



**THE TANK MUSEUM**

The Tank Museum, Bovington, Dorset BH20 6JG

Tel: 01929 405096 Fax: 01929 405360

[www.tankmuseum.org](http://www.tankmuseum.org)

## **ACCESS STATEMENT**

This document does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer our visitors.

## INTRODUCTION

The Tank Museum takes adherence to the Equality Act seriously, and as such is committed to providing the best possible accessibility for every visitor.

This document details the steps we have taken to ensure all visitors have the best possible experience at the Tank Museum.

## GENERAL INFORMATION

**Staff at The Tank Museum:** The Tank Museum staff undertake regular training in accessibility/disability awareness with disability advisors to ensure the highest standards of customer service are always provided. We conduct regular inspections of the site and review our facilities regularly to ensure they are maintained to a high standard.

**Guide Dogs:** Assistance dogs of all types are welcome and can be used to access all areas of the site.

**Wheel Chair Hire:** We offer free hire of manual wheelchairs, given on a first-come, first-served basis.

**Your Comments:** The Tank Museum values all visitor feedback regarding accessibility and we are continually looking for ways to improve our customer experience for all our future visitors. Dedicated accessibility feedback forms are available from Visitor Reception.

We look forward to welcoming you. If you have any queries or require any further assistance, please phone 01929 405096 or email [info@tankmuseum.org](mailto:info@tankmuseum.org).

## TRAVEL DIRECTIONS

**By Road:** The Tank Museum is situated in South Dorset, and is clearly signposted from Dorchester, Blandford, Poole, Bere Regis and Wool. If you are using a Sat Nav our postcode is BH20 6JG. We recommend you follow the brown signage when in the vicinity.

**By Bus:** The following information is provided by external parties and is subject to change. First Bus has provided information on a local bus service that runs to the museum in school holidays and weekends during the summer. The timetable is valid from the 25th March 2018. Download it here <http://www.tankmuseum.org/download?id=64527>

**By Rail:** The Tank Museum is within 1.6 miles (30 minute walking distance) of Wool station, which is on the mainline between London Waterloo and Weymouth. For train times contact National Rail on 08457 48 49 50 (24 hours a day) or visit the South West Trains website. Taxis from Wool station to The Tank Museum can be pre-booked with Garrison Cars T: 01929 463395.

## CAR PARKING & ARRIVAL

**Car Park:** All Parking is free and the Museum has lots of accessible parking spaces, these are located close to the main entrance. There is a dropped curb at a designated marked drop off point. The onsite car park surface is tarmac with a paved path leading to the main entrance.

**Visitor Reception:** Our Visitor Reception is accessed via a set of automatic wide glass doors. The area is well lit with overhead and natural lighting and is level on a tarmac surface throughout. There is a disabled WC next to the reception area.

**Entering the Museum:** The Tank Museum facilities comply with the disability discrimination act (DDA) and offer wheelchair friendly access via concrete walkways throughout the exhibitions and displays (Figure 1 and 2).

## **RESTAURANT**

**The Restaurant:** Is located on the first floor and can be accessed by 2 lifts (one shown in Figure 6). The Restaurant double doors and table spacing provides ample manoeuvrability for wheelchair users. The restaurant comprises of both self- service and assisted service with staff happy to assist in carrying goods and trays if required. Large font menus are located at convenient locations. Lighting in the restaurant is natural daylight with overhead lighting. The nearest wheelchair accessible WC is located next to the entrance into the restaurant.

## **DISCOVERY CAFE**

**The Tamiya Hall Café:** Is located on the ground floor and is accessible via large double doors and wide pathway. The cafe comprises of both self- service and assisted service with staff happy to assist in carrying goods and trays if required. Large font menus are located at convenient locations. Lighting in the discovery cafe is natural daylight with overhead lighting.

## **TOILETS**

**Public Toilets:** The Museum has fully accessible toilets situated on the ground and first floors in the main building and on the ground floor of the vehicle conservation building. These toilets are unisex and no RADAR key is required for access. All toilets are fitted with vertical and horizontal rails, flashing lights connected to the fire alarm sounds and an emergency alarm pull cord.

