



Norwich Castle

Accessibility text map of Norwich Castle Museum & Art Gallery

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General

Announcements

Announcements are usually made over the public address system a short while before closing every day. There may be other announcements (e.g., visitor information, tours). The announcements are louder in certain areas.

Wheelchair access

If you are a wheelchair-user, please collect an Ace card from the Rotunda information desk. This gives more details about our evacuation procedures and lets us know you’re in the building.

There is a limit of five wheelchair-users on the first floor and above. In an emergency evacuation:

- In the Keep, the lift will be operated by a member of staff. Wheelchair-users should go to the Keep lift and let the staff member know you’re there. The staff member will help you exit the building.
- In the main museum, the lifts will not operate. Wheelchair-users must either be able to transfer into an evac chair or wait at a refuge point.

These measures are to ensure we can safely evacuate the building in an emergency. The limit does not apply to you if you are able to exit the building without using your wheelchair in the event of an emergency.

There are wheelchairs available to borrow on a first-come, first-served basis – please ask a member of staff at the entrance.

Lift access: external lift, Percival Wing lift, Rotunda lift, Keep lift, battlements platform lift

- Outside the museum is a lift which goes from near Castle Meadow to the top of Castle Mound – see the ‘Outside the museum and main entrance’ section for more information.
- From the Percival wing (atrium), take the corridor on the right. There are raised dots on the floor into the lift lobby. In the corridor, there are stairs to the right and a lift in the lobby on the left. This lift takes you up to the restaurant and to the floor above, where the accessible toilet is. The lift lobby has a stone floor with a small wooden ramp. The lift has a lino-style floor. There is a chime sound and a female voice gives lift directions (e.g., ‘doors opening’).
- In the Rotunda, there is a lift to the first floor. The lift is next to the popup 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.
- These lifts will not operate in the event of an emergency. There are refuge points for wheelchair-users in the stairwell in the Percival – these are marked with green signs.
- Inside the Keep, there is a lift from the basement to just below the battlements. There is a platform lift from the top floor to the battlements themselves. The Keep lift will be operated by a member of staff in an emergency evacuation.
- The Keep lift has a wooden floor and black metal and glass walls. It has spotlights. The glass door may make a creaking noise. A female voice gives lift directions (e.g. ‘doors opening’). The outside of the lift is made from decorative metal with lots of small cutouts.
- The platform lift is operated by museum staff – please use the call button. The lift is opened by a button on the wall a little way back from the lift. The lift door is glass and opens outwards. In the lift, there are push-button controls. The lift is open to the outside at the top. The floor is metal with raised anti-slip lines.

Hearing loop

There is a portable hearing loop available in the museum. Please ask at the front desk if you need assistance.

Costumed staff members

You may see members of staff wearing historical costume, especially on school days between 10am and 2pm and in school holidays between 10am and 3pm.

Temperature and smell

- The museum can be hot in summer (excluding the Norwich Union Special Exhibitions Gallery).
- In the Rotunda, Natural History galleries and Timothy Gurney Gallery, there is sometimes a strong smell of drains from the building’s Victorian plumbing.

Outside the museum

- 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, the main entrance is just ahead of you.
- 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 are two Blue Badge parking spaces at the museum – these are first-come, first-served. You can also drive up in a car or minibus only 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.
- The assembly point in case of an emergency evacuation is at the bottom of the footbridge, towards the grassy area.

