

Accessibility Information

Where possible, the Museum will actively encourage and facilitate visits from people from sections of the community that are currently underrepresented among its visitors. This includes catering for as wide a range of physical and neuro-diverse access needs as possible within resource and building constraints. Efforts will also be made to meet some specific needs such as pre-visit resources for visitors with autism.

Our friendly Museum Assistants will offer assistance if you need it. If you would like us to help, you can either tell us in advance or ask us at any time during your visit.

Mobility Impairments

We apologise, but due to the nature and age of our buildings, the main John Moore Museum & Merchant's House are unsuitable for wheelchair users or visitors with walking difficulties. Seating is available around the museum, if you need it.

The ground floor of the Old Baptist Chapel is fully accessible with ramp access; however, the first floor can only be reached by stairs.

Members of staff are available to activate the audio handsets located upstairs for you, or provide you with written and pictorial information.

Hearing Impairments

You can request headphones to use with our audio handsets, which helps to reduce external noise whilst controlling the audio volume.

Visual Impairments

Magnifying Glasses are available to use free of charge. There is a limited number, so availability is on a first come, first served basis.

All three of the John Moore Museum sites contain multi-sensory exhibits, and some of our information panels are available in large print text if required – just ask at the Front Desk.

Learning Disabilities and Autistic Spectrum Condition

We offer relaxed hours on the first Friday of each month during the Summer Season between 2pm to 4pm.

A visual story is available to download as a pre-visit guide to what a typical visit should be like and what you will encounter.

We also have sensory floor plans, which will provide you with sensory information as well as the layout of our sites.

Carers Visit Free

Any disabled visitor can bring an essential carer with them free of charge, so just tell the Staff on the Front Desk.

Assistance Dogs

Assistance dogs are allowed into our sites

Toilets

We do not have a toilet in either the John Moore Museum or the Merchant's House but...there are loos not far away in the Abbey.

There is a DDA-compliant toilet on the ground floor of the Old Baptist Chapel

Contact us

We welcome any suggestions for ways we can improve our accessibility.

How to contact us

- By calling: 01684 297174 and speaking to a member of our team.
- By email: education@johnmooremuseum.org
- By speaking to a member of staff during the visit