

Access Information for Victorian Christmas

Wheelchair access and site plans

The areas the event is being held- the Hull Museums Quarter gardens, Streetlife Museum, Hull and East Riding Museum and Wilberforce House Museum, are all wheelchair accessible. You can find an accessible map of High Street, the road leading to the Museums Quarter here. www.hullmuseums.co.uk/downloads/file/58/hull-museums-accessible-route-map

Visual stories, access guides and floor plans for each of our museums can also be found on the site-specific pages on our website www.hullmuseums.co.uk under the 'Venues' tab.

Event map

You can find downloadable event maps and schedules, including a downloadable map with access information here www.hullmuseums.co.uk/homepage/223/victorian-christmas

Printed copies of these maps will also be available on the event days from our information point.

To ensure a smooth visitor flow, we will have a set entrance and exit to the event, however we understand that this won't be ideal for all visitors. Please just let one of the stewards at the gates know if it's easier for you to exit at the entrance gate and vice versa.

Accessible Parking

We are very sorry but the Gandhi Way Blue Badge Parking Bay will be closed during the event due to a road closure. The nearest Blue Badge Parking bay to the Museums Quarter will be on Alfred Gelder Street. You can find out more about Blue Badge parking in the city centre, including car park locations here www.hull.gov.uk/parking/disabled-badge-parking-blue-badge-parking

Accessible Toilets and Changing Places Toilets

All of the museums have accessible toilets and baby change facilities. However, we do not have our own Changing Places toilet. The nearest Changing Places toilets can be found in the Guildhall on Alfred Gelder Street and in Trinity Market in Trinity Square. The Changing Places toilet in the market can be accessed via a RADAR key that you can pick up from any of the vendors.

Assistance Dogs

Assistance dogs are welcome at our all our sites. Water bowls for assistance dogs are available from the front desk of each site, please just ask a member of staff for one.

British Sign Language Interpretation

A number of the Victorian and Dickensian character performances and storytelling sessions at the event will be British Sign Language interpreted. Meanwhile, the Hull Visual Choir, who are giving musical performances both days, use British Sign Language in their performances.

To find the times of these performances, please download the event day maps/ schedules from www.hullmuseums.co.uk/homepage/223/victorian-christmas

Relaxed Craft sessions and storytelling sessions

On each event day, we will be running a relaxed craft session and relaxed storytelling session with limited numbers designed for children who have a disability, are neurodivergent or experience anxiety that. Booking for these sessions is essential as spaces are limited to help ensure a quieter environment. Tickets for the sessions can be booked at

www.eventbrite.co.uk/o/hull-museums-41215371083

Quiet Room and quieter times for visiting the event

The event will be at its quietest 10am-12pm on the Saturday and 11am-1pm on the Sunday.

A Quiet Room with some sensory resources will be available in the Streetlife Museum for anyone who needs it. Please just ask at the Streetlife Museum front desk if you would like to access this space and someone will let you in.

On the downloadable access event guide we have also highlighted the quieter activities and the activities with more noise.

Ear defenders and sensory resources

A small number of ear defenders and sensory resources will be available to borrow from the front desk of each museum during the event.

Portable stools

A small number of foldable, portable stools will be available to borrow from the front desk of each site for visitors who would find it difficult to stand whilst watching the performances. Please just ask a member of staff if you would like to borrow one.

We hope you find the information here and in the event access map useful. If you have any questions, please do not hesitate to get in touch with us.

Email us directly at museums@hcandl.co.uk. We do our best to respond to emails within 3 working days. Hull Culture and Leisure's contact centre deals with all telephone enquiries. Please call **01482 300 300**.