

Access Statement For The Roald Dahl Museum and Story Centre



Introduction

The Roald Dahl Museum and Story Centre is a small family-friendly Museum that welcomes all visitors. Please read on to discover how we can help everyone enjoy their visit.

Pre-Arrival

We offer:

- a website, www.roalddahlmuseum.org
- information in large print on request
- recorded telephone information and, during office hours, access to an operator who can deal with enquiries.

We are situated on the High Street of Great Missenden, less than 250 metres from the station. There is a taxi firm at the station that has wheelchair accessible taxis. The number is 01494 862782.

Arrival and Car Parking Facilities

- We do not have a car park (town centre location). However, the Council Pay and display car park is 250 metres from the Museum. There is a disabled parking bay on the High Street, less than 100 metres from the Museum.
- The route from the car park is along a pavement which varies from a minimum of 97 cm wide to a maximum of 123 cm wide. There is a dropped kerb in front of the Museum, though we don't recommend dropping off outside the Museum as the road is narrow and this could be dangerous.
- There are barriers in the entrance way to the Museum to prevent small children escaping onto the road, but these are easily navigable in a wheelchair with at least a 90 cm gap.
- A dog bowl for guide dogs can be provided on request, as can a wheelchair.
- The entrance is fully wheelchair accessible.

- We can offer tactile maps and a large print guide on request.

Main Entrance and Reception

- There are no ramps. The main door is single leaf and side hung. There is no doormat.
- There are audio loops throughout the Museum.
- A pad and pen can be made available on request, and all young visitors receive a Story Ideas Book and pencil.
- Music and sounds can be turned down on request. The main toilets have sound effects and are best avoided if surprises cause distress.
- There are two disabled access toilets with baby change facilities and no sounds.
- Seating is available throughout the Museum, with handles to assist standing.

Public Areas – General (Internal)

- There are no steps within the Museum, except between Miss Honey's Classroom and the Children Eating Room, but these two rooms can be accessed separately.
- There are no ramps and all the gaps are at least 90 cm wide so that wheelchairs users can pass around the Museum easily.
- The public areas are on the ground floor with a universal flat surface. The flooring is mostly smooth resin, with a carpet in the Solo gallery.
- The lighting in the Solo gallery is low, with spotlights to highlight text. This is because there is an audio visual presentation loop running for which an audio transcript is permanently available in the gallery. All audio visual presentation loops have transcripts permanently available.
- All corridors, spaces between exhibits and doors are DDA compliant and at least 90 cm wide, with corridors being 160 cm wide.

- There is a baby change room and the two disabled access toilets also have baby change facilities.

Public Areas – WC

- There is one disabled access toilet to the left of the entrance and one down the main corridor, through the double doors and on the left. The site is small and easy to navigate. The toilets are on the ground floor and access is through the Museum. All disabled access toilets are unisex and have an emergency pull cord and response as well as PIRs to switch the lights on. The toilet doors are single leaf and side hung.
- The larger of the two disabled toilets has available floor space of 165 cm by 205 cm. The smaller has available floor space of 150 cm by 240 cm. Both have two horizontal rails, one that can be lowered into place at a height of 74 cm and the other at 80 cm. There are two vertical rails starting at 84 cm, rising to 140 cm. The basins are at 70 cm and the hand-dryers at 120 cm. The doors are 90 cm wide. The baby change table is at 84 cm. Both have PIRs to switch the lights on.
- There is no flashing light system for the fire alarm but staff are trained to check every area of the building as part of the evacuation procedure.

Restaurant / Dining Room, Bar and Lounges, Take Away and Cafe

- The Cafe is accessible via the side door under the main Museum archway. A vertical handrail (from 86 cm to 125 cm) is provided and there is a bell to call for a ramp that staff are trained to use, as there is a 13 cm step. The Cafe number is 01494 865192.

Laundry Not applicable.

Shop

- The shop houses the ticket desk and reception and is accessed via the main Museum entrance. The entrance is level and the shop floor is polished wood. The ticket and shop tills are at a height of 90 cm. Lighting is bright overall but uses spotlights.

- All items are marked with prices and these can also be checked on request. There is a total display for the shop till that is visible while seated and back lit for easy reading.

Treatment room/s Not applicable.

Leisure Facilities Not applicable.

Outdoor Facilities

- We have a level, paved courtyard that can be accessed from the main Museum corridor or via a gate that can be opened by staff on request. All toilets are accessible from the courtyard. There are benches and seats available.

Conference and Meeting Rooms, Banqueting, Clubs, Entertainment

- The conference room that is available for hire is upstairs, and there is a disabled access platform lift. It has a manual door.

Bedrooms Not applicable.

Bathroom, Shower-room and WC [Ensuite or Shared] Not applicable.

Self-Catering Kitchen Not applicable.

Caravans, Holiday Homes and Twin Units Not applicable.

Touring Facilities (Holiday Parks) Not applicable.

Boats – Narrow Boat, Cruiser and Hotel Boat Not applicable.

Attractions (Displays, exhibits, rides etc.)

- All three galleries have audio visual presentations on loops, with audio transcripts available. All three galleries have interactive touch-screen monitors and other low-tech interactive activities. There are interpretation boards in a variety of font sizes and heights.
- The Boy gallery has doors that smell of chocolate.
- Lighting is provided to light each display and is directed towards the display or within the display cabinets.

Grounds and Gardens Not applicable.

Additional Information Not applicable

Contact Information

- Address: The Roald Dahl Museum and Story Centre, 81-83 High Street, Great Missenden, Bucks, HP16 0AL.
- Telephone: 01494 892192
- Fax: 01494 892191
- Email: admin@roalddahlmuseum.org
- Website: www.roalddahlmuseum.org
- Hours of operation: 10 am to 5 pm Tuesday to Friday.
11 am to 5pm Saturday and Sunday
- Emergency number: Not applicable.
- Local carers: Not applicable.
- Local public transport numbers:
Chiltern Railways 08456 005165
Arriva The Shires and Essex 01923 682262
- Local accessible taxi numbers:
Kingshill Taxis 01494 862782

Future Plans

- We are in the process of providing Braille labels and a Braille transcript of the Museum. We have a pack of drawing materials for the visually impaired.

We welcome your feedback to help us continuously improve. If you have any comments please phone 01494 892192 or email admin@roalddahlmuseum.org