- All staff have disability awareness training.
- We have information in large print.
- We are updating our large print guide to the displays this year and as this is in progress, it has been removed from the list of information in different formats.

Guide last updated: 7 June 2023