



# Access Statement for the Victoria Art Gallery

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to describe accurately the facilities and services that we offer all our guests and visitors.

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**Bath & North East  
Somerset Council**

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## Introduction

The Victoria Art Gallery is a three-storey purpose-built gallery on a corner site in the centre of Bath. It has been open to the public since the year 1900 and offers free entry to under 21s and holders of a Bath & North East Somerset resident's Discovery Card.

The permanent collection is displayed on the first floor, temporary exhibition spaces occupy the ground floor, while the basement contains offices and art stores.

Information sheets on the permanent collection are available in 5 different languages.

The Victoria Art Gallery shop is on the ground floor, selling unique gifts relevant to the gallery.

Gallery staff are friendly and welcoming and keen to ensure that everyone enjoys the best possible visit, has the opportunity to learn something new and be inspired by what they can see.





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## Pre-Arrival

- A clearly worded leaflet with high quality photography describes the main facilities, displays, events and opening times. The leaflet includes our address, contact numbers, website and an e-mail address. It is widely distributed to tourist venues, hotels, guest houses and Visitor Information Centres within a 2 hour drive.
- The leaflet is updated every 6 months and is available in large print or Braille on request.
- All this information can be found on our website [www.victoriagal.org.uk](http://www.victoriagal.org.uk)
- The website has been tested for accessibility.

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## Car Parking and Arrival

- The nearest paying car park is a few minutes' walk away in The Podium and there are Blue Badge parking spaces on Bridge Street. For on-line information about parking for Blue Badge holders and about community transport including Dial-a-ride see:  
<http://www.bathnes.gov.uk/services/parking-and-travel/public-transport>
- Three park and ride car parks are available at the North, South and West of the city.
- Bristol airport is an hour away by car.
- The railway station and bus station are a 10 minute walk from the Victoria Art Gallery.
- London is 1 ½ hours away on the train.
- Drop off points for coaches are less than a 5 minute walk away.
- For wheelchair users, the ground and first floors can be accessed via the ramped entrance on Bridge Street. Pressing a button on the outside of the building will automatically open the door. The minimum width of the entrance is 4 feet 11 inches, or 150 centimetres.



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## Arrangements for mobility needs

- Accessible Taxi services operate throughout the city.
- Shopmobility with electric scooters are located 400m from the Victoria Art Gallery, at 7-9 Borough Walls.
- A BSL signing guide is available by prior arrangement.
- There are monthly tours for visually impaired people.

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## Main Entrance & Reception

- The ground floor is accessible for wheelchair users via a ramped side entrance on Bridge Street equipped with a push-button mechanism that opens the outer and inner sets of double doors simultaneously.
- Baby buggies are not permitted in the museum, due to safety restrictions, so baby carriers are offered free of charge as an alternative.
- The Victoria Art Gallery is open throughout the year. The opening hours are:
- Tuesday to Saturday 10.00-17.00, Sunday 13.30-17.00, closed Monday

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## Attraction (displays, exhibits, etc)

- The first floor and basement are accessible for wheelchair users, via a lift connecting all levels.
- As well as information sheets in 5 languages, many of the exhibit labels carry QR codes which can be scanned with a mobile phone to bring up longer explanatory texts in various languages.
- Seating is available in each area.
- Photographing our permanent collection is allowed without flash but we rarely allow photography in the temporary exhibitions. Please speak to a member of staff if you would like more information.
- A coin-operated drinks machine, cups and saucers are available in the first floor rotunda, serving a range of teas, coffees and hot chocolate, with adjacent seating and tables.
- Drinks cost £1.00, with change available from the first floor reception.

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## Public Toilets

- Ladies and Gentlemen's WCs are located on the first floor.
- A unisex adapted toilet is available on the first floor, with emergency pull cord and response provided, support rails but limited transfer space, and a basin with mixer lever tap.
- There are baby changing facilities in the adapted toilet.

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## Shop

- There is ramped access from Bridge Street through wide double doors.
- There is bright lighting in the shop.
- All items are clearly priced and many are displayed at low level. Staff are available to help if required.
- The shop stocks a range of gifts, cards and books plus unique products of the Victoria Art Gallery.

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## Additional Information

- Staff are all trained in disability awareness and customer care
- Evacuation routes are clearly marked and staff are well trained in handling evacuations
- Assistance dogs are welcome
- No smoking is permitted anywhere
- A First Aider is always available on site
- There is clear signage throughout the site
- There is no storage for luggage or coats. Luggage can be stored at the Backpackers Hostel in Manvers Street, 5 minutes from the Victoria Art Gallery, for a small fee.
- The ground and first floor galleries are available for private hire in the evenings. Contact Bath's Historic Venues for more information.



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## Contact Information

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### Address

The Victoria Art Gallery, Bridge Street, Bath BA2 4AT

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### Telephone

01225 477233 for general enquiries

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### Email

victoria\_enquiries@bathnes.gov.uk

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### Website

www.victoriagal.org.uk

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### Hours Of Operation

Open daily, 10.30 – 17.00. Closed 25, 26 December and 1 January

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### Shopmobility

Shopmobility Bath One Stop Shop Bath BA1 1JQ

Tel: 01225 481744

Email: shop\_mobility@bathnes.gov.uk

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### Local Accessible Taxi

Accessible taxi services operate throughout the city.

These include Abbey Taxis 01225 444444 and Bath Spa Taxis 01225 313131.

We welcome your feedback to help us continually improve.

If you have any comments please phone 01225 477232 or email [victoria\\_enquiries@bathnes.gov.uk](mailto:victoria_enquiries@bathnes.gov.uk)