Main entrance, shop and café (also called the Percival Wing)

- From the footbridge/lift, the main entrance is just ahead of you. The entrance is level access.
- Automatic sliding doors.
- Air-conditioning unit near the front doors.
- Inside the museum, come into the atrium. Directly above is a large circular light. Beyond is the main area, which has a high glass roof. It is light and airy but can be echo-y if the space is busy.
- The ticket desk, with one lower access desk, is on the left, and the shop is on the right. There is also a corridor to the right – this corridor leads to the lift/stairs which go to the first-floor restaurant.
- Can be crowded at the entrance – if this is an issue, we recommend not arriving at 10-10.30am, 2-2.15pm or at 4pm.
- There will be a member of staff at the ticket desk. If you have pre-booked, they'll check your booking. If you haven't pre-booked, you can buy a ticket here.
- The fire curtain is located near the ticket desk. Please do not block the fire curtain sensor for more than five minutes or an alarm may sound.
- There is one toilet in the Percival Wing, on the second floor – see Toilets section for more information.
- There are wheelchairs available to borrow on first-come, first-served basis – ask staff member at entrance.
- Marble-style hard flooring.
- One wall of the atrium is also the Castle Keep wall
- Noise and food smells from restaurant above, which opens over the atrium area.
- There is a small side room near the ticket desk – this room is not currently open to the public.
- To enter the Keep, scan the QR code on your ticket to open the barriers on the left of the ticket desk, and then go up the stairs. For step-free access to the Keep, take the Percival lift to the third floor and then go across the glass bridge to the Keep.
- To enter the main museum, use your ticket to open the barriers to the right of the ticket desk, and go down the ramp to the Rotunda. The ramp has wooden handrails and lino-style floor.

Shop (Percival Wing)

- You can use the shop without buying a ticket to the museum.
- The shop is open-plan within the atrium. It has a low ceiling.
- Mix of natural and artificial lighting, as well as shelf lighting.
- Sound from air-conditioning unit.

Cloakroom (Percival Wing)

- Enter via main Percival atrium (on the left just before the ticket barriers).
- Slight slope between Percival floor and cloakroom floor. The entrance is beside the ticket barriers and is narrow – may be harder to navigate in a wheelchair.
- Carpeted floor.
- Painted stone walls.
- Stone steps to staff-only area.
- Small arched windows looking through to Percival.
- Small lockers which can be operated with £1 coins. Please note that the £1 is not returnable. The lockers will fit smaller bags but not luggage.

Corridor and stairwell (Percival Wing)

- Ground floor: stone mosaic-style floor, no natural light
- Ground floor lift lobby – wooden doors to lobby, stone floor, wooden ramp (see Lift access for more information about the lift itself)
- Stairs are wooden with wood handrail.
- There is a large circular light above as you enter the corridor.
- First floor stairwell – wooden floor, wood and glass doors.
- Second floor stairwell – laminate floor. The accessible toilet is on this floor, as is the Clore Learning Centre (the Clore Learning Centre is not open to the general public).
- There is a bridge from the Percival Wing to the principal floor of the Keep. Take the stairs or lift to the third floor and follow the corridor around to reach the bridge. For more information see the 'Glass bridge from Percival Wing' section in 'The Castle Keep, including battlements'.

Café (Percival Wing)

- Located on the first floor – take the stairs or lift from the Percival Wing, or enter via the Rotunda balcony (through ticket barrier).
- You can visit the restaurant without buying a ticket to the museum. If you don't have a ticket you can only exit via the Percival, not the Rotunda.
- Accessible cutlery is available – please ask staff at the servery.
- Laminate floor.
- Can be noisy and echo-y from food service and visitors. There is also noise from air-conditioning units and fridge.
- Food smells.
- Usually cool temperature.
- Bright and airy but low ceiling.
- The restaurant looks out onto the ticket desk area.

The Castle Keep, including battlements

For the Keep lift, see the Lift access section in 'General'.

Entry and steps

- From the ticket desk in the Percival Wing, access via ticket barriers. The barriers will beep if you stand close to them – please stand back slightly to scan your ticket. If you have a visual impairment, please ask a member of staff to scan your ticket.
- Tile/mosaic floor.
- Bright overhead light
- Stone steps to first and second floor. First set of steps has rubber/wooden edging and the second set of steps has no edging – little contrast between steps. Metal banister.
- Skylight with natural light.
- Sounds of people talking play in the stairwell.

