



# Norwich Castle

## Accessibility text map of Norwich Castle Museum & Art Gallery

### Outside the museum and main entrance

- There is an external lift outside the museum near Castle Meadow (opposite the steps). The lift goes to the top of the mound only. From the lift entrance, go right to reach the Castle entrance.
- The external lift has a hard floor which can be slippery in wet weather. There is a mirror in the lift. A female voice gives lift directions (e.g., 'doors opening'). You'll exit the lift at the opposite side to the one you entered.
- You can also take the steps or slopes through Castle Gardens to the Castle. The last part of the journey is a footbridge.
- There is **no parking** at the museum, but you can drive up in a car or minibus to drop off visitors with access needs.
- The ground outside the museum includes stone and gravel. The path is uneven in places, and there may be puddles when it rains.

### Main entrance (temporary)

- From the footbridge/lift, walk around the Castle a short distance to the right. The entrance is opposite the bin store (there isn't usually any smell from the bins).
- Four steps down, no handrail. Non-slip patches on steps.
- For visitors with access needs, a step-free entrance via a sloped corridor is a few metres away (to the left as you look at the entrance from the outside).
- Wheelchairs available to borrow on first-come, first-served basis – ask staff member at entrance.
- Can be crowded at the entrance – if this is an issue, we recommend not arriving at 10-10.30am or 2-2.15pm or on the hour. This is also the entrance for school groups and wedding parties.
- Laminate flooring.
- There will be a member of staff at the entrance to greet you. If you have pre-booked, they'll ask for your name to check your booking. If you haven't pre-booked, they'll direct you to the ticket desk.
- **Please note:** from the entrance, you must pass through either the Natural History Gallery or the Bird Gallery/Ted Ellis Norfolk Wildlife Gallery to reach the main museum.

# General

## Announcements

Announcements are usually made over the public address system at five minutes before closing daily. There may be other announcements (e.g., visitor information, tours). These are louder in certain areas, including the first floor toilets.

## Lift access

Inside the museum, there is a lift to the first floor. The lift is next to the café on the ground floor, and next to the toilet entrance on the first floor. It has a hard, shiny floor with sparkly flecks in it. A female voice gives lift directions (e.g., 'doors opening'). You'll exit the lift at the opposite side to the one you entered.

## Costumed staff members

You may see members of staff wearing historical costume, especially on school days between 10am and 2pm.

## Temperature

The museum can be hot in summer (excluding the Special Exhibitions Gallery).

# Ground floor

## Bird Gallery

- Enter via main entrance or Ted Ellis Norfolk Wildlife Gallery.
- Mosaic/tile floor.
- The main ticket desk is located here, so there can be queues/more noise.
- No video or audio.
- Natural and artificial light.
- Taxidermy birds.

## Ted Ellis Norfolk Wildlife gallery

- Enter via Bird Gallery or Rotunda.
- Wooden floor.
- Low light.
- Bird call sounds (not controllable by visitors)
- Interactives: button-operated bird calls (separate from above bird call sounds)
- Dioramas of nature scenes with taxidermy birds.

## Natural History Gallery (inc. corridor between Bird Gallery and main gallery)

- Enter via main entrance, Rotunda, Timothy Gurney Gallery (stairs) or Decorative Arts and the Wider World Gallery.
- Mosaic/tile floor, some metal grilles in floor.
- Includes taxidermy animals, fishes and birds, as well as skulls (including of human/human ancestors), bones and eggs. Some are full body taxidermy (including a polar bear) and some are partial. There are a number of mounted animal heads. There are also small glass artworks of realistic sea creatures near the main entrance.
- Tiger roaring sound when you pass by tiger case.
- Staff door (near tiger case) can close loudly.
- Several photo slideshows at bottom of stairs – no sound.

- Music from installation in Britannia exhibition in Timothy Gurney Gallery can be heard.

