



# **Accessibility Guide for Crich Tramway Village**

**May 2024**

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## Welcome

Crich Tramway Village is situated in the heart of the Derbyshire countryside and is home to the National Tramway Museum. We offer a range of attractions to our visitors including a period street which provides the context for our vintage trams, three exhibition spaces describing the history of trams and tramways and a woodland park with a sculpture trail.

Although we have plenty to explore indoors, we are a large open-air site and recommend wearing comfortable footwear and bringing waterproofs and/or suncream and a hat.

There is a tarmac smooth-way for wheelchair users and buggies, an accessible tram with a wheelchair lift and ramps or lifts to access all exhibition and catering facilities.

The nature of our site and the buildings we have, mean we will never be perfect, but the Museum's staff and volunteers wish to make all our visitors welcome and we have an ongoing aim to improve access, services and facilities.

If you require any further information not covered in this document, or advice on planning your visit please contact us on 01773 854321 (Mon-Fri 9am-5pm) or email [enquiry@tramway.co.uk](mailto:enquiry@tramway.co.uk) and we will be happy to discuss your needs and offer assistance where we can.

## Getting to the Museum

### By Train

The nearest railway station is Whatstandwell on the Derby to Matlock line.

There is no bus service from this station and the walk to the Museum is approximately 2.25 km (1.4 miles) up a very steep hill. If coming by train it is advisable to alight at either Ambergate or Matlock and catch the bus to the Museum. For details, see below.

Access information about all these stations can be found at [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations)

### Taxi

Both these firms have accessible taxis

Steve's Taxis            07773 139 544

Glynn's Taxis            07832 301 686

### By Bus

There is a bus stop directly outside Crich Tramway Village. All buses are fully accessible. From the bus-stop to the Admissions building is approximately 100m.

Public Transport in Derbyshire & the Peak District Email: <https://www.derbybus.info>

Buses run Monday (excluding Bank Holidays) to Saturday, there is no Sunday service.

**140** Matlock Railway Station to Crich Tramway Village at 10.02, 12.02, 15.02, 17.02 and 19.00. Journey time approx. 30 minutes.

Crich Tramway Village to Matlock Railway Station at 09.34, 11.34, 14.34, 16.34 and 18.26. Journey time approx. 30 minutes.

**142** Ambergate Station, Ripley Road to Crich Tramway Village at 09.18, 13.00 and 15.26. Journey time 12 minutes. The 8.35, 12.34 and 14.34 trains from Derby will link to these buses.

Crich Tramway Village to Ambergate, Ripley Road at 10.36, 14.11 and 16.41. Journey time approx. 10 minutes. The 14.11 and 16.41 buses link to the 14.30 and 17.28 trains from Ambergate to Derby.

We do not offer a collection service.

For help planning your journey - [www.travelineeastmidlands.co.uk](http://www.travelineeastmidlands.co.uk)

### **By Car**

Crich Tramway Village is situated in a rural area on top of a hill. The country roads and lanes can be steep and narrow in places. It is advisable to follow the brown signs along the main roads rather than 'sat nav'.

## **Arrival**

### **Parking**

- Free car parking for about 400 cars is available on site.
- The car park is approximately 100m from the main road.
- There are spaces for Blue Badge holders close (10-25 m) to the Admissions building. These are marked by posts and symbols.
- The surface of the car park is compacted aggregate and tarmac. On busy event days off-site parking requiring a 300m walk may be used, although disabled parking will still be available on site.
- The car park is unlit.

Visitors with mobility difficulties arriving by coach or private car can be driven into the Museum by arrangement with the Admissions staff on arrival.

Access to the Museum is through the Admissions doorway which is in direct view of the Admissions staff. The doors open outwards and can be opened to a double width of 2100mm (6'10").



**Entrance to Admissions Building from car park.**



**Disabled parking spaces**

## **Admissions Building**

The main admissions area is level with a laminate floor. Seating is available. The area is well lit by natural light and fluorescent strip lights.

The payment counter is of a uniform height without a dropped height surface; a clipboard/hard surface is available. There is a hearing loop, illuminated magnifying glasses and pencil and paper if required.

