

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. The Museum is situated in Great Missenden, the village where Roald Dahl lived and wrote for 36 years. The village lies in the heart of the Buckinghamshire countryside, about 30 miles northwest of London. Opened in 2005, the Museum is the home to the author's unique archive and the contents of his famous Writing Hut.

The Museum's shop, café, galleries and education rooms are on the ground floor. The ground floor is fully accessible to wheelchairs and pushchairs. Occasionally workshops are held in the first floor 'Upper Babbling Room', which can be accessed via a lift or stairs. We have one wheelchair available for visitor use; please phone or email and let us know if you would like to book it for your visit.

We are a small site. Visitors typically spend 90 minutes at the Museum, but some stay all day. Staff are available to answer questions, and at weekends and during school holidays we offer free storytelling sessions and craft activities. We also run workshops during holidays and on some weekends which may have an additional cost; we recommend these are booked in advance.

There are over 40 interactive exhibits in the Museum, and we provide children with a Story Ideas Book and a pencil to jot down their good ideas. Although the Museum is aimed at 6 to 12 year olds we encourage all our visitors to try out the different activities.

We look forward to welcoming you. If you have any queries or require any further assistance, please telephone 01494 892192 or email hello@roalddahlmuseum.org

Before you arrive

- For full details and maps showing how to reach us please see the Getting Here section of our website www.roalddahl.com/museum/visit/getting-here

- The nearest railway station is Great Missenden, which is less than 250 metres away.
- The Arriva Bus Company runs regular bus services between Great Missenden and High Wycombe from Monday to Saturday. Buses 48 and 55 serve Great Missenden.
- We welcome calls via the Next Generation Text Service (formerly Text Relay). Please dial 18001 01494 892192. The Museum booking line is open from 10 am to 4.30 pm Tuesday to Friday, or 11 am to 4.30 pm on Saturday and Sunday.
- Recorded telephone information is available and, during office hours, a member of staff is available who can deal with enquiries.
- We welcome hearing dogs and other assistance dogs to the Museum.
- We have a complimentary ticket policy for carers.

Arrival and Car Parking Facilities

- We do not have a car park as we are situated in a historic building on the High Street. However, the Link Road 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 or railway station 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 often busy with traffic.
- There are barriers in the entrance way to the Museum to prevent small children running straight onto the road, but these are easily navigable in a wheelchair with at least a 90 cm gap.
- The Museum entrance is fully wheelchair accessible.
- We can provide large print visitor guides, village trails and countryside trails on request.

Main Entrance, Reception and Ticketing Area

- The main entrance and ticket area is situated on the ground floor. The shop and ticket area has a graduated floor which includes two steps and a gently sloped ramp for wheelchair users and visitors with reduced mobility.
- The ticket and shop counter reaches a maximum height of 90 cm and includes a lowered section at a height of 75 cm for wheelchair users and smaller visitors.
- The ticketing area and shop floor is varnished wood.
- There are audio loops at the shop and ticket till and in Solo gallery.
- A notepad and pen can be made available on request, and all young visitors receive a Story Ideas Book and pencil.

Internal Public Areas

- 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 from the courtyard, without steps.
- All Museum corridors, spaces between exhibits and doors are compliant with the Equality Act 2010 and at least 90 cm wide, with corridors being 110 cm wide at the narrowest point.
- The public areas are on the ground floor. The flooring is mostly smooth resin, with linoleum in Solo gallery.
- We occasionally run workshops in our first floor 'Upper Babbling Room', which can be accessed via a platform lift and a level surface on the first floor. We have an evacuation chair in case of fire or injury.
- Music and sounds in galleries can be adjusted on request. The main toilets at the far end of the courtyard have sound effects and are best avoided if surprises cause distress. Alternative toilet facilities can be accessed near to the main entrance of the Museum.

- Bench seating with handles is available in the main Museum corridor (Crocodile corridor) and Solo gallery. Chairs with arms are also available in Solo gallery, the Story Centre and the Museum courtyard.
- There is a baby change room and the two disabled access toilets also have baby change facilities.

