

Accessibility Guide for Coldstream Museum



Coldstream Museum,
12, Market Square, Coldstream, TD12 4BD

Telephone: 01890 882630

Email: museums@liveborders1.org.uk

This access guide aims to accurately describe the facilities and services that we offer all our visitors.

Contents

Section 1 – Welcome	3
Section 2 - Accessibility at a Glance	4
Section 3 - Getting to the Museum	6
Section 4 - Arrival at the Museum	9
Section 5 - Exhibition Areas	13
Section 6 – Shop	18
Section 7 – Courtyard	19
Section 8 – Toilets	21
Section 9 – Emergency Evacuation	23

Section 1: Welcome

Our visitor attraction is located in the Berwickshire town of Coldstream in Scotland. A small museum dedicated to the town of Coldstream; with loan items from the Coldstream Guards and a Courtyard Gallery housing a programme of temporary exhibitions. The museum was refurbished in 1994.

It is suitable for families and anyone looking for a great day out.

We are fully accessible for wheelchair users and can cater for other specific access requirements.

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

Entry is free to all.

Section 2: Accessibility at a Glance

Access



There is level access from the main entrance to all exhibition areas.

Access from the road to the museum is via a dropped kerb and there is a slight incline.

The museum is located on the ground floor.

Accessible Toilets



We have one visitor toilet, it is an accessible toilet, with baby changing facilities. Toilets have manual doors, assistive handles, no alarm.

Visual information



The visual experience is enhanced by our large print photography, montaged directly on to our wall spaces.

Information boards are presented at an accessible height and in large print.

Assistance Dogs



We welcome registered assistance dogs and can provide water bowls for them. Please ask staff for assistance.

The museum is close to the river for dog walks.

The nearest dustbin for disposal is sited within the museum.

Parking



There are parking spaces on the road outside the museum.

Section 3: Getting to the Museum

Address

Coldstream Museum

12 Market Square

Coldstream

TD12 4BD

Travel by Public Transport

You can get to the museum by train and bus.

The nearest bus stop is by the Besom Inn, 75-77 High Street Coldstream, TD12 4AE. 0.2 miles / 0.32 km from Coldstream Museum.

The Number 67 bus runs from Berwick (Golden Square) to Coldstream (Co-op on the High Street) taking 34 minutes.

The Number 67 bus runs from Kelso Woodmarket to Coldstream (Co-op on the High Street) taking 17 minutes.

The nearest train station is Berwick railway station 15.2 miles / 24.5 km from Coldstream Museum.

Travel by Taxi

You can get a taxi with Woody's Taxis in Berwick by calling 01289 547 009 or 1st Cab in Berwick by calling 01289 545 007 / 07922 996533.

Accessible taxis should be booked in advance.

Travel by Car

There is a drop off point near the main entrance.



There is a dropped kerb directly outside the museum entrance.

On street, free parking is available directly in front of Coldstream Museum.

Free parking opportunities continue in the Market Square a short, level walk away.



Bicycles can be left in the courtyard.

Section 4: Arrival at the Museum

Path to Main Entrance

The surface from the road to the venue via a paved street and a cobblestone courtyard, with a slight incline.



The pedestrian access to the museum is through a 2-metre-wide gateway.

Limited on street lighting will illuminate the entrance at the appropriate time of day.



Walk from the gate to the reception desk

Main Entrance Door

The main entrance has level access through a 900mm wide door which is opened manually.

Welcome Desk



From the main entrance to the desk, there is level access.

The reception desk is 750mm high.

The floor is level and covered with a combination of vinyl, stone and carpeting.

The area is well and evenly lit by ceiling lighting.

Entry is free to all.



Section 5: Exhibition Areas

Coldstream Guards

The museum exhibitions are all on the ground floor with level access to all areas.



This exhibition area tells the story of the Coldstream Guards from 1650 to the present day.

Access from the reception desk to the beginning of our exhibition story is 1470mm wide.



This area is populated with large wall photographs, large print information boards and accessible height display cases.

Seating available and movable.



Between the rooms is an arch 700mm wide.



The Town of Coldstream



This area carpeted.

Seating is movable, so arrangements can be made to meet individual needs in advance or on the day of visit.

Courtyard Gallery



The Courtyard Gallery displays artwork on the walls and in cabinets.

The low cabinets are 900-1000mm high with glass side panels, these are in the centre of the room and sometimes against the walls.

Section 6: Shop

Have a browse in our shop, which is situated near the Welcome desk.



Access to the shop is 900mm wide.

We accept card and cash payments.

Choose from our range of giftware, From mugs and teddies to beautiful books, fridge magnets and stationery.

Our Museum Staff will be happy to help.

Section 7: Courtyard



Our spacious courtyard area contains a fountain once situated in the Market Square.

We have a bench for you to sit upon and a picnic table and benches in the sheltered courtyard area.

You are welcome to bring your dog into this area.

We welcome bicycles into the courtyard.

The courtyard contains a waste bin.

The Toilets are accessible from the Courtyard.

Section 8: Toilets

We have one unisex accessible toilet, with baby changing facilities. This toilet has a manual door.



Our toilet has level access and is located in the courtyard area 4m from the entrance door into the museum.

The outer door is 880mm wide, the internal door is 930mm.

The toilet has 1700x1200mm maneuvering space, there are two grab rails at either side of the toilet.

The toilet seat is 480mm high.

Section 9: Emergency Evacuation Procedures

We have emergency evacuation procedures for disabled visitors.

In the case of an emergency, all customers inside the attraction will be led to safety by a member of the team or by a member of the fire brigade.

There is a fire escape door in the Courtyard Gallery.

In the event of an emergency evacuation, all visitors must follow the signage to their nearest fire exit.