### **Rotunda including popup café and shop**

- Enter via Ted Ellis Norfolk Wildlife Gallery, Natural History Gallery, Colman: British Masters Gallery, Colman: Landscape and Nature Gallery. Boudica & the Romans Gallery or special exhibition gallery.
- Café – food smells and people eating. Noise from fridges.
- Daylight plus artificial light.
- Videos running by hoarding – has low sound. Not controllable by visitors.
- Tall video screen by Rotunda desk. No sound. Not controllable by visitors.
- Heavy wooden furniture – can be loud when moved.
- Varying temperature.
- Wooden flooring (some stone/laminate areas).
- Can be very noisy, especially at lunchtime.
- Prison display case – includes two deaths heads and punishment objects; has video which is not controllable.
- Norman the Knight interactive and penny-squashing machine – can be loud/sudden sound when activated.
- Fake plant wall.
- During termtime, the area is usually busy with school children 10-10.30am, 11.45am-12.30pm and 2-2.10pm, plus times when school groups swap between activities.

### **Boudica and the Romans**

Enter via Rotunda (Boudica section first) or East Anglian Painters (Roman section first).

#### **Boudica section (first area when entering gallery from Rotunda):**

- Video at entrance to gallery (merging images of Boudica) – not controllable by visitors, currently no sound.
- Entrance via hut-themed area.
- Carpeted floor.
- Spotlights throughout gallery.
- Low light throughout; very low light in hut entrance area and Snettisham Hoard displays.
- Mannequins – some full, some partial.
- Full-size diorama.
- Chariot ride interactive with video, currently no sound. Children can ‘ride’ chariot, but it doesn’t move. Video is simulation of a chariot ride and includes people in costume as Roman soldiers and Iceni tribe members, scenes of fights and people in distress.
- Paper and pencil interactive.
- Toy roundhouse interactive.
- Animated video about Boudica in central area – runs on loop, not controllable. Contains depictions of violence (including decapitation), battle, distress and death.

#### **Roman section (back area when entering gallery from Rotunda):**

- Laminate tile-effect and mosaic-effect floor.
- Venta Icenorum and Gayton videos (currently out of order).
- Mirror with clothes to try on.

### **East Anglian Painters Gallery**

- Enter via Boudica & the Romans Gallery or Victorian Art Gallery.
- Wooden floor.

- Bust of an artist's head.
- Fire exit (for emergency evacuations only).
- Doors closing between galleries can be loud.

### **Victorian Art Gallery**

- Enter via East Anglian Painters Gallery, English Country House Gallery or Colman: Landscape & Nature Gallery.
- Wooden floor.
- Marble sculpture of two reclining young children, approximately life-size.
- Doors closing between galleries can be loud.

### **English Country House Gallery**

- Enter via Victorian Art Gallery, Colman: Landscape & Nature Gallery or Painting and Collecting in Northern Europe Gallery.
- Wooden floor.
- Large labels available for marble tabletop only.
- Marble sculpture of a life-size naked man with dog.
- Bust of man's head and shoulders.
- Doors closing between galleries can be loud.

### **Painting and Collecting in Northern Europe Gallery**

- Wooden floor.
- Opens onto atrium with women's Victorian toilet.
- Doors closing between galleries can be loud.

### **Colman: Landscape and Nature (Crome)**

- Enter via Rotunda or Victorian Art Gallery/English Country House Gallery.
- In regular use for wedding ceremonies (excluding Mondays).
- Wooden floor.
- Video with sound at entrance to gallery – not controllable by visitors.
- Touchscreen interactive – no sound.
- Wooden interactive – can be noisy.
- Gallery includes a number of still life paintings, which include images of dead animals. These are on the right-hand side as you enter the gallery from the Rotunda.

### **Colman: British Masters (Cotman)**

- Enter via Rotunda or Colman Project Space/The Arts of Living Gallery.
- Video in opening area of gallery – sound on low, not controllable by visitors.
- Wooden floor.
- Interactives: artist's work box.
- Generally in daily use by school groups 10am until 2pm during termtime. The gallery is still open to visitors but will be busier and noisier when school groups are working.

### **Colman Project Space – current exhibition: Daniel & Clara: The Lost Estate**

- Exhibition area between Colman: British Masters Gallery and The Arts of Living Gallery.
- Wooden floor.
- Red walls.
- Includes large image of dead bird.

### **Colman Watercolour Gallery – current exhibition: Where Land and Water Meet**

- Enter via Colman: British Masters Gallery or Colman Project Space. Horseshoe-shaped gallery around Colman: British Masters.
- Wooden floor.

