

Accessibility Guide for Inverness Museum and Art Gallery Castle Wynd, Inverness, IV2 3EB

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Welcome

Inverness Museum and Art Gallery can be found just off the High Street, on Castle Wynd, basking in the shadow of the beautiful turrets of Inverness Castle. The museum has been offering visitors the chance to explore the unique history and culture of the Highlands since 1881.

Take time to wander through our exhibits, from pre-history to modern day, and enjoy the temporary art exhibitions we have on display in our gallery spaces. Peruse our museum gift shop or enjoy some refreshments in our coffee shop.

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

- A flight of stairs, and a passenger lift, provides access to the ground floor reception.
 - Main Exhibition Space:
Prehistory – Early Historic – Medieval – Natural History
 - Community Gallery
 - *Room to Discover* Activity/Engagement Room
 - Gift Shop
 - IMAG Coffee Shop
 - Toilets – Male – Female – Disabled
- Passenger lift access to the 1st floor:
 - Main Exhibition Space:
Covenanters – Jacobites – Highland Clearances – Modern History
 - Small Art Gallery
 - Main Art Gallery
 - Foyer Craft Gallery
 - Small Photographic Display
 - Staff offices

Visual

- The walls and some doors have high colour contrast.
- Some parts of the venue have low lighting.
- The menu is in large print.
- Interpretation panels have colour contrast and are in large print.
- We welcome assistance dogs and can provide water if needed – please ask a member of the team.

General

- There is a wheelchair available to use at Inverness Museum and Art Gallery if required.
- We welcome assistance dogs and can provide water if needed – please ask a member of the team.
- Our staff are happy to help – please ask a member of the team if you require any assistance during your visit.
- There is no admission charge at Inverness Museum and Art Gallery, however, we encourage donations to help us improve and grow.

Getting here

Inverness Museum and Art Gallery, Castle Wynd, Inverness, IV2 3EB

Travel by public transport

- You can get to Inverness City Centre by bus or train.
- The nearest bus stop is on Bridge Street, outside the “Bella Italia” restaurant. However, the main bus station at Farraline Park is a 7-minute walk from the museum – approx. 0.3 miles/0.5km.
- The train station is on Academy Street and is 0.2 miles/0.4 km from Inverness Museum and Art Gallery. It is a 5-minute walk. There is Left Luggage facilities at Inverness Train Station.

Travel by taxi

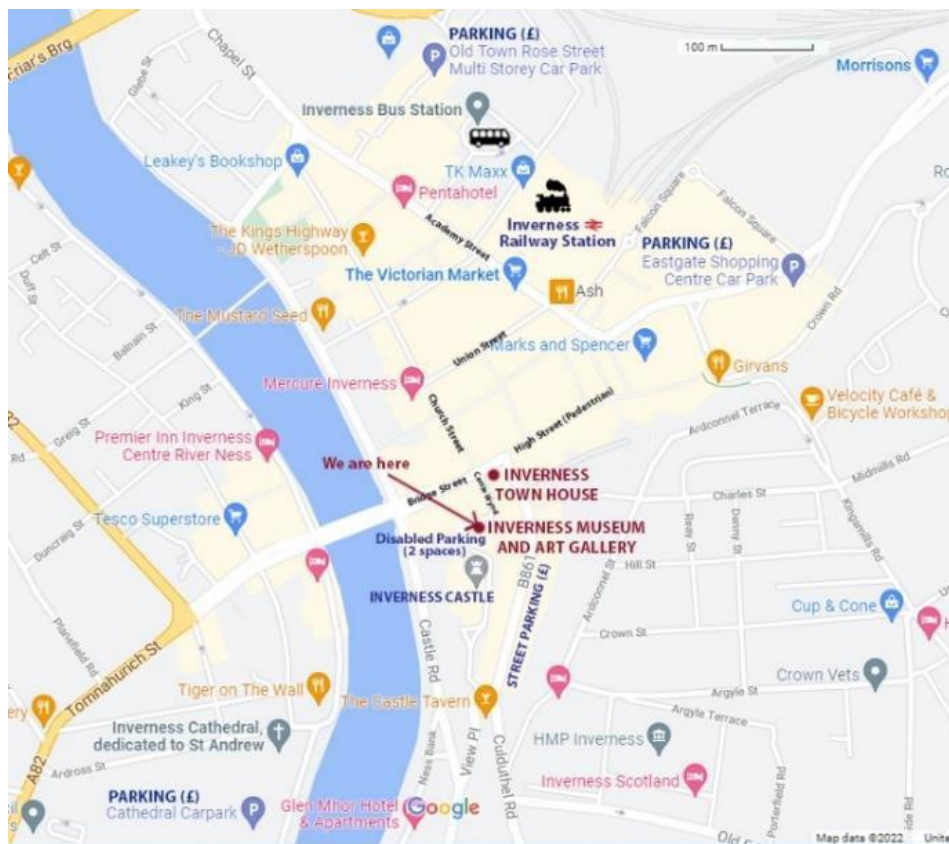
- There are several taxi firms that operate in Inverness that can provide wheelchair accessible vehicles. Inverness City Taxis on 01463 555555 or from Sneckie Taxis on 01463 611111 are two such firms – other taxi firms are available.
- Accessible taxis should be booked in advance.