Four wheelchairs are available to hire for a small deposit, these can be pre-booked by calling 01773 854321.

We offer free admission for carers/personal assistants and a discounted rate for those who are registered disabled.

There are no steps into the Admissions building and the exit is through doors which open outwards and can be opened to double width of 2100mm (6'10"). There is a short ramp and steps onto a tarmac surface on exit. There is a handrail to the centre of the steps. The ramp does not have a handrail but runs alongside the building.



**Counter in Admissions**



**Admissions Building, showing doors leading to Museum.**

The slope from the Admissions building to the Museum street is very steep, assistance is available on request.



**Slope from Admissions to Museum**

## **Attraction (displays, exhibits and rides etc.)**

Crich Tramway Village is based around a central period street which provides the context for the trams. Trams run along the street which is comprised of granite setts with a York stone pavement. This pavement is uneven in places due to the nature of its construction. There is a smooth tarmac walkway providing access between the buildings which is clearly marked on the visitor map provided on admission.



**Granite Setts**



**Tarmac Smooth-way**



**York Stone Pavement**

Our service trams generally have a high step up to board, but our tram crews can provide assistance. Wheelchairs and mobility scooters need to be stored in or by the buggy shelter at Town End whilst riding the trams.

We regret that our Access Tram (suitable for wheelchairs) has developed mechanical faults which cannot be repaired. We are in the process of sourcing a replacement, which may be available from 2025.

There is a buggy shelter near the Town End terminus providing dry storage for buggies and wheelchairs. Baby slings are available to borrow if required.



**Buggy Shelter**

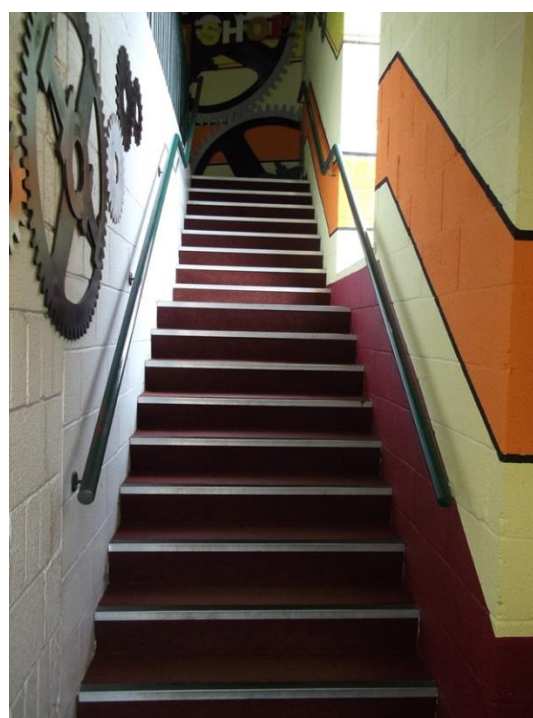
### **George Stephenson Discovery Centre and Workshop Gallery**

This and the adjacent Workshop Viewing Gallery are located on the first floor and are accessible by stairs or lift from the Workshop building. The stone stairs in the Discovery Centre have a handrail on the left and no distinguished nosing; the stairs to the Workshop Gallery are carpeted with nosing and handrails to both sides. Both areas are accessible by lift (door width 770mm/2' 6"; floor depth 1400mm/4' 7"; floor width 1100mm/3' 7") from the Workshop Gallery entrance. The exhibits include mannequins and sounds triggered by movement sensors. If a number of sounds have been triggered it can be quite noisy.

The Workshop Gallery overlooks the Engineering Workshop. This can be noisy if certain machinery is being used. Visitors can watch from the Gallery as our engineering team maintain and restore the tramcars.