### **Special Exhibitions Gallery - current exhibition: Norwich Works: The Industrial Photography of Walter and Rita Nurnberg (21 October 2023 – 14 April 2024)**

- Enter via Rotunda, Teapot Gallery or Painting and Collecting in Northern Europe Gallery.
- Two sets of doors from Rotunda (one heavy glass). Both open both ways.
- Side doors closing between galleries can be noisy; one-way opening.
- Wooden floor with several large metal grilles.
- Air-conditioned – usually cooler than rest of museum.
- Large text labels available. Most exhibition text is relatively small.
- Seating available in each room (soft bench, bean bags, hard chairs).
- A noticeably different smell than the rest of the museum (see AV and interactives).
- AV and interactives:
  - TV in main room, no sound, black and white
  - Large video screen in partially walled-off area in main room, no sound, black and white
  - Interactive stations (two in main room, one in central back room) with smell, touch and listen components. The sound from the listen section can be heard faintly but otherwise only via an individual headphone. The smell sections mean that the gallery smells different to the rest of the museum.
  - Large video screen in left-hand back room. Sound can be heard throughout the exhibition.
  - Light interactive in right-hand back room – uses three standing lamps which can be bright.

### **Teapot Gallery**

- Enter via The Arts of Living Gallery or special exhibition gallery.
- Carpeted floor.
- Low light.
- Off gallery is brighter atrium leading to Victorian men's toilets and fire exit (emergency evacuation only).

### **The Arts of Living Gallery (including Ancient Egypt displays)**

- Enter via Colman Project Space, Teapots or Decorative Arts and the Wider World galleries.
- Tile floor.
- Ancient Egypt displays include a mummified person in sarcophagus (body is not visible, but there are X-rays), as well as mummified cat, crocodile and falcon.
- Mirror near the entrance to Natural History Gallery.
- Heavy metal drawers (some openable).
- Interactives: colouring sheets with pencils; lift-up metal plates (could be loud when closed); touchable texture interactives; moving plastic interactive; plastic costume pages; book interactive (could be loud if closed suddenly).

### **Decorative Arts and the Wider World Gallery**

- Enter via Natural History Gallery or The Arts of Living Gallery.
- Loud air filter in corner.
- Tile floor.

- Low light.
- Fire exit (for emergency evacuation only).
- The Singh Twins' piece Alternative A-Z of Empire includes images which visitors may find distressing (including racist acts, torture, execution, starvation).

## **First floor**

### **Rotunda balcony**

- Hot in summer.
- Open/close wooden regimental interactives noisy if slammed.
- Natural and artificial light.

### **Timothy Gurney Gallery – current exhibition: Holding Space**

- Enter via Rotunda balcony or staircase from Natural History Gallery (open entrance to stairs).
- Some artworks which some visitors may find disturbing, including sculpture of disembodied heads (to left of main door) and anatomy model.
- Two video screens, both using headphones (sound can be heard faintly when headphones aren't in use). One of the videos includes references to trauma, transphobia and sexual violence, and includes language which some may find offensive.
- Wooden floor.
- Medium light.
- Seating available.
- Warm.
- Sometimes the staff door in the gallery can shut loudly.

### **Royal Norfolk Regiment displays to right of stairs, outside Timothy Gurney Gallery**

- On Rotunda balcony.
- Open on balcony with a partial wall.
- Light is dimmer than the main balcony.
- Carpeted floor.
- Photo slideshows with no sound (not video).
- Noise/temperature depends on rest of Rotunda.

### **Royal Norfolk Regiment displays at top of stairs**

- On Rotunda balcony.
- Light/noise/temperature as main Rotunda.
- Touchscreen interactives.
- Carpeted floor.

### **Royal Norfolk Regiment displays to left of stairs**

- On Rotunda balcony.
- Open on balcony with a partial wall.
- Light is dimmer than the main balcony.
- Carpeted floor.
- Controllable audio interactive (can't be stopped once started). Can mostly be heard when under the audio dome, but audible in rest of area as well.

- Noise/temperature depends on rest of Rotunda.