Bigod Tower

- Floor 3. Enter via the steps from the entrance or the Great Hall. The steps from the entrance are steep and the handrail does not go all the way to the top. If you would rather avoid this, please see alternate routes to the Great Hall, and enter the Bigod Tower from the Great Hall.
- Flagstones with some uneven areas.
- Dark walls with large windows to the outside – mostly natural light.
- Stone seating.
- Large wooden door to the Great Hall. If this is closed, then a short projection show is in progress in the Great Hall. The door will be reopened by staff afterwards (5-6 minutes).

Glass bridge from Percival Wing

- Glass on three sides – overlooking Keep wall, ticket desk, roofs of museum galleries, Clore Learning Space, city centre.
- Wooden floor with light strips.
- Wooden handrail.
- Percival end: laminate-style floor. Door to main Percival lift/stairwell. For the Percival lift, see 'Lift access' in the 'General' section. May be cooking smells from kitchen.
- Keep end: from third floor of Percival, take the glass bridge and then enter the vestibule corridor which leads to the principal floor of the Keep. There is a tactile relief map in this corridor, with Braille description.

Keep principal floor: Great Hall, including 'kitchen' and garderobes

- Floor 3. Access via Bigod Tower, principal floor corridors, Chapel or King's Chamber.
- Even wooden floor with some round metal grilles which are not completely flush with the floor.
- Some bright spotlights.
- Heavy red curtains can partition off the kitchen area.
- Sounds of everyday life in the Castle – e.g. cooking, low voices.
- Wooden benches to sit on.
- Heavy wooden chests – opened by staff only.
- Interactives: costumes to try on, table-setting (metal, plastic and wooden settings), thrones to sit on.
- Information boards: painted images of people with realistic faces and more cartoon-style bodies. Near to life-size.
- Thrones on low platform with ramp access for wheelchair-users. The platform is wooden with patterned edging, and is 10cm higher than floor level.
- Immersive audiovisual projections, several times a day: there will be announcements before the projections begin. The lights will go off and doors will be closed (you can

still go in and out). Animated images, including flashing lights and strobe lighting, are projected on three seven-metre-high walls, and medieval-style music and sound effects will play. One projection covers medieval Norwich and its trades. The other tells the story of the early years of the Castle, and includes some images of violence, peril and death (non-gory animation). The projections can be seen/heard from the mezzanine, and can be heard from the other rooms on the principal floor.

- Other projections: simple shadow-style projections of people, a cat and rats moving across high narrow arches on the wall which has the Bigod Tower entrance.
- Kitchen area: glass floor above unfinished staircase in corner. Dappled lighting for fire effect in corner.
- Floor becomes stone flagstones towards the kitchen area.
- Garderobes (medieval toilets): stone floor and walls. Entrance up a step. The entrance way is narrow and low. Inside the garderobes the corridor is narrow with some low doorways. It is not a throughway. Some windows to outside, so some natural light. Not wheelchair-accessible.

Keep principal floor: King's Chamber

- Floor 3. Access via Great Hall, Chapel or principal floor corridor.
- Even wooden floor.
- Wooden table, wooden/leather chairs, wooden bedstead with heavy fabrics.
- Brightly painted walls. Long fabric tapestry hung high on the walls.
- Small internal window which looks down on the well shaft. The drop is visible through glass. Lighting effect to show the height of the well.
- Information boards: painted images of people with realistic faces and more cartoon-style bodies. Near to life-size.
- Touchscreen interactive panel with information about the space.
- Audio sounds of chattering and water being drawn from a well.

Keep principal floor: Chapel

- Floor 3. Access via King's Chamber or principal floor corridor.
- Even wooden floor.
- Brightly painted walls and hanging curtains on walls.
- Sound of monks chanting.
- Natural light, including through one stained glass panel. Low artificial light.
- Wooden thrones on wooden dais with step up.
- Railed-off altar.
- Information boards: painted images of people with realistic faces and more cartoon-style bodies. Near to life-size.