Parking

- There is a drop-off point at the main entrance – usable for cars, vans, people carriers and small minibuses. There is a drop off point

outside Inverness Town House on the High Street, and a bus stop on Bridge Street, which can be used by coaches. From there, it is a short (but steep) walk up Castle Wynd to Inverness Museum and Art Gallery.

- There is no general parking at the attraction, however, there is a private Disabled Parking bay (suitable for two cars), and a Highland Council Blue Badge parking space (restricted for 3 hours) at our main entrance.
- The nearest car parking is by Inverness Cathedral on Ness Walk (Highland Council – pay and display). There is also street parking available on Ness Walk itself, on Castle Street, and there are car parks (also pay and display) available at the Eastgate Shopping Centre (3 minute walk) and at Rose Street multi-storey car park – 7 minute walk.



Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 990mm wide, or more.
- The path is sloped.

Main entrance

- The main entrance has level access.
- Double doors – over 990mm wide.
- The main door is concertina design and is automatic.
- From there, wheelchair users can use the passenger lift to access the ground floor of the museum.



View of the main entrance from Castle Wynd



Ground Floor Foyer with Passenger Lift

Getting around inside

Visual Impairment - General Information

- We have contrast markings on glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
- The doors between public areas are usually kept open, for access, for ventilation and also to reduce touch point handling.
- There is an audio tour available through the SMARTIFY app – 45 minutes long about the top 10 object highlights of our collections.
<https://app.smartify.org/en-GB/tours/the-top-ten-tour?tourLanguage=en-GB>

Lift

- We have 1 passenger lift.
- All public floors are accessible via the lift.
- The lift door is 910mm wide.
- The lift is 1490mm wide. The lift is 1470mm deep.
- The lift says which floor it has reached at each stop.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- The lift provides access to the ground floor Community Gallery and subsequently entry into the main museum space, gift shop, coffee shop, toilets and activities/events room. It also provides access to the 1st floor – which comprises of the main museum space, Small Art Gallery, Main Art Gallery and Foyer Craft Gallery. The lighting in the lift is provided by halogen strip bulbs. The flooring in the lift is PVC non- slip material.

Ground Floor – Things to See

- Museum – Community Gallery - Room to Discover (Activity Room) – Gift Shop – Coffee Shop - Toilets

Community Gallery

- Access to the museum is from the Ground Floor Foyer to the Community Gallery.
- The passenger lift brings the visitor into a corridor, which provides access to the main reception.
- There are Community exhibitions hanging in this area.
- The font of the temporary exhibition panels is *sans serif*, and a minimum of 16 points.
- There is a refuge point situated in this area, if required during an evacuation.



Passenger Lift from Front Door – access to Ground Floor



Passenger Lift exits to Community Gallery

Ticket/ information desk

Ticketing area

- From the main entrance, there are 4 steps, or use of the passenger lift, to reach the reception desk through the Community Gallery.
- The reception area is accessed via double doors (more than 800mm wide), which are held open by magnetic door stops at all times.
- The desk has a low section.
- The area is well and evenly lit by ceiling spotlights. If required, assistance can be given through hard of hearing scripts, magnifying glasses or pens and pads or paper.
- The main exhibition space, gift shop, coffee shop, activity and events room and toilets are accessible from the reception area, all on the level.



