

The Museum of Richmond is committed to providing a high quality service for all its audiences, and we welcome visitor feedback that will help further develop our services.

The museum is on the second floor of the Old Town Hall and is fully accessible for visitors with access requirements.

Wheelchair users are asked to use the lift at the back of the Old Town Hall on Whittaker Avenue. To use the lift; contact a member of Old Town Hall staff by using the button and speaker beside the lift. A staff member will man the lift for you to access the ground floor. Once on the ground floor use the lift to the right of the marble stair case to take you up to the second floor for the museum.

The museum has a shop and the Old Town Hall has one lavatory (which is wheelchair accessible) and located on the first floor.

Unfortunately, we do not have any designated parking spaces for visitors with access requirements; however, there is pay and display parking in Whittaker Avenue.

For more detailed access information please for the Old Town Hall please click here http://www.richmond.gov.uk/old_town_hall

Access facilities and Resources

Blind or partially-sighted

- Magnifying glasses are available and may be obtained from a volunteer at the Front Desk.
- Assistance dogs are welcome.
- We are happy to arrange handling sessions for blind and partially-sighted visitors. Please contact the Learning Officer for further information.

Deaf and hard of hearing

- We are happy to arrange a lip reading tour for deaf and hard of hearing visitors. Please contact the Learning Officer for further information.

Mobility access

- Chairs are located in each bay of the museum; please ask a volunteer at the front desk if you need more.

Additional learning needs

- We can arrange handling sessions, involving original and replica objects for visitors with additional learning needs. Please contact Morag Calderbank Learning Officer, with at least six weeks' notice.

For more information

Morag Calderbank

Learning and Audience Development Officer

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