



# THE TANK MUSEUM

Access Statement  
July 2023



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# 1. Access Statement

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

## 2. Introduction

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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.

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

## 3. General Information

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### 3.1. Staff

The Tank Museum staff are continuously striving to increase accessibility/disability awareness and ensure the highest standards of customer service are always provided.

### 3.2. Guide Dogs

Assistance dogs of all types are welcome and can be used to access all public areas of the site. These must be always kept on a lead. Accreditation may be required.

### 3.3. Wheelchair Hire

We offer free hire of manual wheelchairs, subject to availability.

On special event days these get used quickly. There are several local companies in the area that offer wheelchair rental on a day rate. We recommend Purbeck Mobility. <https://www.purbeckmobility.com/>

### 3.4. Carers

Carers required to facilitate a visit are admitted free of charge. If booking online, please book an additional free slot for your carer.



### 3.5. 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.

Accessibility feedback forms are available via our Visitor Experience Team on [visit@tankmuseum.org](mailto:visit@tankmuseum.org).

## 4. Travel Directions

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### 4.1. 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.

### 4.2. By Bus

The Tank Museum is seasonally serviced by local bus services – although these are subject to change.

For the most up to date information provided by these companies, please visit our website here: <https://tankmuseum.org/visit-us/getting-here>

### 4.3. By Rail

The Tank Museum is within 1.5 miles 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 <https://www.southwesternrailway.com/>.

Taxis from Wool station to The Tank Museum can be pre-booked with Garrison Cars on telephone number 01929 463395.



## 5. Car Parking and Arrival

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### 5.1. 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.

On busy days, we may have to open our overflow car parks. One has a gravel surface, the other is grass. If this happens, we try to keep some spaces in the main tarmac car park available for those who need accessible entry.

### 5.2. Visitor Reception

Our Visitor Reception is accessed via wide glass doors. The area is well lit with overhead and natural lighting and is level on a tarmac surface throughout. There is an accessible toilet next to the reception area.

### 5.3. 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 (figures 7, 8 & 9)

## 6. Deaf, Hard of Hearing & BSL Tours

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Hearing induction loops are available on our newer interactives. Subtitles are included on all video content throughout the museum.

BSL tours of our flagship Tank Story Hall exhibition are available on specific days. For further information on these, visit our 'What's On' page here: <https://tankmuseum.org/events>

## 7. Wellbeing Room

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Free to use, the Wellbeing Room is equipped with a sofa, children's books, and a sink.



Located behind the Shop, this space has been created for visitors who are feeling overwhelmed, have additional sensory needs or need a resting space.

This space is also a private place to breastfeed. It is also beside a disabled toilet with baby changing facilities.

## 8. Sensory Backpacks

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Sensory Backpacks are available to borrow from Main Admissions free of charge.

Our sensory backpacks are for visitors with Special Educational Needs and Disabilities.

Backpacks include ear defenders, magnifying glass, book, squeeze toy, torch, periscope, and Commander Basil bear.

## 9. Quiet Mornings

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

On our quiet mornings, these sounds are all switched off 0900 – 11:00.

Find out more about quiet mornings here: <https://tankmuseum.org/events>

## 10. Displays/Exhibitions

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Our exhibitions are designed to be as inclusive as possible. Below is a full list of what is available.

### All Site:

- Visitors can get up close and personal to vehicles, creating a tactile experience
- All AVs across the site are subtitled
- Creation of a sensory experience, with sounds, smells, touch and diorama in various locations across the Museum
- Text in varying height locations to accommodate all visitors
- Size 14 font minimum on all exhibition text
- Exhibition text written for Key Stage 2 audience



- Colour combinations chosen to ensure visible text
- Seating available across the site.

### Tank Story Hall:

- Wide route through
- Ramp and lift down to gallery
- Accessible interactives
  - o Dressing up suitable for all ages
  - o Photo frame is wheelchair accessible
  - o High and low level play tables
  - o Floor level Battle tanks game
- QR codes available for visitors who want to find out more information on each individual vehicle.

### WWI: The Trench Experience

- Sensory and immersive experience
- Whilst being immersive, consideration has been taken into account with the lighting to allow safe routes through.
- Flat concrete walkways themed around accessibility needs

### WWI: Tank Men

- Tactile vehicles which able bodied are able to enter
- Low level interactivity
- Varying heights of AV's to make accessible to all
- Generous routes through the space

### Warhorse:

- Amortek model specifically placed in gallery to allow visitors with sight loss to feel the shape of the vehicle
- Replica Mark IV engine area is wheelchair friendly
- Hard hitting topic but having animals tell the story, lessens the effect

### WW2:

- Home Front area is immersive and tactile experience with smells and sounds
- Sensory experiences with Normandy, Walcheren, Dieppe
- Low level interactives
  - o Wire buzzer game
  - o Feely boxes
  - o VR binoculars at ground level
  - o Tortoise racing
  - o Rifleman Khan facts
- AR Landing craft experience is wheelchair accessible



- All visitors can look inside the Panzer III
- Formative evaluation carried out on the colour scheme for the exhibition – bright and colourful.
- First hand accounts by veterans help give visitors insight
- Reflective areas in the legacy section and memorial room
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#### Afghan:

- Transcripts for all AVs
- Tactile experiences in the living quarters and Ops room
- Hearing loops on telephones
- Good, effective lighting throughout the space

#### Tanks for the Memories (Tanks In Popular Culture):

- Wide routes throughout the exhibition.
- Ramp to level floor in model zone
- Low level toys and games and interactives
- Accessible station in the WoT gaming zone
- Accessible quiz machine in the WoT gaming zone

#### Vehicle Conservation Centre:

- Accessible touchscreen to learn about vehicles
- Lift access to balcony.