## **SHOP**

**The Shop:** The Tank Museum gift shop can be accessed directly from the main entrance/ ticketing area and offers a wide range of models, books and souvenirs etc. Staff can offer any assistance if required.

## **DISPLAYS/EXHIBITIONS**

**Displays and exhibits:** Feature guided tours, graphic panels, artefact labels, subtitles, videos, audio points and interactive exhibits. All exhibits (excluding the Trenches) are accessible via flat concrete floors, sloped gradients (Figure 4) that are wheelchair accessible, well-lit. Spotlights are used on a track system to improve light throughout the museum and gift shop.

The Trench Experience and War Horse to Horsepower exhibition do use sound effects which can trigger sensory overload.

## **ARENA**

**The arena area:** Is accessible via a flat even concrete floor area, via a gentle slope or from the first floor serviced by a lift, all access routes are wheelchair accessible. There is a dedicated viewing area for the arena which can be accessed via the restaurant on the first floor. For Special Events such as TANKFEST and Tiger Day, there is an additional viewing area alongside the arena (Figure 3).

## **RIDES**

**Access to Rides:** We regret that not all of our additional features are fully accessible for customers who use wheelchairs or have limited walking ability. Some rides have strict operating requirements which are set by external safety officers in relation to the feasibility and emergency evacuation procedures. Rides at The Tank Museum are accessible via the arena and whilst every step has been taken to ensure that these remain accessible to all, the ride may not be suitable to wheelchair users.

## **GROUNDS AND GARDENS**

**The grounds and gardens:** Are comprised of a children's play area and have a smooth level concrete accessible pathways throughout which are wheelchair accessible and have benches located in the play area.

## **VEHICLE CONSERVATION CENTRE**

**The vehicle conservation:** Areas are open for one hour each day and is spaced over two floors, accessible via a lift on the ground floor by the main entrance. Entrance to the vehicle conservation area is via a large even concrete path leading to the double glass entrance door.

## **EVENTS**

**Special Events:** At The Tank Museum will consist of different arrangements to accommodate the increased capacity of any wheelchair users or non-abled bodied people. These arrangements will be communicated via the website and available to all event visitors prior to the event. For clarification on any arrangements please contact Tank Museum staff on 01929 405096 or email [info@tankmuseum.org](mailto:info@tankmuseum.org).

## APPENDIXES



Fig. 1 – Disabled car parking bays adjacent to the museum main entrance.



Fig. 2 - Ramp to arena.



Fig. 3 – Disabled viewing arena.



Fig. 4 – Slope and wide pathways on arrival and exit.

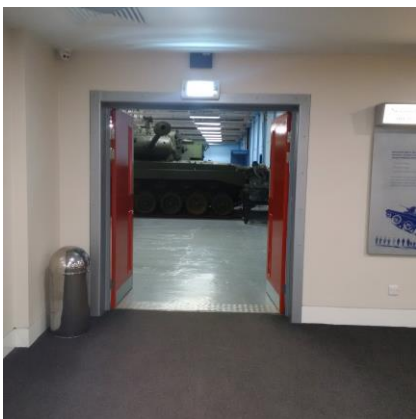


Fig. 5 – Wide doorways throughout Museum.

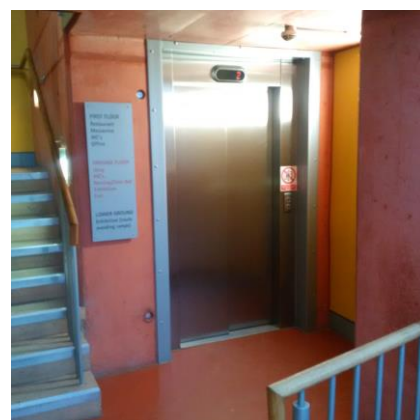


Fig. 6 – Lifts servicing all floors of the Museum.