



## **Access Statement**

The JORVIK Group's access mission statement is to deliver a welcoming and enjoyable environment at all of our attractions in order to enhance facilities and information for all visitors and staff through the provision of training, resources and facilities.

## **Introduction**

Richard III, the last Plantagenet King of England ruled for two years from 1483 to 1485. His short reign was marked by controversy, rebellion and challenges to his throne which led to his death at the Battle of Bosworth at 33 years of age.

Find out about Richard's early life as his brother, Edward IV struggled for the throne of England with Henry VI; see arms and armour from his reign and enjoy multimedia presentations about the key battles of the Wars of the Roses.

Children can get involved in our special medieval camp featuring the gruesome bits Richard's history provided by 'Horrible Histories' author, Terry Deary.

## **Booking your visit**

Our Reservations team can be contacted on 01904 615505 and would be happy to answer any questions you may have about your visit. They can also book you into one of our attractions.

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## **Getting to Monk bar**

### **By car**

The nearest car park to Monk Bar is the Monk Bar car park, just a five minute walk away. Or use the Park and Ride facilities available on the outskirts of the city centre that offer free parking. The nearest bus stop is situated on Monkgate (outside the job centre), a 5 minute walk away. More information on the York Park and Ride service is available at [www.itravelyork.info](http://www.itravelyork.info).

## **By bus**

Several bus services connect through York, making stops in the city centre. Visit the [www.itravelyork.info](http://www.itravelyork.info) website for more information.

## **By train**

York is on the East Coast main line between London and Scotland. It takes less than two hours to get to York from London. Trains run every half an hour, with at least 25 direct trains each week day.

Direct rail services also run to York from many of the UK's main regional centres. York can be reached easily from all the following centres: Edinburgh, Glasgow, Birmingham, Bristol, Leeds, Manchester, Newcastle, Nottingham and Liverpool.

There are direct trains to and from Manchester International Airport and trains run every hour during the day.

Information on train times and prices is available by telephone from within the UK on 08457 48 49 50 or at the following websites:

- [www.nationalrail.co.uk](http://www.nationalrail.co.uk)  
- for the rail timetable and national news
- [www.eurostar.com](http://www.eurostar.com)  
- timetables and fares for Eurostar travellers
- [www.tpexpress.co.uk](http://www.tpexpress.co.uk)

**Closest drop off point by taxi/car – Gillygate**

## **Admissions area**

Our admissions area is set off the street and up on the walls. Access is up uneven stone steps.

## **Ticketing**

There is no admissions charge for carers.

Max card holders are entitled to free admission.

## **Visitor information**

### **Visitors with autism**

We do not generally get queues at Monk Bar. Should this be the case on your arrival then you should make your way to the front and a member of staff will let you in to pay.

Monk bar tends to be a quiet attraction, however if you do need to leave for any reason then you can. Your ticket is valid for 12 months and you can return at anytime.

Monk bar operates a sticker system for visitors with autism should you wish to participate. If you are wearing a red sticker it shows you do not wish to be approached, a yellow sticker means you would like staff to answer questions when asked, green or no sticker means you are happy to be approached and spoken to. Please request one of these at admissions if this will benefit your visit.

## **Visitors with visual impairment**

Braille guides are available at our admissions desk upon request.

You may find volunteers to enhance your visit.

You may also find one of our volunteers with a handling collection to bring the artefacts to life.

The steps are quite steep and narrow and the building is quite dark so please take care when moving throughout the museum.

## **Visitors with hearing impairment**

The museum is self guided with things to look at, read or touch. A guide book is available to buy at the admissions desk. We currently have no extra provisions.

## **Wheelchair and pushchair Access**

Monk bar has no wheelchair or pushchair access due to its location and nature of the building. Pushchairs can be stored in the shop.

## **Toilets**

There are no toilets at Monk bar. The closest public toilets are located at Union terrace car park.

## **Baby changing and other facilities**

There are no baby changing facilities at Monk bar. Breast feeding is welcome and there are benches on the top floor.

## **Our staff**

All our staff have undertaken Welcome All training provided in house and accredited by Welcome to Excellence.

Richard III Experience is in partnership with the Blue Assist scheme which provides support to people with a whole range of disabilities. Our staff have been trained to recognise the cards and phone app. Should you need to use this please present your card or phone app to a member of staff.

## **Future plans**

- To focus on adults and children's learning resources to improve accessibility in this area.

## **Contact information**

The JORVIK Group's aim is to continually improve our facilities. If you have any feedback on how we could improve our access offer then please email us at [access@yorkat.co.uk](mailto:access@yorkat.co.uk).