Keep corridors/stairs

- Various entry points. From the Great Hall door to the left of the thrones, the vestibule corridor has a tactile map of the Keep.
- Even wooden floor.
- Stairs with underlighting. Stairs are wooden with recessed lines on the step edge. Some areas have rubber edging. Glass banister.
- Staircase goes from basement to just below battlements level.
- Some stairwells/staircases are dimly lit.
- Short corridor from chapel includes a stone fireplace on one side with slight stone lip up on the floor.

Keep mezzanine

- Floor 4. Access via stairs or lift.

- Even wooden floor.
- Spotlights and large external windows.
- Room is a large balcony looking over the Great Hall.
- Sometimes there is wooden seating available.
- Immersive projections can be seen from the mezzanine (see Great Hall). Lights will lower and music is played during projections.
- Stone wall arches around room lead to short narrow stone passage (not a throughway). There are steps down to this passageway, and very low glass barriers around the edges. The steps are wooden with recessed lines on
- Metal rope across the back wall.

Keep: Fighting gallery corridor

- Floor 4. Step down to narrow corridor around the edge of the Keep mezzanine.
- Wooden step then stone floor.
- Small areas by windows – stone walls/floor, narrow space, not wheelchair-accessible. One has high step.

Keep battlements including platform lift

- Floor 5. Enter via lift/steps to floor 5, then steps or platform lift to outside battlements.
- Entrance to battlements steps/lift – wooden floor.
- Platform lift to battlements – operated by staff, press button to call staff member. Push button access. Door opens outwards. Button controls inside. Metal floor with chequer-plate style raised lines. Glass/metal sides.
- Steps to battlements: door to steps can be heavy. Stucco-style wall, marble-style stone floor, metal banister. Steps with three lines on edges.
- On battlements: main floor and parts of the wall are wheelchair-accessible. Some of the path around the crenellations is narrower and is not wheelchair-accessible.
- On battlements: low metal and glass walls, some metal fencing, even stone floor tiles over main floor, historic stone closer to battlement edge (not all even). Metal/rubber edging on floors. Flat metal cabling in places. Occasionally there are screws which are not flush to the ground.
- On battlements: Crenellations around walls – larger gaps have glass covers, narrower gaps are open.
- On battlements: one corner has narrow runnel across floor.
- On battlements: around the walls are several stone/wooden benches with steps up.
- On battlements: low height lighting posts (not bright). Fenced off generator area.

Keep: The Gallery of Medieval Life: A British Museum Partnership

- Floor 1. Enter via steps from main museum entrance, steps from Keep basement, Keep lift, main Keep stairwell or from Rotunda balcony (near entrance to toilets).
- Very smooth cement floor – could be slippery. Some metal fasteners on floor. Mosaic floor at entrance from Percival area.
- Low light, spotlights, some natural light.
- Reflective glass cases.
- Mid-height glass wall overlooking Keep basement.
- Clear glass panels in floor around edge of gallery – look down into basement.
- Low glass edging at base of walls.
- Rough stone walls around edge of gallery.
- Clear glass circle set into floor looking into well shaft. Hanging lights above to represent the well shaft.
- Large cement pillars at edge of gallery – wire handle protruding.

- One display case includes the coffin of a young child – can see grave wrappings through a small opening, but there are not human remains present.
- One display under glass set into the floor includes an adult skeleton laid out as if in a grave.

