



## Accessibility Guide for Whitby Museum

### Introduction

Whitby Museum is situated in the beautiful surroundings of Pannett Park in Whitby. We share the building with Pannett Art Gallery and Whitby Town Council. The Museum houses an eclectic mix of artefacts documenting Whitby's history from prehistoric to modern times.

Whitby Museum is an accredited museum, accreditation number 1158. The Museum is independent and is run by Whitby Literary and Philosophical Society, a registered charity founded in 1823, charity number 1171266.

The original part of the Museum is on one floor and comprises a main exhibition hall with two side wings and a library and archive. A later extension known as the New Wing is on 3 floors, all with stairs and lift access. This extension houses an exhibition gallery, costume gallery, tea room and "The Normanby Room" (a conference room seating up to 60 people which also serves as a small exhibition and quiet area.

Museum Assistants are on hand to offer assistance at all times during your visit.

If you require any further information please phone 01947 602908, visit our website [www.whitbymuseum.org.uk](http://www.whitbymuseum.org.uk) or email [manager@whitbymuseum.org.uk](mailto:manager@whitbymuseum.org.uk). Contact name for accessibility enquiries Hazel Wright, Museum Manager. Or for general or booking enquiries [enquiries@whitbymuseum.org.uk](mailto:enquiries@whitbymuseum.org.uk).

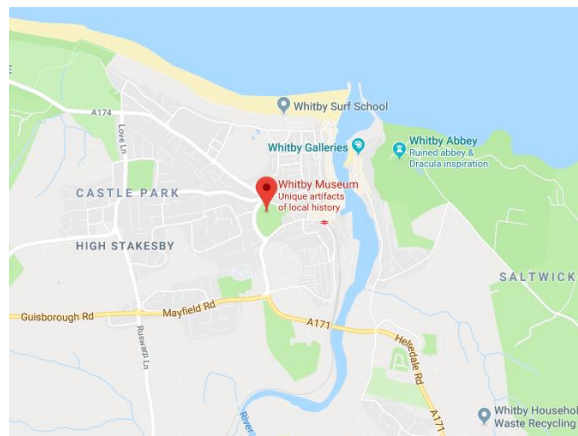
You can also see pictures and descriptions of the museum and its surroundings by taking a look at our visual story <https://whitbymuseum.org.uk/wp-content/uploads/2022/11/Visual-Story.pdf>

### Getting Here

Whitby Museum is located in Pannett Park, Whitby. For full details of how to find us take a look at the Museum Location page on our website

<https://whitbymuseum.org.uk/plan-your-visit/museum-location/>. Our postal address is Whitby Museum, Pannett Park, Whitby, North Yorkshire, YO21 1RE.

The nearest railway station is Whitby, which is 0.5 miles away (10 minutes' walk).



The nearest bus stops are located at Harrison's Garage and St Hilda's Terrace, each around a 2 minute walk away (165m/165yds).

Taxis are available in Whitby town centre at New Quay Road or to the side of the railway station.

## Car Parking



The Museum has 4 extra wide car park spaces for blue badge holders to the rear of the building. This can be accessed by car from the main Pannett Park gate on St Hilda's Terrace (postcode for sat nav YO21 3AG). Please note that there is a 5 mile per hour speed limit once inside the park. There are no other parking spaces available to the public at the Museum. Additional on-street parking can be found on Chubb Hill or St Hilda's Terrace, where a disc

parking system is in operation. The nearest car parks are at Whitby Leisure Centre (0.2 miles/5 minute walk) or West Cliff Whitby (0.4 miles/8 minute walk). Public parking is currently operated by North Yorkshire Council. For up to date information please see their website <https://www.northyorks.gov.uk/roads-parking-and-travel>

There is also a Park & Ride facility, operating from April to the end of October, located on the A171 just outside Whitby at the junction with B1460 (postcode YO21 1TL), the bus stops at either West Cliff or Whitby town centre bus station. For latest service information see NYCC website <https://www.northyorks.gov.uk/whitby-park-and-ride>.

