

## Accessibility Guide for King Richard III Visitor Centre (October 2018)

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### Welcome

The King Richard III Visitor Centre welcomes visitors with disabilities, and their helpers and carers. This document aims to provide information about accessibility and visiting to help those with disabilities make the most of their visit.

Our exhibition and facilities are designed to be fully accessible to our disabled visitors. We estimate a visit to the Centre will last approximately 90 minutes, most of which time visitors will be required to stand whilst making their way around the exhibition and grave site area. However, there is seating within the courtyard and White Boar Café.

### At a glance

#### Level Access

- There is level access from the main entrance to the shop.
- From the main entrance to the exhibition there is a slope, this is 2.8m wide, with a 2.3m wide doorway at the top.
- The rest of the ground floor exhibition is level access.
- There are gradual slopes on two approaches to the courtyard.
- There is level access from the ground floor exhibition to the café.
- At the entrance to the first-floor exhibition there is a slight slope, the rest of the first-floor exhibition is level access.

## Hearing

- There is a hearing loop at both ticket desks for hearing aid users. Visitors can bring a carer to assist.
- Some of the exhibits include audio content, and most of these are accompanied by on-screen subtitles.
- In addition to subtitles, the King Richard III Visitor Centre app can be downloaded onto a smartphone or tablet and provides transcripts of all the audio in the exhibition, as well as additional information. Instructions on how to download the app are at the end of this guide; and staff can assist with this.
- A personal guided BSL tour can be arranged for visitors who are d/Deaf. To arrange a BSL tour please contact us by email: [info@kriii.com](mailto:info@kriii.com) in advance of your visit.

## Visual

- Most of the exhibition is made up of visual and text panels and includes some video content. Visitors can bring a carer to assist.
- A personal guided tour can be arranged for visitors with visual impairment and to arrange this, please contact us by email: [info@kriii.com](mailto:info@kriii.com) or phone: 0116 229 4132 in advance of your visit.
- A large print version of our guide book is also available in the gift shop, for £3.50.
- Assistance dogs are welcome at the Visitor Centre and water bowls are provided – just ask a member of staff who will be happy to assist you.
- Some parts of the venue have low lighting.

## General

- There is no admission charge for carers; please note that tickets for carers can only be obtained on the day of the visit and are not bookable in advance.
- Evac-Chairs are located at the top of each stairwell and all staff are trained in their use, on an annual basis.
- Some areas of the exhibition require the ability to navigate tight angles.

## Getting Here

Our address is:

King Richard III Visitor Centre  
4A St Martins  
Leicester  
LE1 5DB

The Visitor Centre is within a pedestrianised part of the city, with no on-site parking and so we would advise against using our postcode to navigate your way to us if driving.

## Travel by Public Transport

You can get to the Visitor Centre by train, bus and coach.

- By train: The nearest railway station is Leicester station. The railway station is 0.6 miles/1.0km, around a 10-15-minute walk, from the Visitor Centre and taxis are available from the station.
- By bus: The nearest bus station is St Margaret's and National Express and Regional Buses terminate here. The bus station is 0.6 miles/1km, around a 10-15-minute walk, from the Visitor Centre.
- By coach: The nearest coach drop-off point is Southgates. Southgates is 200 metres, around a 1-minute walk, from the Visitor Centre.

## Parking

As a city centre attraction, the Visitor Centre does not have any designated parking. There are many car parks within Leicester city centre, close to the Visitor Centre. Please note that these car parks are not operated by the Visitor Centre and that use of these parking bays are subject to the terms and conditions of the car park operator.

Car parks operated by Leicester City Council include free parking for blue badge holders. The closest designated Blue Badge parking spaces are on Greyfriars however, spaces are very limited. There is also Blue Badge parking available on Applegate, which is a two-minute walk from the Centre. Both locations are marked on the map below.