**Stairs to Stephenson's Discovery Centre**



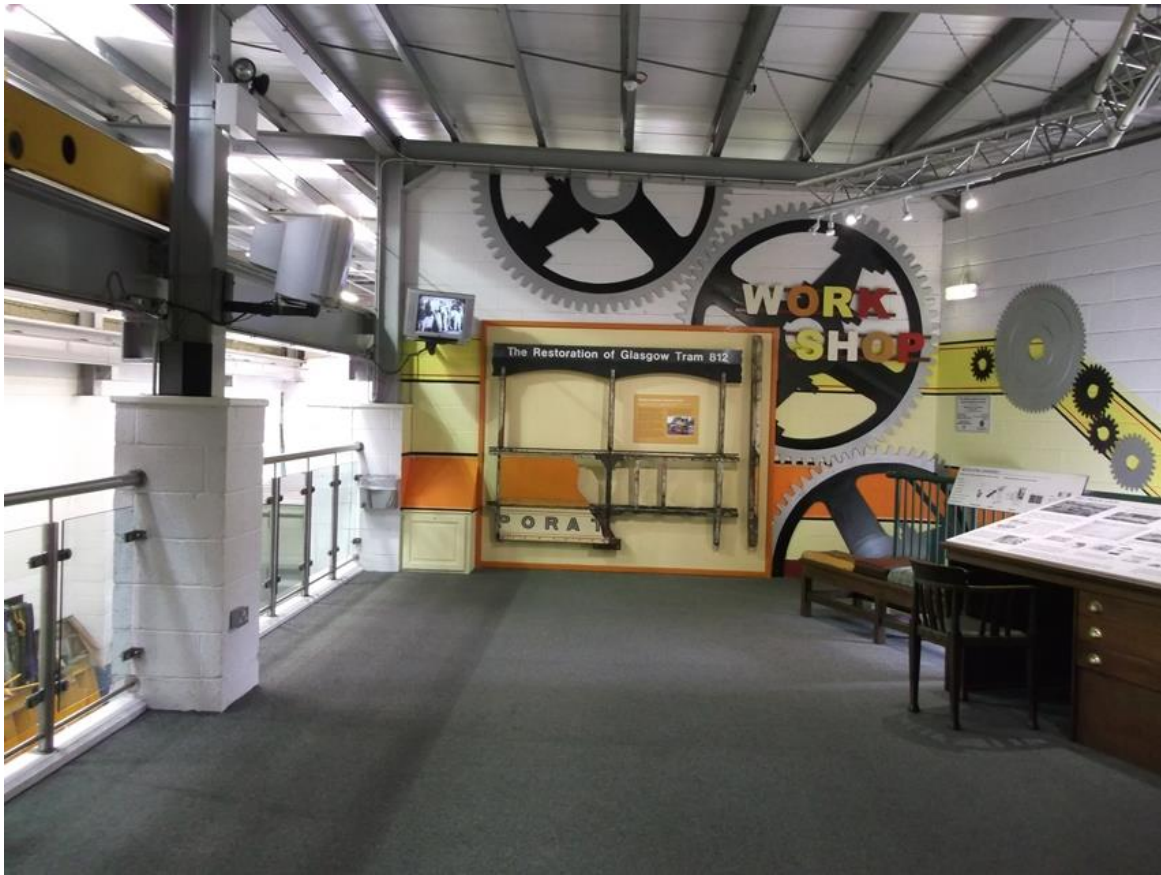
**Stairs to Workshop Gallery**



**Lift on Workshop Gallery and entrance to Stephenson's Discovery Centre**



**George Stephenson's Discovery Centre**



**Workshop Gallery**

## **The Great Exhibition Hall**

The Great Exhibition Hall has push double doors 1550mm (5'1") wide. There is a brick floor with tracks set into it and a carpeted walkway around the centre of the exhibition space. It is lit by a variety of lighting but none of it flashes. Interpretation is by information boards, interactive displays and video projections. There are sounds which run on a loop around the exhibits and interactive information panels which make noises when flaps are lifted. One tram has been provided with access via steps or ramp to enable visitors to view the interior. School sessions will sometimes be taking place here.

Guided tours are on request and need to be pre-booked at least two weeks in advance.



