

## Accessibility Guide for Callendar House

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**Contact for accessibility enquiries: Jon Cruickshank, Lauren Motley**



### Welcome

Our visitor attraction is in the beautiful surroundings of Callendar Park, Falkirk.

Entry to the house is free. Whether you wish to tour the museum, visit our gift shop or tearoom, view artwork in our Park Gallery, search our Archives, or enjoy a delicious afternoon tea in our Drawing Room, we guarantee an unforgettable experience.

We are fully accessible for wheelchair users and can cater for anyone with other specific access requirements.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

## At a Glance

### Level Access

- Our gift shop can be accessed from the main entrance. There are a couple of small steps however ramps can be provided for wheelchair users
- Our level access entrance is at the side of the main entrance. From here access is available to:
  - The Story of the House permanent exhibition
  - The Georgian Kitchen
  - The Cromwell Stair
  - The Park Gallery
  - Unisex Accessible Toilet
  - Main toilet block

### Hearing

- We have a hearing loop in our reception area

### Visual

- We have no full glass doors or full height windows.
- The venue is well lit throughout all public areas.

### General

- Entry to the venue is free to all.
- We welcome assistance dogs into the venue.

## Getting here

Callendar House  
Callendar Park  
Falkirk  
FK1 1YR

### Travel by public transport

- Callendar House is situated in the middle of Callendar Park.
- The nearest bus stop is on Seaton Place. The bus stop is 0.2 miles / 0.32 km from Callendar House.
- The nearest train stations are Falkirk High and Falkirk Grahamston. Each train station is 1.1 miles / 1.77 km from Callendar House.



### Travel by taxi

- You can get a taxi with Bruce Taxis by calling 01324 228 636000. The taxi company has wheelchair accessible vehicles.
- Accessible taxis should be booked in advance. To access the attraction please ask to be dropped off at our front entrance.



### Parking

- There is a drop-off point at the main entrance.
- There is a large car park within Callendar Park, 100-200 metres from Callendar House.
- There is a dedicated disabled parking area at the East end of the house, past the main entrance.



**Disabled parking area**

## Arrival



### Path to side entrance

- From the street to the side entrance there is level access.
- The path is 1600mm wide.
- The path is flat, but cobbled.



**Side entrance**



## Main entrance

- The main entrance has two low steps, however ramps can be provided.
- The main door has to be pushed to be opened.
- The door is 1000mm wide.
- The walkway to the reception desk is flat. The floor has a black and white checkerboard pattern and is made of stone.



**View of our main entrance from Callendar Park**



**Entrance lobby**

## Getting around inside

### Visual Impairment - General Information

- The venue is well lit throughout.
- Daily checks by staff ensure that there are no tripping hazards.



### Lift

- We have 1 lift.
- You can get the lift to all three public floors.

### Lift to all floors

- The lift door is 780mm wide.
- The lift is 1050mm wide and 1100mm 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.
- The lift provides access to all three floors of the attraction. The lighting in the lift is fluorescent tubes and there is no music played in the lift. The flooring in the lift is carpet.



**Interior of the lift**

## Reception desk

### Reception/shop area

- From the main entrance to the reception/shop there are two low steps, however ramps can be provided. The door is 1000mm wide.
- The route through the shop is more than 1000mm.
- The flooring within the shop is stone with a black and white checkerboard pattern.
- There is a low counter area and merchandise is displayed on shelves up to a height of 1800mm. Staff are available to help customers who require assistance to navigate between fixtures throughout the shop.
- There is low level background music playing. A hearing loop system is available at the till point.
- The area is well and evenly lit by wall lights as well as natural light.



**Reception desk with low counter desk area**



### Things to See and Do

- Callendar House offers a variety of permanent and temporary exhibitions, a tearoom, and our Drawing Room specially designated for Afternoon Teas.

### The Georgian Kitchen

- From the side entrance to this area there is level access.
- From the entrance to this area the route is at least 950mm wide. Some display information is low, for wheelchair users. There are seats.
- In the Georgian Kitchen a costumed interpreter is on hand to ensure the safety of patrons and to offer any assistance.



**The Georgian Kitchen**

### The Park Gallery

- From the side entrance to this area there is level access. Some display information is low, for wheelchair users. There are seats.
- The Park Gallery is a temporary exhibition space. For each new installation a risk assessment is carried out to ensure the safety of patrons.
- The area is well lit with LED track lighting.



**The Park Gallery**

### Callendar House Archives

- From the side entrance a lift offers access to this area on the first floor.
- There are seats in the archive room.
- There is a mixture of artificial and natural light. The area is well lit..
- There is a member of the archives team on hand to offer assistance.



**The Archives**

### The Second Floor Galleries

- From the side entrance a lift offers access to this area on the second floor.
- There is level access throughout the second floor.
- The area is well lit with a mixture of natural light and LED track lighting.



**Heritage Gallery Room 1**



**Heritage Gallery Room 2**



## ♿ Public toilet

### Unisex Accessible Toilet

- There is a public toilet for disabled visitors.
- There is level access to the toilet from the side entrance. The toilet door is 800mm wide.
- There is 800mm in front of the toilet. The toilet seat is 450mm high.
- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet. There is another public toilet on the first floor and another on the second floor.



**Accessible Public Toilet**



**Baby changing facilities within the Accessible Toilet**

## Shop

### The Shop

- From the main entrance to the shop there are two low steps, however ramps can be provided. The door is 1000mm wide.
- The route through the shop is more than 1000mm.
- The flooring within the shop is stone on a black and white checkerboard pattern.
- There is a low counter area and merchandise is displayed on shelves up to a height of 1800mm. Staff are available to help customers who require assistance to navigate between fixtures throughout the shop.
- There is low level background music playing. A hearing loop system is available at the till point.



**Shop interior**

## Place to eat and drink

### Callendar House Tearoom/Afternoon Tea Drawing Room

- The rooms are located on the first floor. A lift is available.
- To get to a table in either room there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music at a low level in both rooms.
- We cater for sugar free (diabetic), vegetarian and gluten free (celiacs) specific diets.
- With advanced notice, all dietary requirements can be catered for. We can also provide soya milk for coffee, tea and hot chocolate.
- The nearest accessible toilet is located along the corridor on the first floor.



**Entrance to the tearoom**





**Dining area in the tearoom**



**Afternoon tea in the Drawing Room**

## Customer care support

### Accessibility equipment

- We have a hearing loop in our reception area.
- We welcome assistance dogs and provide water bowls for them. Please ask staff for assistance.
- Dog waste bins are available in the park.

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all customers inside the venue will be led to safety by a member of the team or by a member of the fire service.

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Guide last updated: 13 May 2019