Long-stay car parks are available nearby at St Nicholas Circle NCP (next to the Holiday Inn, postcode LE1 4LF), this has 646 spaces, 70 of which are wide bays and 3 disabled bays. The NCP carpark is 0.2 miles, around a 5-minute walk from the Visitors Centre. Ticket barriers are in operation, and ticket machines are located on site. **There are no lifts available at the St Nicholas NCP car park.**



**St Nicholas Circle NCP car park**

There is also the John Lewis/Highcross Shopping Centre car park (accessible from Vaughan Way, postcode LE1 4QJ). This has 3000 spaces, including 109 disabled bays and 56 family spaces. Ticket barriers are in operation, and ticket machines are on site. There are no intercoms for communication, however staff are available within the Highcross Centre if assistance is needed.



**John Lewis/Highcross Shopping Centre car park**

### **Shopmobility**

Leicester offers a shopmobility scheme. Shopmobility is a free loan service providing scooters, powerchairs and wheelchairs, available to anyone who struggles to walk around the city centre. Membership is required in order to use the scheme however membership is free, and the scheme can be used immediately after joining. To become a member, you will need two proofs of identity (which include your current address) and two passport sized photographs. You can find out more about the shopmobility scheme on the council's [shopmobility web page](#).

## **Arrival**

### **Path to main entrance**

From the street to the main entrance there is level access.

### **Main entrance**

The main entrance has level access. The main door is automatic and opens outwards. The doors are 2.29m high and 1.75m wide. The ticket desk area is level and the floor is made of stone, there is a dropped section to the desk for wheelchair users.



**Main entrance**



**Ticket desk area**

## Ticket desk

- The high-end of the ticket desk is 1.2m high, 2.5m wide and 84cm deep.
- The low-end of the ticket desk is 76cm high, 1.5m wide and 84cm deep.
- The entrance area is well and evenly lit.
- There are hearing loop points at both ticket desks for visitors with hearing aids.

## Getting Around Inside

### Visual impairment – general information

- A personal guided tour can be arranged for visitors with visual impairment and to arrange this, please contact us by email: [info@kriii.com](mailto:info@kriii.com) or phone: 0116 229 4132 in advance of your visit.
- A large print version of our guide book is available in the gift shop for £3.50.
- Some parts of the venue have low lighting.

### Hearing impairment – general information

- There is a hearing loop at both ticket desks for hearing aid users.
- Some of the exhibits include audio content, and most of these are accompanied by on-screen subtitles.
- The King Richard III Visitor Centre app can be downloaded onto a smartphone or tablet to provide transcripts of all the audio in the exhibition. Instructions on how to download the app are at the end of this guide; and staff can assist with this.
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## Lift

The lift is adjacent to the White Boar Café and can be used to access the top floor. If you need help to find the lift, please ask any member of Visitor Centre staff.

- The lift door is 90cm wide and 2m high.
- The inside of the lift is 1.09m wide, 2.07m high and 2.13m deep.
- There is no music played in the lift.
- The lift has raised buttons and the lift shows the number at each floor.
- There is a mirror and handrail in the lift.
- The lift **can** be used in the unlikely event of a fire evacuation – Visitor Centre staff will help.

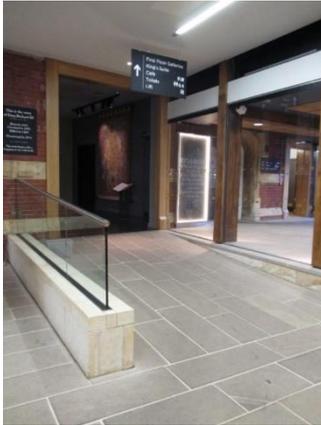


Visitor Centre lift

## Things to see and do

### Ground floor exhibition

- From the main entrance to this area there is a slope, this is 2.8m wide, with a 2.3m wide doorway at the top.
- The rest of the ground floor exhibition has level access.
- Videos have subtitles.
- There are some seats in the Throne Room
- There is a tight S shaped turn at the exit from the ground floor exhibition



**Slope at main entrance**



**Throne Room**

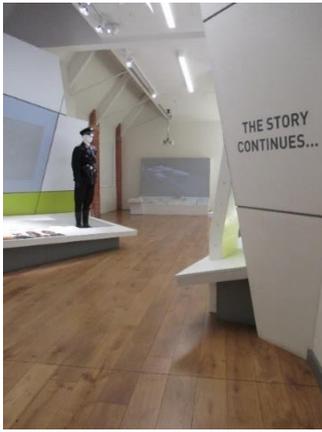
The first-floor exhibition can be accessed by two flights stairs, of which there are 28 steps (15cm rise), or via the lift available.