**Interior, Great Exhibition Hall**



## **Assembly Rooms**

The Assembly Rooms building houses the Survive and Thrive Exhibition and a temporary exhibition space. Entrance is through double doors from the street and a single door 720mm (2'4") wide. There is subdued lighting which doesn't flash. The back wall consists of a large back-lit map showing first and second-generation tramways.

The temporary exhibition space is accessed through an 800mm (2'6") wide doorway. Depending on the exhibition, there may be video and sound.

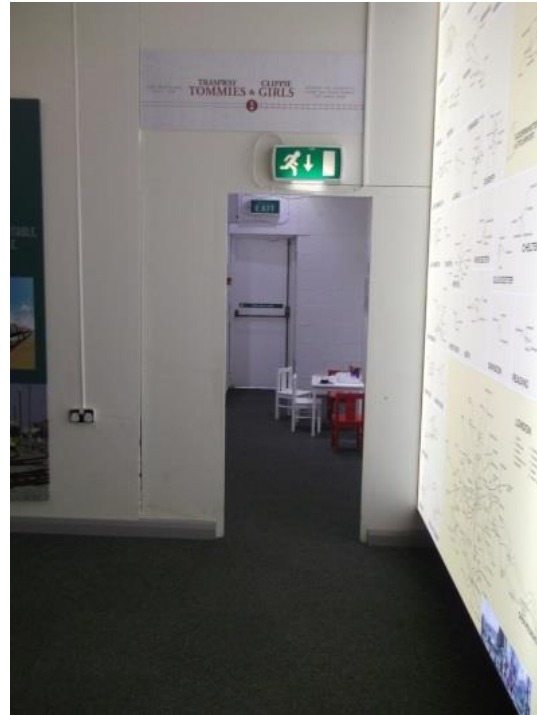
Seating is available in all the exhibition spaces.



## Entrance to Assembly Rooms Exhibition



**Assembly Rooms Exhibition**



**Entrance to Temporary Exhibition**

## Depots

The tram depots are open to the public but, due to the nature of the buildings and vehicles, there is limited space between the parked trams. Whenever possible a selection of the tram collection is displayed in front of the Depots.



**Depots**

## Toilets

Public toilets are clearly marked on the map provided on admission and are located as follows:

**Admissions building** – from exit doors turn right and right again to the back of the building. There is a step up to the doorway and there are hand driers and paper towels. There are no accessible toilets at admissions at present.

**Red Lion pub** – ground floor toilets are accessed from the bar or outside through the door in the cul-de-sac. There is an accessible toilet with nappy changing facilities. All toilets have paper towels.

**Sweet Shop** – the toilets are to the side and rear of the sweet shop. Nappy changing facilities are available. These toilets have hand driers and paper towels.

**Assembly Rooms** – there are male, female and an accessible toilet with nappy changing facilities. There are low level sinks and hand driers and paper towels.

**Wakebridge** – there is a unisex, accessible, composting (worm) toilet by the side of the track. Both hand drier and paper towels are available.

We can arrange access to our First Aid Hut for changing older children and adults, although we currently have no hoist. This can also be used for breast feeding.



**Accessible Toilet, Red Lion**



**Accessible Toilet at Wakebridge**

The accessible toilets have grab rails and room for a wheelchair but do not have alarms. The toilets are high level bowls with backrests and the sinks have lever taps. The lighting and flooring in the toilets are of varying types. Doors are 1000mm (3'3") to 1080mm (3'6") wide.

## Play Areas

### Indoor play area

Access is through large doors and a short, lit corridor. The area includes a soft play area for toddlers. There are tables and chairs. Due to the nature of this area it is often noisy and busy.

## Outdoor play area

Access to the outdoor play area is either up the steps from the street or via the roadway by the Bandstand.



## Retail and Catering

Staff can provide assistance in all our retail and catering outlets.

**Red Lion Pub** – there is a downstairs bar (Majors Bar) accessed from the street with a double door opening of 1370mm (4'6"). Traditional freestanding tables, chairs and stools are arranged on a stone floor.

**The Poulson Room**, upstairs, is carpeted and accessed by stairs from the Major's Bar or at the side of the Red Lion. Further seating and tables are available outside.