## II. Restaurant

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The Restaurant is located on the first floor and can be accessed by two lifts.

Table spacing provides ample manoeuvrability for wheelchair users.

The space comprises of both self- service and assisted service with staff happy to assist in carrying goods and trays if required.

Lighting in the restaurant is natural daylight with overhead lighting.

The nearest accessible toilet is located next to the restaurant entrance on the same level.





## **I2. Cold War Hall Café**

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The Cold War 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.

Lighting in the cafe is natural daylight with overhead lighting

## **I3. Toilets**

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The Museum has fully accessible toilets situated on the ground and first floors in the main building.

The Vehicle Conservation Centre conservation building has an accessible toilet by the entrance on its ground floor.

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.

## **I4. Shop**

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The Tank Museum gift shop can be accessed directly from the main admissions area and offers a wide range of models, books, and souvenirs etc.

Staff can offer any assistance if required.

## **I5. Arena**

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The arena area is accessible from three areas:

- A flat even concrete floor area from the main car park
- A gentle slope from inside Tank Story Hall
- A gentle slope from outside Main Admissions
- From the first floor, serviced by a lift or the above slopes

There is a dedicated accessible viewing area for the arena (appendices figure I3).



## **16. Rides**

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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.

## **17. Outdoor Facilities & Play Area**

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The grounds are comprised of outdoor exhibition pieces, a catering kiosk (open on busy days only) and picnic areas.

All are accessible via smooth level concrete pathways.

The tank-themed play area has a ramp for access and a nest swing however its primary use is a climbing frame.

## **18. Vehicle Conservation Centre**

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Where staffing allows, the Vehicle Conservation Centre balcony is open for up to 90 minutes each day and is accessible by a lift.

Entrance to the vehicle conservation area is via a large even concrete path approximately 150 metres in length.

The path is outside and runs from the Main Museum Admissions, leading to a double glass entrance door.

## **19. Archive & Library**

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Archive & Library access is available via pre-book only.



The building has a ramp for access to the main door and an accessible toilet facility.

Some areas of the archive are not easily accessible and we recommend notifying the team on booking your research time if you have accessibility requirements.

For further information and to book, email them on [archive@tankmuseum.org](mailto:archive@tankmuseum.org)

## 20. Event Days & School Holidays

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The Museum's Special Events and rainy days during the school holidays are both very busy. If you think a quieter time will be more comfortable, we recommend visiting on the following day:

- A week day or weekend day outside of school holidays and bank holidays
- A sunny day

Increased demand of accessible viewing and parking requirements are continuously under review for these days. Arrangements will be communicated via the website, available to all event visitors prior to each event.

For more recommendations and information please call 01929 405096 or email [visit@tankmuseum.org](mailto:visit@tankmuseum.org)



## 21. Appendices

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Figure 1- Disabled car parking bays adjacent to the museum main entrance.



Figure 2 – Main Entrance



Figure 3 -Sensory Backpack Example



Figure 4 – Wellbeing Room



Figure 5 – Lifts Servicing all floors of the museum (Tank Story Hall Example)



Figure 6 – Wide doorways to all exhibitions (WWI Hall Example)





Figure 7 – Slopes for throughfare around museum (Shop & Exit Example)

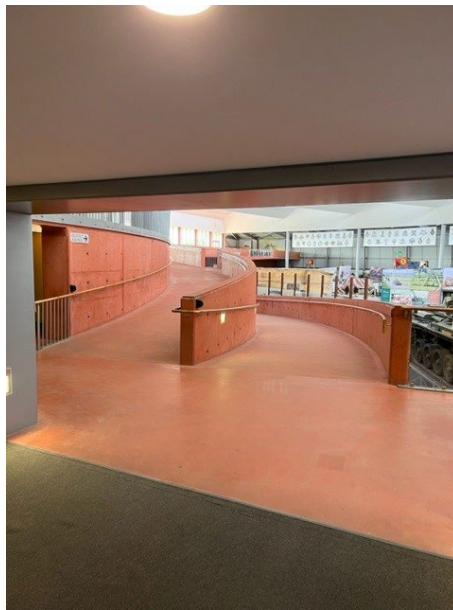


Figure 8 - Slopes for throughfare around museum (Tank Story Hall Example)



Figure 9 - Slopes for throughfare around museum (Gaming Zone Example)

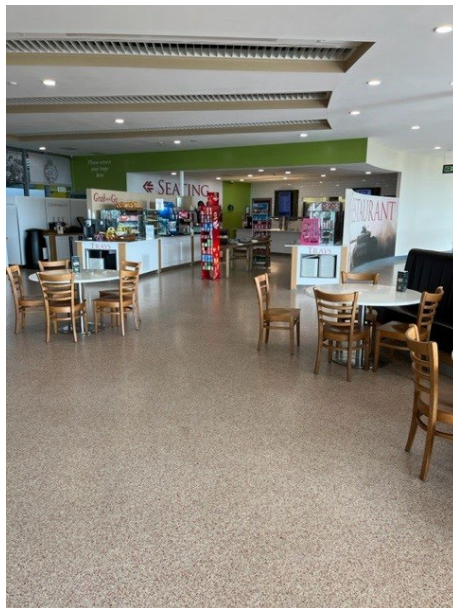


Figure 10 – Main Restaurant





Figure 11 – Accessible Dwell Space



Figure 12 - Ramp to arena from Main Admissions



Figure 13 – Arena Accessible Viewing Area



Figure 14 – Vehicle Conservation Centre Lift