Keep: The Gallery of Medieval Life bridges

- Enter via Gallery of Medieval Life, Keep lift, Keep main stairwell, Keep basement stairs, Rotunda balcony or Fitch Room (currently closed).
- On each side of the gallery is a bridge leading from the gallery over the basement. One bridge leads to the Rotunda balcony (near the toilets), and the other bridge leads to the Fitch Room (currently closed). Rotunda exit has stone floor with wooden edge leading to carpet/lino.
- Smooth cement floors with glass panels at edge and safety lines. Low glass edging with metal fastenings at base.
- Hanging arch-style lights above.
- Glass balcony wall with metal handrail.
- Steps from bridge to Keep basement.
- Steps have a wooden handrail which has underlighting – the rail is warmer where the lights are. The steps have glass side walls.

Keep basement

- Enter via steps from Gallery of Medieval Life bridge, Rotunda ground floor corridor, Keep main stairwell, Keep lift, Early Years space (currently closed).
- Divided into North and South Compartments. The North Compartment has the pier bases, the South Compartment has the well and entrance to stairwell/lift/Early Years space.
- North Compartment:
 - Stone flagstone floor, uneven and/or sloping in places. Some parts of the floor are glass.
 - Pier bases are surrounded by waist-high glass walls with metal edging.
 - Rough stone walls with some post-holes.
 - Hanging lights above in arch shapes.
 - TV screen showing documentary with low sound (no headphones).
- South Compartment:
 - Stone flagstone floor, rough stone walls. Climb steep stone step to view well shaft behind bars.
 - Heavy wooden and glass doors to stairwell/main Keep lift

Keep basement: Early Years space

- When this space opens, it will be available to pre-booked groups only. Please ask at the ticket desk for more information.
- Enter via corridor in main museum atrium or Keep basement (South Compartment). Buggy park is located directly ahead.
- Heavy wood and glass double doors from the atrium.
- Floor is marble-style hard flooring, which becomes historic stone flagstones, which are uneven in places. From the entrance area, turn left up a very small slope - the flagstones are then covered by smooth, hard flooring with stylised stone illustrations on.
- Walls are smooth plaster, which becomes rough historic stone, with some blocks sticking out. In the Early Years space, the walls are partly covered with smooth boards with stylised wall illustrations on. One board has a thick foam pad behind it. Some parts of the wall have glass covering.

- Ceiling is low. Mostly smooth white plaster.
- Standard daylight-strength lighting. In the Early Years space, the lighting is in long thin strips.
- Can be cold in the space.
- Inside the Early Years, space, several plastic illustrated panels with back-lighting, including a 'fireplace.'
- Textile patchwork curtain closing the space off from the Keep basement. Beyond the curtain are half-height saloon-style swing doors.
- Coat hooks at toddler height.
- There is a mock door in the space which is decorative – it does not open or lead anywhere.
- Cartoon images of mice and a dragon around the space.
- Toddler-size tables, chairs and trunks in brightly decorated wood. Large wooden buckets.

Museum: Ground floor

Rotunda

- Enter via main entrance (Percival), Ted Ellis Diorama Gallery, Natural History: Mammals Gallery, British Masters Gallery, Landscape & Nature Gallery, Boudica & the Romans Gallery, Norwich Union Special Exhibition Gallery or from first-floor Rotunda.
- Some noise and food smells from main entrance (Percival), first-floor restaurant and basement toilets.
- Popup café sometimes in operation – when it's open, there are food smells and people eating. Noise from fridges.
- Daylight plus artificial light.
- 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.

Schools' entrance

- Enter from side of building or exit via corridor from Rotunda.
- Doors to be opened only by museum staff. Small door has a step over. Larger main door has a lip – staff can add wheelchair ramp if needed.
- Stone flagstone floor which slopes down slightly.
- Metal fire escape ladder near external door.
- Walls are brick/plaster.
- Heavy wood and glass door to Rotunda corridor.
- For Rotunda corridor, see Toilets section.

Bird Gallery

- Enter via Small Mammals or Ted Ellis Diorama Gallery.
- Mosaic/tile floor.
- No video or audio.
- Natural and artificial light.
- Taxidermy birds.