### **Town Close Auditorium (Lecture Theatre)**

- Enter via Rotunda balcony.
- Carpeted.
- General lighting is medium, but there are spotlights at the front. Lighting can be adjusted by staff.
- Can be very noisy if building works are happening that day. Fire doors outside the auditorium can be noisy when closed.
- Air conditioned – usually colder than rest of museum.
- AV equipment may be in use – large screen at front, microphones, sound.

## **Toilets**

### **Ground floor Rotunda Changing Place**

- Access via corridor off Rotunda near café.
- Changing Place can be opened with a radar key. If you don't have a radar key, please ask a member of staff.
- Door is relatively heavy.
- Adult-size changing table with paper sheets and pull-screen. Height of table can be adjusted.
- Toilet with lever flush and hoist.
- Clothes hooks and chair.
- Hand towels and automatic hand dryer.
- Sink with lever tap. Height of sink can be adjusted.
- Gloves available.

### **Ground floor Rotunda men's toilets**

- Access via corridor off Rotunda near café.
- Motion-sensor lighting in toilets (no natural light).
- Soft laminate floor.
- Three urinals, one standard stall, one accessible stall
- Mirrors above sinks.
- Hand dryers and hand towels.

### **Ground floor Rotunda baby change**

- Access via corridor off Rotunda near café.
- Door is relatively heavy.
- Soft laminate floor.
- Baby change table.
- Sink with automatic tap.
- Hand dryer and hand towels.
- No toilet facilities in room.

### **Ground floor Rotunda accessible toilet**

- Access via corridor off Rotunda near café.
- Door is relatively heavy.
- Individual room.
- Motion sensor lighting.

- Soft laminate floor.
- Lever tap.
- Button flush (can be stiff).
- Automatic hand dryer.
- Sanitary bin.

### **Ground floor Victorian women's toilet**

- Enter via Painting and Collecting in Northern Europe Gallery (next to bridal entrance).
- Mosaic/tile floor.
- Fire exit (emergency evacuation only) in atrium.
- Doors which open in both directions.
- One standard stall and one accessible stall.
- Skylight – natural and artificial light.
- Tiled walls.
- Can be echo-y.
- One large mirror on wall and one full-length mirror in accessible stall.
- Two sinks in main toilet area, with manual taps. One sink in accessible stall with lever taps.
- Tap water can be very hot.
- Pull-chain flush in standard stall, lever flush in accessible stall.
- Sanitary bins in each stall.
- Baby change in accessible stall.
- Tampon/pad pay dispenser.

### **Ground floor Victorian men's toilets**

- Enter via Teapot gallery.
- Mosaic/tile floor.
- Tiled walls.
- Can be echo-y.
- Fire exit (emergency evacuation only) in atrium.
- One small mirror on wall and one full-length mirror in accessible stall.
- One standard stall and one accessible stall, two urinals.
- Pull-chain flush in standard stall, lever flush in accessible stall.
- Baby change facilities in accessible stall.

### **First floor Rotunda toilets**

- Access via corridor off Rotunda.
- Glass roof from lift to toilet corridor.
- Ramp with soft laminate floor.
- Motion-sensor lighting in corridor leading to toilets.
- Corridor has natural light from large window.

### **Women's toilets**

- Motion-sensor lighting in toilets (no natural light).
- Long mirror above sinks.
- Soft light in main toilets, but brighter overhead lights in toilet stalls.
- Button flushes (can be stiff).
- Automatic taps.
- Automatic hand dryer or paper towels.
- Three standard stalls and one accessible stall.
- Sanitary bins in each stall.



### Men's toilets

- Motion-sensor lighting in toilets (no natural light).
- Mirrors above sinks.
- Soft light in main toilets, but brighter overhead lights in toilet stalls.
- Button flushes (can be stiff).
- Automatic taps.
- Automatic hand dryers or paper towels.
- Two standard stalls, one accessible stall and three urinals.

### Accessible toilet

- Access via corridor off Rotunda.
- Door is relatively heavy.
- Individual room.
- Overhead light.
- Automatic hand dryer or paper towels.
- Baby change facilities.
- Mirror above taps.
- Manual lever tap.
- Button flush (can be stiff).

