

# Accessibility Guide for St Andrews Museum



## Contact for accessibility enquiries:

**St Andrews Museum 01334 659380**

[Standrews.museum@onfife.com](mailto:Standrews.museum@onfife.com)

## Welcome

St Andrews Museum is in the centre of St Andrews in the tranquil surroundings of Kinburn Park. We have a permanent display of objects and artifacts illustrating the fascinating history of St Andrews and a gallery space offering exhibitions showcasing some of OnFife's extensive range of artwork and objects from our collections.

Whether you take a tour, visit our shop or complimentary cafe, or enjoy an event or activity in our Victorian surroundings, we can offer you a very warm welcome.

We are fully accessible for wheelchair users and can cater for anyone with other specific access requirements.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

## At a Glance

### Level Access

There is level access from the accessible entrance to:

- The A-Z History Museum
- The shop
- The café
- The Kinburn Gallery
- The Activity Room
- The toilet facilities
- The park



## Hearing

- All staff have disability awareness training.
- Some of our videos have subtitles.

- One member of our team has hearing loss and lip-reading training.

## Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- Some of our exhibition videos have audio.

## Getting here

### Our Location

- St Andrews Museum  
Kinburn Park  
Doubledykes Road  
St Andrews  
KY16 9DP
- 01334 659380
- [Standrews.museum@onfife.com](mailto:Standrews.museum@onfife.com)

### *Travel by public transport*

- St Andrews Bus Station is a two minute walk from the Museum.
- The nearest train station is Leuchars. There are regular buses from the railway station to St Andrews Bus station. The journey is approximately 20 minutes.

### *Travel by taxi*

- Golf City Taxis have accessible facilities for wheelchair users. Pre-booking is recommended  
01334 477788

### *Parking*

- Parking at the museum is free and we have accessible parking spaces at the front entrance.
- The surface of the car park is smooth tarmac which leads onto a concrete accessible ramp with handrail.
- The museum is only open during daylight hours.

## Arrival

### *Main and Accessible entrance*

- There are four steps up to the main entrance with a handrail.
- There is an accessible entrance and slope approximately eight meters to the right of the main entrance.

- The accessible door is operated via intercom to our staff at reception. This is an automatic door operated from inside the building.
- Our doors and access routes are all 800mm +
- Our team are on hand to assist you on arrival. If you need any support from your vehicle into the building, please call our reception team on 01334 659380.



Pictured: Accessible Entrance and Intercom



Pictured: Main Entrance with steps and hand rail and Main Entrance Lobby

## Getting around inside

### *Visual Impairment - General Information*

- We have contrast markings on all glass doors.
- We have high colour contrast between most walls and doorframes.
- Our A-Z history display has low lighting in some areas.



### *Lift*

- The lift door is 800mm wide.
- The lift is 1100mm wide. The lift is 2000mm 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.
- The lift provides access to the first floor where the Kinburn Gallery, activity room and accessible toilets are located.
- There is a mirror located on the rear panel of the lift. The lighting in the lift is LED spotlights and there is no music played in the lift. The flooring in the lift is PVC non-slip material.



Pictured: Lift door and interior.

### *Information desk*

- From the main entrance to the desk, there is level access through double, half-glazed swing doors. The route is 2100mm wide, or more. The double glass doors are 1300mm wide and the distance between the Reception Desk and Retail Units is 1650mm.
- The area is well and evenly lit.
- Our museum assistants are on hand to assist.

## **Things to See and Do**

- All public areas of our museum are mobility accessible.

- Our OnFife exhibitions are designed with mobility and accessibility in mind. Screen displays have subtitles and exhibits are displayed at low level where possible.

## Public Toilets

### *Unisex Accessible Toilet*

- There is a public toilet facility for disabled visitors.
- The Accessible toilet is on the first floor via the lift or stairs. The toilet door is 900mm wide. The toilet is accessed via the Kinburn Gallery – the door is 900mm wide.
- There is 950mm in front of the toilet. The toilet seat is 160mm high.
- There are horizontal grab rails located to the right of the toilet.
- There will be baby changing facilities within this toilet from early 2024.



