



Museum of Dartmoor Life

Accessibility Guide for Museum of Dartmoor Life

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Welcome

The Museum of Dartmoor Life is a gateway to the rich history of Dartmoor. Situated in a cobbled courtyard in Okehampton, the museum exhibits a vast collection of objects spanning 5,000 years of life on Dartmoor from the Bronze Age through to the mid-20th Century. We also provide The Visitor Information Point for Okehampton.

Watch the video: [The Museum of Dartmoor Life](#)

At a Glance

Level Access

- There is level access from the main entrance to:
 - Second Floor
 - First Floor
 - Ground Floor
 - Museum Entrance
 - Courtyard Toilet
 - Entrance Shop
 - Tourist Information
 - Courtyard

Hearing

- Some staff have disability awareness training.

Visual

- Glass doors have contrast markings.
- Some parts of the venue have low lighting.
- We have display information in braille and large print.
- We have information in braille and large print.

General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

Getting here

Museum Courtyard
3 West Street
Okehampton
EX20 1HQ

Travel by public transport

- You can get to Museum of Dartmoor Life by bus and train.
- There are two bus stops close to the museum (both less than 3 minutes walk) one in West Street and the other in Fore Street. The bus stop is 0.3 miles / 0.5 km from Museum of Dartmoor Life.
- The nearest train station is Okehampton Train Station. The train station is 0.7 miles / 1.1 km from Museum of Dartmoor Life.

Travel by taxi

- You can get a taxi with OKE Taxi by calling 01837 52421. The taxi company has a wheelchair accessible vehicle.

- You can get a taxi with Dartmoor Taxis by calling 07854 579973. The taxi company has a wheelchair accessible vehicle.

Parking

- We have a car park. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access. The route is 840mm wide, or more.
- The museum has a small carpark for use by visitors or for dropping off if it is full. There are several other pay for carparks very nearby at Simmons Park, Mill Road and Waitrose. The access from our carpark is level but we do have a cobbled courtyard and ground floor to the museum, so access is a little bumpy for wheelchairs and care must be taken when walking. There is a narrow passageway from the carpark to the Museum entrance but wheelchairs and trampers are able to pass through.



Museum Car Park



Passageway from Museum Car Park



Gateway at End of Passageway by Museum Entrance

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 2400mm wide, or more.

Main entrance

- The main entrance has level access.
- The door is 1120mm wide.
- The main door is side hung and manual.



Museum Entrance



Museum Entrance

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors.
- Some parts of the venue have low lighting.



All Museum Stairs have white strips to highlight the edges of the steps.

Lift

- We have 1 lift.
- You can get a lift to all floors.

Museum Lift

- The lift is a platform lift.
- The lift door is 920mm wide.
- The lift is 970mm wide. The lift is 1470mm deep.
- The lift shows the floor number, at each floor.
- The platform lift starts on the ground floor and takes passengers to floors 1 and 2, enabling full access to the museum. The floor numbers are indented not raised but

can be felt. The lift does not speak the floors, but makes a clunk sound when it has arrived. There is enough room for a very large wheelchair and another passenger, but we limit it to two passengers at a time.



Museum Platform Lift



Museum Lift Controls



Entrance to Lift



Ticket/ information desk

Museum Entrance

- From the main entrance to the desk, there is level access. The route is 980mm wide, or more.
- The door is 980mm wide, or more.
- The desk has a low section.



Museum Welcome Desk

Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have display information in: braille and large print.
- We have a designated quiet space.

Second Floor

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1070mm wide, or more. The door is 920mm wide.
- Some display information is low, for wheelchair users. There are seats.



Second Floor Access



Second Floor Access



Second Floor Access



Second Floor Seating

First Floor

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 630mm wide, or more. The door is 850mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Videos have subtitles.
- The narrowest point can be avoided, if necessary, as there are two routes that can be taken.



First Floor Access



First Floor Access



Access to Exhibition Room First Floor



First Floor Exhibition Room

Ground Floor

- From the main entrance to this area, there is level access. The route is 780mm wide, or more. The door is 830mm wide.
- Some display information is low, for wheelchair users. There are seats.
- The floor is an historic cobbled floor so is uneven and care must be taken. There is a blacksmiths shop which has sound effects of hammering and bellows blowing. This is not very loud and can be switched off if requested. The lift to the other floors can be found on this floor.



Ground Floor Access



Ground Floor Access



Ground Floor Access



Ground Floor Access



Ground Floor Access



Ground Floor Access

 [Public toilet](#)

[Courtyard Toilet](#)

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The direction of transfer onto the toilet is to the right.
- There is 400mm at the side of the toilet. There is 1250mm in front of the toilet. The toilet seat is 420mm high. The toilets have handrails.



Door to Courtyard Toilet



Courtyard Toilet

Shop

Entrance Shop

- From the main entrance to the shop, there is level access. The route is 1030mm wide, or more. The door is 1030mm wide.
- The route through the shop is 800mm wide, or more.
- Our shop is in the main entrance with the welcome desk.

Tourist Information

- From the main entrance to this area, there is level access. The route is 1080mm wide, or more.
- The door is 1080mm wide.
- The Tourist Information Room has a separate entrance from the courtyard. It contains local information leaflets and a secondhand book display.



Entrance to Tourist Information



Tourist Information Room

Getting around outside

Courtyard

- From the main entrance to this area, there is level access. The route is 2440mm wide, or more. The entrance is 2440mm wide.
- The Museum is set at the end of an historic cobbled courtyard so care must be taken when accessing. There is a cafe, not run by the Museum, with outdoor seating.



Entrance to Courtyard from West Street



Museum Courtyard

Customer care support

Accessibility equipment

- Braille Guide
Organised tours to cater for any needs.
- There is a grassy area behind the museum and also Simmons Park, a beautiful easy access area, is 400 metres away.
- You can hire mobility equipment from Valley Mobility Services Ltd by calling 01271 269259.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In an emergency the lift may not be used but the rear stairwell is a designated area for wheelchair users to be rescued from.

Customer care support

- Some staff have disability awareness training.
- We have information in braille and large print.
- We have other services for people with accessibility requirements.
- If pre-booked we can offer silent tours when all films are turned off or muted.
We can do tours for visually impaired people inviting them to touch and feel the collection and talking to them about the displays. Assistance dogs are welcomed.



Guide Dog at Museum

Guide last updated: 13 June 2023