Ted Ellis Diorama 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: Mammals Gallery (inc. Small Mammals Gallery, between Bird Gallery and main Mammals Gallery)

- Enter via Rotunda, Bird Gallery, Timothy Gurney Gallery (stairs) or Decorative Arts & 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.

Boudica & 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 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, 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.

Landscape and Nature Gallery (also called Crome Gallery)

- Enter via Rotunda or Victorian Art Gallery/English Country House Gallery. The glass doors from the Rotunda can be heavy – please ask staff if you need assistance.
- 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.

British Masters Gallery: John Crome and John Sell Cotman (also called Cotman Gallery)

- Enter via Rotunda or Colman Project Space/The Arts of Living Gallery. The glass doors from the Rotunda can be heavy – please ask staff if you need assistance.
- 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: Miranda Boulton: Chain of Flowers (until 6 December 2026)

- Exhibition area between British Masters Gallery and The Arts of Living Gallery.
- Wooden floor.
- Pale walls and lower light.
- Wooden bench in similar colour to floor.
- May be noisy from activities taking place in adjoining British Masters Gallery.

Colman Watercolour Gallery – current exhibition: Watercolour Now

- Enter via Colman: British Masters Gallery or Colman Project Space. Horseshoe-shaped gallery around Colman: British Masters.
- Wooden floor.
- Softer light than main gallery. Lights are motion-sensitive and come on as you enter gallery.

Norwich Union Special Exhibitions Gallery – current exhibition: In Proximity – Norwich Castle Open Art Show (until 15 June 2026)

- 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. If you need assistance, please ask a staff member.
- Gallery stools available to borrow on left in entrance from Rotunda.
- Side doors closing between galleries can be noisy; one-way opening.
- Echoey space.
- Wooden floor with several large metal grilles.
- Well lit.
- Sound of air conditioning.
- Large text copy of the exhibition price list available by the entrances to the main and back galleries (please ask staff if unsure).
- Black cable barriers at around shin height around much of the space.
- Wooden bench in the main gallery - the bench is a similar colour to the wooden floor, but has wide black edging for contrast. Padded grey fabric benches in the back room.
- Video in far left corner of back room – only audible by using provided headphones.

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, Teapot Gallery or Decorative Arts & the Wider World Gallery.
- 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: Mammals 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 & the Wider World Gallery

- Enter via Natural History: Mammals 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).

Museum: First floor

Rotunda balcony

- Access via stairs/lift from ground floor Rotunda, Timothy Gurney Gallery or the restaurant (via ticket barriers).
- Hot in summer.
- Open/close wooden regimental interactives noisy if slammed.
- Natural and artificial light.

Restaurant (Percival Wing)

- Located on the first floor – take the stairs or lift from the Percival Wing, or enter via the Rotunda balcony (through ticket barrier).
- You can visit the restaurant without buying a ticket to the museum. If you don't have a ticket you can only exit via the Percival, not the Rotunda.
- Accessible cutlery is available – please ask staff at the servery.
- Laminate floor.
- Can be noisy and echo-y from food service and visitors. There is also noise from air-conditioning units and fridge.
- Food smells.
- Usually cool temperature.
- Bright and airy but low ceiling.
- The restaurant looks out onto the ticket desk area.

Timothy Gurney Gallery – current exhibition: Seven Decades of Contemporary Art – Norfolk Contemporary Art Society at Norwich Castle (28 March 2026 to 28 February 2027)

- Enter via Rotunda balcony or staircase from Natural History: Mammals Gallery (open entrance to stairs).
- Wooden floor.
- Well lit.
- Wooden benches. The benches are a similar colour to the floor.
- Grates on either side of main door with updraughts of warm air.
- Sometimes the staff door in the gallery can shut loudly.
- Sound of air conditioning.

- Large-print information available next to main gallery door, and standard-print copies of the exhibition catalogue available to read on the benches.
- One video artwork – sound only audible via an earphone.
- One artwork based on real death heads.
- One artwork with photographs of men in animal masks.