Entrance to reception from Community Gallery (with low counter)

Museum

- From the main entrance to this area, there is level access.
- Entry is through double doors.
- There is a spacious reception area.
- The flow follows a chronology through a traditional style museum with interpretation panels throughout – print is large. Interpretation is in English. There are floor plans available in other languages – Spanish, French, German, Italian and Gaelic.
- Introductory film has no sound - it is entirely visual.

- Object drawers and hands on activities at accessible height.



Main ground floor exhibition space

“Room to Discover” (Activities/Events Room)

- Entrance is from the main museum area and has level access.
- Entry is through double doors – wider than 800mm.
- There is a fire exit – with refuge point on the external fire exit staircase.



“Room to Discover” – accessed from ground floor exhibition space

🛒 Gift Shop

- Shop is accessed from reception area – the route past the reception counter into the shop area is 1680mm.
- The route through the shop exceeds more than 800mm.

- The flooring is linoleum. The shop also leads to the café and to the toilets. Staff are available to assist with reaching products on higher shelving, or in locked display cabinets.
- Goods can be paid for at the reception desk, where there is a low section of the counter.
- Staff are available to help visitors who require assistance to navigate between fixtures throughout the shop.



Gift Shop – accessible from Reception. The café and toilets are also accessible from this point.

|| IMAG Coffee Shop

- Coffee Shop is accessed through shop area, is open plan and on the level.
- To get to a table, there are no steps.
- The menu is offered in large print.
- There is no background music.
- Refreshments are bought at the counter or staff can assist with table service.
- We cater for vegetarian, vegan and gluten free diets.
- With advanced notice, all dietary requirements can be catered for.
- We also provide soya/oat milk for coffee, tea and hot chocolate.



IMAG Coffee Shop – accessed via the Gift Shop

Public toilet

Unisex Accessible Toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The toilet door is more than 800mm wide.
- There is more than 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet.
- There are baby changing facilities within this toilet.



Entrance to disabled toilet – accessed from café/shop



Disabled toilet (inc. baby change unit)

- There are two other public toilets – male and female. The male toilet comprises of one stall, two urinals and three sinks. The female toilet comprises of three stalls and three sinks.
- A selection of sanitary products are available in each toilet.
- There are no toilets on the 1st floor.

1st Floor – Things to See

Photographic Display

- Exiting the passenger lift on the 1st floor, there is a small selection of the museum's photographic archive on display in the corridor to the main foyer area.
- Temporary interpretation labels are in *sans serif* font, which is at least 16 points.
- Display is on the level.



Access to first floor via Passenger Lift

Foyer Craft Gallery

- Display cases are in the main foyer area. This large, open space is on a level. There is a refuge point in the 1st floor foyer for use during an evacuation if necessary.
- Temporary interpretation labels are in *sans serif* font, which is at least 16 points.
- Display is on a level.



1st Floor Foyer – access to Museum and Art Galleries

Museum (1st floor)

- Access is from the foyer, or from the Small Art Gallery – both at a level and accessed through double fire doors.
- Thoroughfare provides plenty of room to manoeuvre around.
- There is a fire exit in this area, and a refuge point on the external fire escape stairwell if required during evacuation process.
- Interpretation panels are in contrast colours, and in large print.
- Object drawers and hands on activities at an accessible height.



First floor Museum space

Small Art Gallery

- Access from either Main Art Gallery or from museum space, and is on the level.
- Access is through double fire doors, held open by automatic close mechanisms while the museum is open to the public.
- This area has low lighting.
- Interpretation panels are in contrast colours and in large print.



Entrance to Small Art Gallery, and to Main Art Gallery, from Museum

Main Art Gallery

- Access from either the Small Art Gallery or the 1st Floor Foyer – all level.
- Access is through double fire doors.
- This area has low lighting.
- Interpretation panels are in contrast colours and in large print.



Main Art Gallery - Exit to First Floor Foyer (and Passenger Lift)

Further Visitor Information...

- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all visitors inside the museum will be led to safety by a member of the team or by a member of the fire brigade.

Updated: 27/03/2024