

## Accessibility at Museum on the Mound

### Introduction

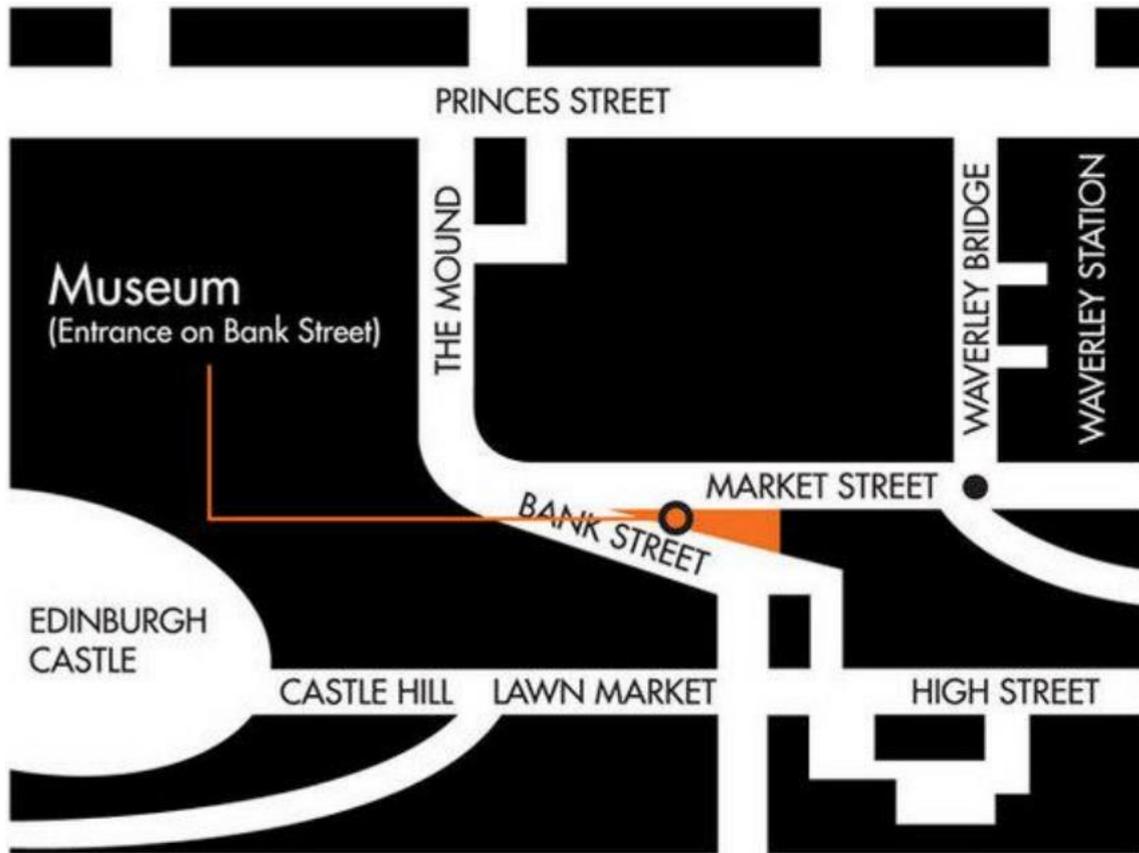
The Museum on the Mound is a 5 star city centre attraction, straddling the old and the new town of Edinburgh. The museum is situated on a hill with a steep gradual approach. The museum is on one level, and staff are on hand throughout the museum should you require any assistance.

We look forward to welcoming you. If you have any questions or would like to discuss how we can assist you on your visit, please phone 0131 243 5464 or email [info@museumonthemound.com](mailto:info@museumonthemound.com).

If you need some help during your visit or you would like to ask a question, just speak to our friendly team wearing light blue shirts. You can write a message and show them if you prefer.

### Getting to the Museum

- By Train – We are only a few minutes walk from Edinburgh's Waverley Station. Take the Waverley Bridge exit, turn left and make your way up Market Street and North Bank Street.
- By Bus – Lothian Buses numbers 23, 27, 41, 42, and 45 stop at the Mound. Most of the Tour Buses and Airlink (100) services stop at the top of Market Street. Edinburgh's main bus station at St Andrew's Square is 5-10 minutes walk away.
- By Car – Follow routes for Edinburgh City Centre and City Centre Attractions (if using a satellite navigation or GPS system, use postcode EH1 2LP). There is no car park at the museum, but there is limited Pay and Display parking in Market Street, St Giles Street, and Chambers Street, (free all day Sunday). There are also large public car parks nearby at Waverly Station (New Street) and Castle Terrace. The parking on Market Street is on an incline.
- These details can also be found on the 'Visit Us' section of our website. <http://www.museumonthemound.com/visit>.
- Accessible taxis are available at St Andrew's Square bus station and Waverley railway station.



## Arrival

- There is a wheelchair accessible ramp at the gate, and a level paved path leads to the main entrance.
- Our Security Guards are on hand at all times to open the door (1040mm/41ins wide) for visitors.
- It is free to visit the museum. Advance bookings are not required.



## **Reception**

- The reception area has respite seating and the reception desk is lower at one end for wheelchair access.
- A hearing loop system has been installed at reception.
- Large print guides, sensory maps, ear defenders and sensory bags are available here.

## **General Access**

- The entire museum is step free with level access throughout. The minimum width between passageways in the museum is 960mm/37.5ins
- Respite seating is available throughout the museum.
- There are interactive activities throughout the museum; all can be accessed from a sitting or standing position.

## **Public Toilets**

- We have one disabled unisex toilet which has level access from the museum.
- There is a two-way swing door 900mm/35.5ins leading from the displays to the toilet area. The cubicle door is 870mm/34ins and opens outwards. The toilet is fitted with a red alarm cord.
- We have paper towels rather than hand driers in the toilets.

## **Shop**

- There is a shop with a range of souvenirs and books which can be accessed directly from the main entrance.
- Staff are happy to offer assistance if required.
- A low level desk and counter are provided.
- The counter has a hearing loop system installed and staff have been trained in its use.

## **Grounds and Gardens**

- There is a garden area which can be accessed from the main gate via a gentle sloping path. There are stunning views of the city from the seating area of the garden.

## **Food and Drink**

- While you are not able to have food or drink inside the museum galleries, you are welcome to use our garden area.
- There is nowhere on site for visitors to purchase food or drink, but there are several cafes across the street from the museum.

### **Information for Visitors with Autism**

- Our visual story and sensory map are available to help plan your visit.
- Ear defenders and sensory bags are available. Please ask a member of staff in the museum gift shop if you would like to see the bag or borrow one.
- Communication cards can be downloaded in advance or borrowed from a member of staff at the front desk in the gift shop. These visual cards show key questions or requirements you might have during your visit.
- If at any point the visit gets overwhelming, please let a member of staff know and we can direct you to somewhere quiet.

### **Information for Visitors with Dementia**

- Our staff have received training to become Dementia Friends and are on hand if you need any support throughout your visit.

### **Information for Visitors with Hearing Impairment**

- We have induction loops in our reception and temporary exhibition space.

### **Additional Information**

- We have a set of evacuation procedures. Should you require it, someone will assist you with evacuation either out of the building or to a refuge.
- We welcome trained assistance dogs. A water bowl is available on request.

### **Contact Information**

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