The Museum car park has ample lighting and gives level access to the Museum within 5 metres/5 yards. The car park has a hard tarmac surface.

## Wheelchairs and Mobility Scooters

We have one manual wheelchair which is available for visitor use free of charge.

The nature of the Museum may mean that it is unsuitable for some larger mobility scooters.

If you would like to reserve a wheelchair in advance, please call 01947 602908.

## Entrance, Reception and Shop Area



The main Museum entrance to the front of the building has 14 steps with a handrail. Once inside the building there is level access with automatic door through the Art Gallery to the Museum reception.

Level access entrance to the Museum is located at the rear of the building. Access is obtained by pressing an intercom button and speaking to the museum assistants who will activate the door opening for you and offer assistance in gaining entry. There are automatic doors once you are inside the building.

The reception counter has high and low areas for easy access. The reception area also doubles as a shop, staff are on hand to help if needed.

If a visitor requires a registered carer to enable them to access the Museum the carer is admitted free of charge.



## The Museum



The main exhibition hall is situated on the ground floor. The hall has a wooden floor with metal heating grilles in places, this may make the floor uneven in certain areas. The hall retains its traditional character with glass cases housing the exhibits. All glass conforms to safety standards but care should still be taken. Gangways between cases are at least 75cm in width. Seating is available in most areas of the Museum.

All galleries have interpretation boards, lighting levels may be low in some areas.



To the side of the main gallery is the New Wing which is spread over 3 floors and houses the tea room, exhibition room, conference room and costume gallery. There is a lift to all floors with a width of 78cm.



The flooring in the New Wing is either tiles or wooden laminate and is even throughout. Doors to all rooms are open and close automatically on sounding of the fire alarm.

The conference room is equipped with a hearing loop. When a talk is in progress there are 2 gangways to allow ease of access. When not in use for lectures this room also provides an additional exhibition space.

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The Costume Gallery is situated on the first floor. The first floor has a dedicated refuge area for use should the fire alarm sound and you are unable to use the stairs. Museum staff are aware of this area and would inform emergency services of its location.



## Food and Drink

The Museum Tea Room is situated on the lower ground floor. The Tea Room offers a wide variety of light meals, cakes and hot and cold drinks. A selection of gluten free, vegetarian and vegan options are available, if you have any allergies, please inform a member of staff who will be happy to help in your choices. A fire exit is located on this floor just outside the

door to the Tea Room. The tea room has an outside eating area. Access to the tea room is through the main museum. Opening times vary throughout the year, for latest details consult the website <https://whitbymuseum.org.uk/museum-cafe/> or contact the Museum 01947 602908.

The consumption of food and drink in other areas of the Museum is strictly prohibited.

## Toilet Facilities



Toilets are located on all floors. Each floor has unisex accessible toilet facilities. Accessible toilets are equipped with handrails and lever taps and are well lit. They all have non slip flooring.



## Dogs

We welcome assistance dogs, however, other dogs are not allowed in the building or the surrounding parkland.

## Pannett Park

We are extremely fortunate to be set in the stunning surroundings of Pannett Park where you can relax and take in the views. Routes avoiding steps and steep gradients are available around the Park and there is ample seating throughout. The Park also has an outstanding children's play area with seating. For more information visit their website <https://www.pannettpark.co.uk/home>

## Contact Information

Address: Whitby Museum, Pannett Park, Whitby, North Yorkshire YO21 1RE

Telephone: 01947 602908

Website: [www.whitbymuseum.org.uk](http://www.whitbymuseum.org.uk)

Email: [manager@whitbymuseum.org.uk](mailto:manager@whitbymuseum.org.uk) or [enquiries@whitbymuseum.org.uk](mailto:enquiries@whitbymuseum.org.uk)

Opening Hours: See website for up to date opening times

<https://whitbymuseum.org.uk/visit/>