



Welcome

Immerse yourself in our imaginative and exciting galleries, from the history of healthcare to the advances that have shaped the way we look after ourselves, and each other. With a reimagined immersive visitor experience and 11 new galleries showing how people have triumphed over disease – and how we can keep making our world better, together.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Dining Table
 - Ticket Desk
 - Toilets
 - Ground Floor Exhibitions

Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in
- Some staff have disability awareness training.

Visual

- The walls and the doors have high colour contrast.

- Some parts of the venue have low lighting.
- We have display information in large print and other.

General

- We have a complimentary ticket policy for personal assistants.
- Some staff have disability awareness training.

Getting here

Thackray Museum of Medicine
Beckett Street
Leeds
LS9 7LN



Travel by public transport

- You can get to Thackray Museum of Medicine by bus and train.
- You can get to us on the major bus routes from Leeds City Centre. Numbers: 16, 42, 49, 50 and 50A stop outside our museum. The bus stop is 0.10 miles / 26.4 km from Thackray Museum of Medicine .
- The nearest train station is Leeds Train Station. The train station is 2.5 miles / 4.0 km from Thackray Museum of Medicine .



Travel by taxi

- You can get a taxi with Amber Cars by calling 0113 202 2112. The taxi company has a wheelchair accessible vehicle.



Parking

- We have a car park. The parking is less than 50 metres from the main entrance. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access.

Arrival



Main entrance

- The main entrance has level access.
- The door is 1550mm wide.
- The main door is sliding and automatic.

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 all floors.

Lifts to all floors

- The lift door is 1000mm wide.
- The lift is 1260mm wide. The lift is 2400mm 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.



Ticket/ information desk

Ticket Desk

- From the main entrance to the desk, there is level access. The route is 1000mm wide, or more.
- The desk has a low section.

Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have performances with: relaxed.
- We have display information in: large print .
- We have a designated quiet space.

Public toilet

Toilets

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- There is a lift.
- The direction of transfer onto the toilet is to the left and right.
- There is 3360mm in front of the toilet. The toilet seat is 476mm high. The toilets have handrails.



Shop

- From the main entrance to the shop, there is level access.

Place to eat and drink

Cafe

- From the main entrance to the dining area, there is level access. The route is 1000mm wide, or more. The door is 1172mm wide.
- To get to a table, there are no steps.
- There is background music sometimes.

Ground Floor Exhibitions

- From the main entrance to this area, there is level access. The route is 1172mm wide, or more.
- The door is 1172mm wide.
- Much of the ground floor is an immersive space depicting a Victorian Street and light levels are low. Surfaces are uneven and there are smells and sounds in this part of the museum.

We offer relaxed openings every month with lights up and sounds down. Text in different sizes is available digitally through a QR code and all films are subtitled. There are optional areas of the street with narrow turning spaces such as character houses.

Second Floor Exhibitions

- This part of the museum can be reached by a lift and the space is well lit. The galleries on the second floor contain some sensory activities and videos that feature sound. Text in different sizes is available digitally through a QR code and all films are subtitled.

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- Sensory kits available
Subtitles on all films, and handling objects and other activities throughout the museum

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

Customer care support

- Some staff have disability awareness training.
 - We have other services for people with accessibility requirements.
 - We offer relaxed openings and SEND education sessions.
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Guide last updated: 5 November 2020