Toilets

- The Museum has two disabled access toilets. Both disabled access toilets are on the ground floor, are unisex and have an emergency pull cord as well as automatic lights.
 1. The first disabled access toilet is located to the rear of the café and adjacent to the courtyard. It has level access but there is a ramp and steps to get from the Museum entrance level to the toilet level.
 2. The second disabled access toilet is located off the courtyard and may be accessed at the far end of the main Museum corridor (Crocodile corridor). The second toilet is clearly signposted.
- The Museum disabled access toilet has available floor space of 165 cm by 205 cm. The café disabled access toilet has available floor space of 150 cm by 240 cm. Both toilets have two horizontal rails; one that can be lowered into place at a height of 74 cm and one fixed rail at 80 cm. Both toilets have two vertical rails starting at 84 cm at the base and rising to 140 cm at the top. The basins are at 70 cm and the hand-dryers at 120 cm in height. The doors are 90 cm wide. The baby change tables are 84 cm high.
- There is no flashing light system in the toilets or in the Museum for the fire alarm, but Duty Officers are trained to check every area of the building as part of the evacuation procedure.

Displays and exhibits

- All three galleries have audio visual presentations on loops, with audio transcripts permanently available. All galleries have interactive touch-screen monitors and other low-tech interactive activities. There are interpretation boards in a variety of font sizes and heights.

- Boy gallery has doors that smell of chocolate.
- Lighting is provided to illuminate each display and is directed towards the display or within the display cabinets.
- At weekends and during school holidays we offer storytelling sessions in Miss Honey's Classroom. Storytellers act out the parts of the characters as they are telling the story and encourage visitors to participate.
- Talks in the replica Writing Hut area in the Story Centre are offered during school holidays.

Café

- The café is accessible via a labelled side door under the main Museum archway. A vertical handrail starting from 86 cm at the base and rising to 125 cm at the top is provided. There is a bell to call for assistance and café staff may be requested to deploy a ramp for wheelchair users, as there is a 13 cm step. There is also access directly from the High Street. The entrance is 82 cm wide with an internal step 19 cm high. A fixed hand rail at a height of 110 cm is available for support. The café telephone number is 01494 865113.
- The flooring in the café is wood.
- The café is small and can get crowded; please ask café staff if you need assistance. At weekends and during school holidays there is further seating available in the Children Eating Room, which can be accessed through the Museum courtyard.
- We do our best to cater for any dietary requirements; please contact the café in advance to check whether we can accommodate any specific requests you may have.
- Specials of the day are shown on a blackboard. Café staff can assist by talking through menus with you.

External Public Areas

- The Museum has a paved courtyard on a very gentle downward slope that can be accessed from the main Museum corridor (Crocodile corridor) or via a side gate. The courtyard includes a small cobbled area embedded with coloured floor lights and two small recessed bedded areas containing silver birch trees. All toilets are accessible from the courtyard. There are picnic benches, tables and seats available.

Additional Information

- All staff receive regular training. Office staff receive disability and deaf awareness training delivered by external instructors.
- For deaf and hard of hearing visitors, the Museum has a bespoke smartphone app called Signly. This app makes use of downloadable free software and the smartphone camera to capture individual QR (Quick Response) codes placed around the galleries and generate a BSL insert interpreting Museum content. More information can be found at signly.co/roalddahl/. Instructions on how to download the app software are also available on leaflets located in the Museum ticketing area.
- In the event of a fire, staff will assist you with evacuation either out of the building or to a refuge.
- If you feel you would not hear a fire alarm, please let staff know on your arrival as we have flash cards to aid your safe evacuation from the building should the fire alarm sound.
- Clear signage is used throughout the attraction.
- A dog bowl for guide dogs can be provided on request.

Contact Information

Address: The Roald Dahl Museum and Story Centre, 81-83 High Street, Great Missenden, Bucks, HP16 0AL.

Nearest parking: Link Road Pay and Display car park
Link Road, Great Missenden, HP16 9AE

Telephone: 01494 892192

Next Generation Text Service: 18001 01494 892192

Fax: 01494 892191

Email: hello@roalddahlmuseum.org

Website: www.roalddahl.com/museum

Hours of operation: 10 am to 5 pm Tuesday to Friday & Bank Holidays
11 am to 5 pm Saturday and Sunday.

Local public transport numbers:

Chiltern Railways 0845 600 5165

Arriva The Shires and Essex 01923 682262

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

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