Pictured: Accessible Toilet Access

### *Ladies and Gents Toilets*

- The Gents is located on the ground floor, accessed from the Café.
- The Ladies is located on the first floor accessed via the Kinburn Gallery.



Pictured: Ladies toilet (left) Gents toilet (right)

### *Baby changing facilities.*

- Baby changing facilities are located in the Ladies and the Accessible toilets (expected early 2024).



Pictured: Baby changing area

### *The Shop*

- From the main entrance to the shop, there is level access. The door is 1300mm wide.
- The Double Glass Entrance doors are 1300mm wide
- The entrance to the A-Z is 870mm
- The route through the shop is 800mm wide, or more.

- The flooring within the shop is a mixture of carpet and vinyl.
- The shop is located in the foyer of the museum. It can be accessed from the History section, the café, the front entrance, the lift and the staircase. All entrances and exits are 800mm or more.
- Merchandise is displayed on shelves and display stands up to a height of 2000mm.

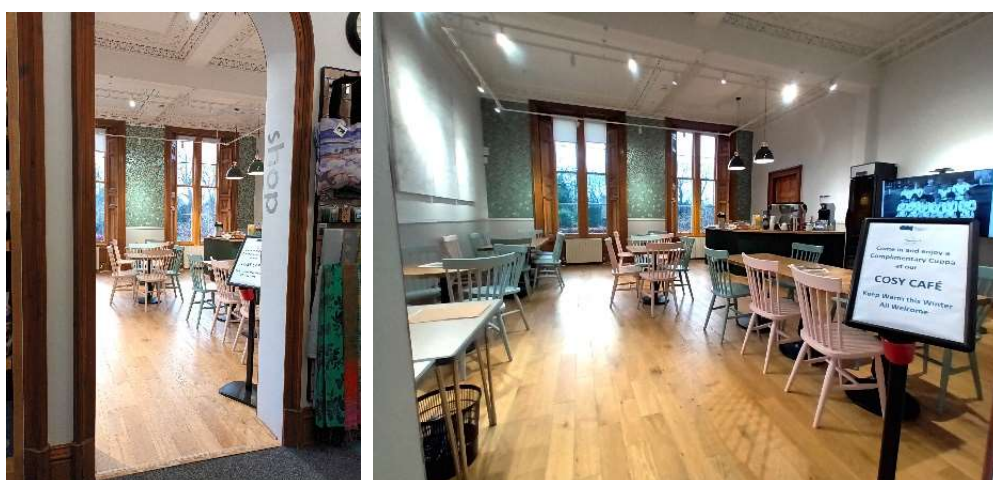
Our staff are available to assist customers who require merchandise from the higher shelves.



Pictured: Shop interior with access to café on the left

### *Place to eat and drink*

- There are no steps or doors into the café once inside the main entrance.
- The route through the dining area is 800mm wide, or more.
- We are currently running a complimentary café with teas, coffees, juices and light sweet snacks only. We have a small selection of gluten free products.



Pictured: Café entrance from shop and café seating area.

## Customer care support

### *Accessibility equipment*

- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.
- The nearest toilet area for accompaniment by assistance dogs is located on the first floor via the lift or stairs. The toilet is accessed via the Kinburn Gallery.

### *Emergency evacuation procedures*

- We have emergency evacuation procedures for visitors with additional needs.
- In the case of an evacuation, all customers inside the museum will be led to safety by a member of the team or by a member of the fire brigade.
- We have an evacuation chair on the first floor with trained staff and refuge point on the first floor.

### *Customer care support*

- All staff have disability awareness training.
- One member of our team has hearing loss and lip-reading training.

Guide last updated: 4/1/2024