Entrance to Red Lion pub



Interior, Red Lion bar

## Shops

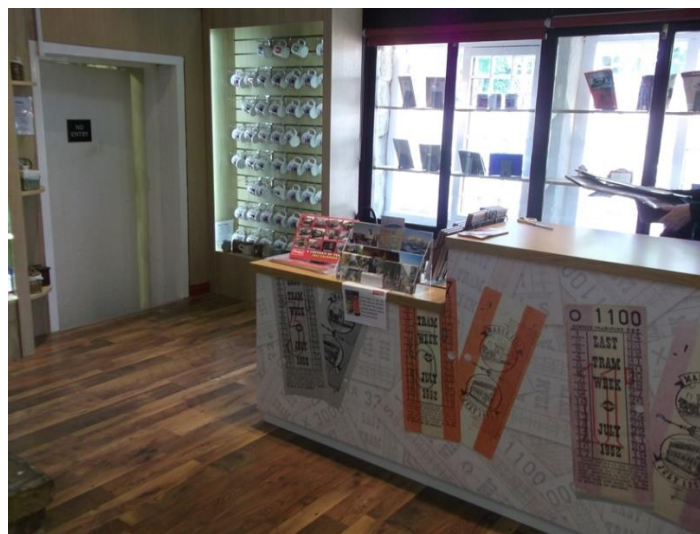
Small items may be purchased from racks at the Admissions building. The main gift shop is on the street with level access through double opening doors of 1100mm (3'4"). Goods are displayed on shelving and racks and there is a hearing loop. There is a low-level counter.



**Entrance to gift shop**



**Gift shop interior**



**Gift shop counter.**

The sweetshop is accessible via a ramp or steps through a double door of 1400mm (4'7").



**Sweet shop ramp and entrance**



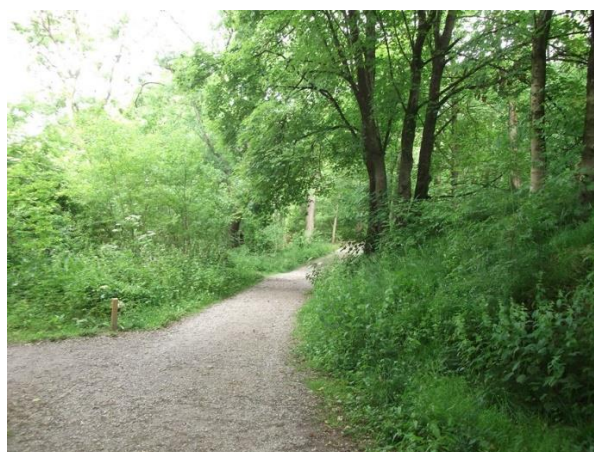
**Sweet Shop interior**

## **Woodland Walk**

In addition to the period street, exhibition spaces, depots and the collections, the Museum has extensive grounds and a Woodland Walk. The Woodland Walk and outdoor play area are accessed by steps from the street just before the Bowes Lyon Bridge or from the path beside the Bandstand.



**Path from Bandstand**



**Woodland Walk Path**

There are a number of picnic areas and an outdoor play area. The paths are tarmac or Golconda hard bound surface which is wheelchair and buggy friendly.

The Woodland Walk is home to a number of sculptures, most of which are accessible with care. There are also walkways, viewing platforms and a bird hide to help visitors enjoy the wildlife, views and sculptures.



**The Troll Bridge**

There are benches at regular intervals around the site.

## **Additional Information**

Some staff and volunteers have undergone Disability Awareness Training. Although we have no assigned Disability Champions as yet, we will do our best to assist. If you have any specific needs, please ring ahead and we will try to help.

Evacuation signage is in every building with audible warnings in the Great Exhibition Hall. Should evacuation be necessary, fire marshals will assist.

All dogs on leads are welcome, but only assistance dogs can be accommodated in the catering establishments and indoor play area. Visitors are expected to clean up after their dogs.

The mobile signal is variable, but landline phones and assistance are available in case of an emergency.

No smoking or electronic cigarettes are allowed in any buildings or on the trams.