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.

Lowestoft Porcelain displays

- Enter via Rotunda balcony or Anglo-Saxon and Viking Gallery.
- Some displays are on the Rotunda balcony, some in a gallery space between the balcony and the Anglo-Saxon and Viking Gallery.
- Carpeted.
- In the inner gallery space, light is low.

Anglo-Saxon and Viking Gallery

- Enter via Rotunda balcony/Lowestoft Porcelain or via stairs at the back of the Boudica & the Romans Gallery/East Anglian Painters Gallery.
- Relatively low light.

- Wooden floor with some metal grilles. Floor by the steps at the back of the gallery is smooth stone. At the back of the gallery is a metal and wood banister overlooking the steps.
- Large print labels available throughout gallery.
- Small video screen near front (Rotunda) end of the gallery – two-minute video loop about the martyrdom of St Edmund. Includes description of violent death. Ongoing narration. Video cannot be turned on/off by visitors.
- At back end of gallery (near stone steps) is a display of a skeleton in burial pose.
- Interactives in middle of the gallery: some noisy (lifting metal panels). Drawing with pencils, counter game and magnetic word game. Costumes to try on by a full-length mirror. Separate seaside-holiday-style interactive (putting face through wall to “try on” costume in mirror).
- Wooden seats attached to interactives table.
- Staff door at back of gallery – can be loud when closing.
- Ongoing rattling/buzzing sounds from pipe in gallery.

Museum: Second floor

Clore Learning Centre – not open to general public

- Enter via stairs next to Town Close Auditorium or lift/stairs from Percival Wing.
- There is a separate toilet in the Clore Learning Centre. This is only available to schools/groups using the room – see Toilets section.
- Staircase next to Town Close Auditorium – plastic/rubber flooring. Door at top of stairs is squeaky.
- Sink space.
- Windows along one side of the room – these look out to the Castle wall and the glass roof of the atrium.
- Walls painted white except one small bare brick wall.
- Room is lined with cupboards, which are not soft-close.
- One separate walk-in cupboard room, which can only be accessed by staff.
- Air-conditioning unit – makes sound when in operation.
- Temperature can be adjusted in the room.
- Audiovisual equipment – including projector.
- Flooring – laminate for most of the room, non-slip (slightly sparkly) in the sink area near the toilet.

Toilets

Basement Rotunda toilets

- Access via steps from Rotunda. There is no lift access to these toilets.
- Flooring including steps is grey lino with some sparkles. Steps have white edge and metal handrail.
- Automatic lights.
- Spotlight above each stall.
- Push-button flush – can be quite hard to press.
- Lever taps.
- Hand dryers.

Corridor to ground floor Rotunda toilets and schools' entrance

- Laminate floor.
- Low main lighting but bright floor lights.
- Walls vary – some stone, some brick, some plastered.
- For part of the corridor, the side wall is half-covered with glass, with a wooden rail.

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.
- Sinks with automatic taps.
- 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 Rotunda women's toilets

- Access via corridor off Rotunda near café.

- Two doors to enter toilets – both relatively heavy. Push to enter. One door creaks loudly.
- Soft laminate floor.
- Button flush (can be stiff).
- Two accessible stalls and two standard stalls.
- Mirrors above sinks.
- Sinks with automatic taps.
- Hand dryers and hand towels.
- Spotlights by toilets, dimmer light by sinks.

Ground floor Victorian women's toilets

- 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).

Second floor Percival Wing accessible toilet (closest toilet to restaurant)

- Laminate floor.
- Full-length mirror.
- Lever taps
- Paper towels and hand dryer.
- Wood laminate and painted walls.

Clore Learning Centre accessible toilet – not open to general public

- Auto-extractor fan and automatic light.
- Non-slip floor (slightly sparkly).
- Paper towels and hand dryer.
- Full-length mirror.
- Lever taps and flush.
- Baby change.

