

Accessibility Guide for Gainsborough Old Hall

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Welcome

Gainsborough Old Hall is a 15th century Manor House in the centre of Gainsborough, a small market town in mid Lincolnshire. The Hall is one of the best preserved examples of a timber framed building in the country.

There is an audio visual guide available for visitors to self guide around the site, there is also a written version of the guide, interpretation boards in the entrance and a souvenir guide book available for purchase.

There are regular events, exhibitions and guided tours throughout the year.

At a Glance

Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
 - Dining Table
 - Ground floor
 - Reception desk
 - Old Hall gift shop

Hearing

- Some staff have BSL and disability awareness training.

Visual

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- We have information in audio, BSL and large print.

General

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

Getting here

Parnell Street
Gainsborough
Lincolnshire
DN21 2NB



Travel by public transport

- You can get to Gainsborough Old Hall by bus and train.
- There is a bus station in the centre of town with connections to Lincoln, Scunthorpe North Nottinghamshire and South Yorkshire. The bus stop is 0.3 miles / 0.5 km from Gainsborough Old Hall.
- The nearest train station is Gainsborough Lea Road. The train station is 0.5 miles / 0.8 km from Gainsborough Old Hall.



Travel by taxi

- You can get a taxi with A1 Taxis, Gainsborough by calling 01427 611330.



Parking

- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- The site does not have its own car park as there are two large pay and display parks adjacent. There are also one hour short stay spaces on the streets surrounding the grounds.

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 8600mm wide, or more.
- The path is sloped.



Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The door is 8600mm wide.
- The door has a push button to open it.
- The main entrance is accessed by a concrete slabbed path from the road 20 metres long with a slight slope upwards. The main path is 190 cm wide. The main entrance has a button operated side hinged outside door and an automatic side hinged inner door. The doorway access width is 86 cm.

Getting around inside

Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



Lift

- We have 1 lift.
- You can get a lift to some floors.

Platform lift to the toilet facilities.

- The lift is a platform lift.
- The lift is 900mm wide. The lift is 1200mm deep.
- There is a platform lift to the toilet facilities which are in the basement. There is no lift access to the upper floors. The lift automatically folds up when not in use. It can be operated either remotely or by the user and will hold 1 person plus a wheelchair and user, the maximum load is 200 kg.



Ticket/ information desk

Reception desk

- From the main entrance to the desk, there is level access. The route is 8600mm wide, or more.
- The door is 8600mm wide, or more.
- The reception desk is all on one level with an open side access. The desk is next to the main entrance door.

Things to See and Do

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- We have performances with: audio-described and British Sign Language interpreted.

Ground floor

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 8600mm wide, or more. Some display information is low, for wheelchair users. There are seats.
- Videos have subtitles.
- The downstairs areas all have ramped access. There are a number of large rooms, passageways, a great hall and a large kitchen. There is a portable digital assistant tour available which describes the building with audio and visual information and British Sign Language.



Public toilet

- There is a public toilet for disabled visitors.

- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- There is a lift.
- From the lift to the public toilet, the route is 8600mm wide, or more.
- The direction of transfer onto the toilet is to the left.

Shop

Old Hall gift shop

- From the main entrance to the shop, there is level access. The route is 8600mm wide, or more. The door is 8600mm wide.
- The route through the shop is 800mm wide, or more.

Place to eat and drink

Chambers coffee shop

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 8600mm wide, or more. The door is 8600mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- There are powerpoints in the cafe area which can be used if necessary.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Some staff have disability awareness training.
- Some staff have BSL training.
- We have information in audio, BSL and large print.