

# Accessibility Guide for Robert Burns Ellisland Museum & Farm

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## Welcome

Our visitor attraction is on the A76, 8 miles from Dumfries heading North.

Whether you take a tour, visit our shop, walk around our grounds, or enjoy an event here, we guarantee a sensational experience.

We are partially accessible for wheelchair users and can cater for anyone with other specific access requirements.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

## At a Glance



### Level Access

- There is level access from the main entrance to:
  - Historic Kitchen
  - Byres
  - Stable
  - Accessible toilets



### Hearing

- We do not have a hearing loop in any public areas.

- None of our staff are trained in BSL.



### Visual

- Some parts of the venue have low lighting.
- We have a video that is mostly audio-based that explains Burns' life at Ellisland.
- Most of our information signs are not accessible for someone with a visually impairment.
- We offer tours with a tour guide that can be adapted for someone with a visual impairment.



### General

- We have a complimentary ticket policy for personal assistants and carers.
- All staff have disability awareness training.

## Getting here

Robert Burns Ellisland Museum & Farm  
Holywood Rd  
Nr Auldgirth  
Dumfries  
Dumfries and Galloway  
DG2 0RP



### Travel by public transport

- You can get to the museum by bus
- The nearest bus stop is on the A76 at the end of the road to the museum. It is a 0.2 mile walk from the bus stop to the museum.



### Travel by taxi

- You can get a taxi with Woodgrove taxi by calling 07721309537. The taxi company has a wheelchair accessible vehicle.
- Accessible taxis should be booked in advance.



### Parking

- There is parking available at the front of the museum in a 5-vehicle tarred carpark and additional parking in the signposted overflow carpark which is in a grass field slightly closer to the museum. The surface from the car park to the entrance of the museum is a mix of both road and cobbles.
- There is no lighting in the car park.

## Arrival



### Path to main entrance

- From the front gate to reception the ground has uneven cobbles.



### Main entrance

- The main entrance has level access.
- The door is 900mm wide.
- The main door is a standard hinged door.
- The hallway to the reception desk in the shop has 2 steps, width 940mm. However, there is a portable ramp that can be used for wheelchair access. The floor is made of sandstone in the vestibule and wood in the walkway.
- The hallway has 1 doorframe of width 800mm.



Our main entrance



Entrance hallway

## Getting around inside

### Visual Impairment - General Information

- Some parts of the museum have low lighting.
- Some doorframes are shorter than standard and may require taller people to duck.



Rooms with low lighting



The low doorframe





## Ticket/ information desk

### Ticketing area

- From the main entrance to the shop, there is 2 steps, with a removable ramp. The route is 800mm wide, or more.
- There is no desk and staff stand to supply tickets and map.
- There are chairs in this area.
- The area is well lit by ceiling lights and large window.
- There is a complimentary ticket policy for carers.
- There is no hearing loop at till points. If required, assistance can be given through the use pens and pads or paper.

### Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have display information in video with audio and display boards

### The tour

- From the main entrance to the granary there is 2 steps to return outside out the entrance door and a ramp up to the granary.
- The ramp is 1260mm wide.
- Display information is accessible for wheelchair users.
- There are seats.
- The video does not have subtitles.
- The tour is then taken back into the main farmhouse building to look at the historic kitchen and spence.
- The spence is up the 2 previously mentioned steps and down a hallway with the width 970mm. The spence doorway is 820mm wide.
- The historic kitchen is level access to outside with a doorway width of 820mm.



Entrance to the granary



Hallway to the spence

## **Public toilet**

### **Accessible Toilet**

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is a ramp. The toilet doors are 900mm wide.
- There are horizontal grab rails located to the left of the toilet.



Accessible Public Toilet

## **Shop**

### **The Shop**

- From the main entrance to the shop, there is 2 steps. The door is 860mm wide.
- The route through the shop is 800mm wide, or more.

- The flooring within the shop is wood.
- Merchandise is displayed on shelves up to a height of 1880mm. Staff are available to help customers who require assistance to navigate between fixtures throughout the shop.



Shop interior

## Customer care support

### Accessibility equipment

- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.
- The nearest toilet area for assistance dogs is in the grass patch outside the main entrance.

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all customers inside the museum will be led to safety by a member of the team or by a member of the fire brigade.

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Guide last updated: 28 April 2023