**Stairs to first floor exhibition**

### First floor exhibition

- There is a slight incline from the landing into the exhibition, the rest of this floor is level access.
- Videos have subtitles.
- There are seats available.
- The top floor exhibition can be exited down another set of stairs, of which there are 26 steps (18cm rise), or via the lift available by the stone staircase.



**First floor exhibition**



**Stairs at exit at  
first floor exhibition**

## Toilets

- There is a unisex accessible toilet located at the back of the exhibition, next to the stone stairwell, on the ground floor. Please note we do not have hoist facilities in the toilet.
- There are also facilities for baby changing.



**Unisex accessible toilet**



**Baby changing facilities**

## Gift shop

- From the main entrance to the shop there is level access.
- The shop is in the ticket desk area, there is stone flooring.
- Some items are on high shelves, there are some tight turns and narrow aisles.
- Staff are always available in this area and happy to assist if needed.



**Gift shop**

## The White Boar Café

- The café is located on the ground floor, at the rear of the building, overlooking the central courtyard. The courtyard is central to the whole site and access can be gained from the café or the walkway to the grave site.
- There are gradual slopes on two approaches to the courtyard.
- To get to a table there are no steps.
- There is no background music.
- The café can cater for vegan, vegetarian and gluten free (Coeliac) specific diets and staff can provide allergen information.



**White Boar Café**

## Customer care support

### Accessibility equipment

- Hearing loops are available at reception for hearing aid users.
- Assistance dogs are welcome at the Visitor Centre and water bowls are provided – just ask a member of staff who will assist you.
- Guidebooks are available in large print.

### Emergency evacuation procedures

- In case of an evacuation, an audible alarm will sound, beacons will flash, and all doors will automatically close.
- All visitors inside the Centre will be led to safety by a member of the team.
- Evac-Chairs are located at the top of each stairwell and all staff are trained annually in their use. Evac-Chairs are suitable for those who can walk a few steps, as visitors must be able to seat themselves in the chair.
- The lift is fire safe and can be used in an emergency evacuation but must be operated by a member of staff. The lift is suitable for those who cannot use Evac-Chairs.
- There are also two fire-safe areas which remain smoke-free for 30 minutes. If anyone is unable to get safely down the stairs in either an Evac-Chair or the lift, they can remain in either of these two areas until rescued by a member of the emergency services.
- There is a call-point at each of these areas, which links to Reception.

## Visitor Centre App

A basic app can be downloaded onto a smartphone or tablet to make the exhibition more accessible for visitors who are hearing impaired and d/Deaf by providing transcripts of the parts of the exhibition which contain audio.

The app provides information about the exhibition, information about the Visitor Centre, and the Richard III Walking Trail around Leicester. The app also provides additional content about certain areas of the exhibition.

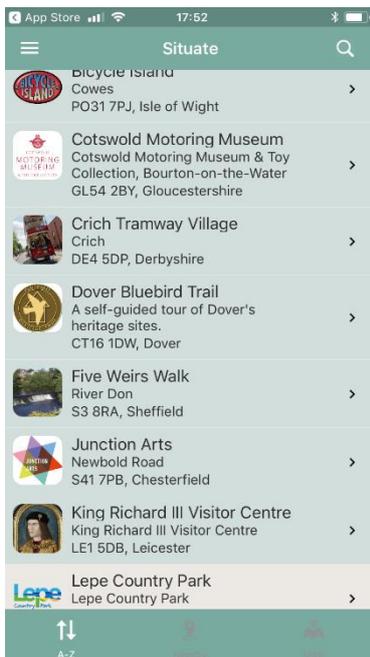
- **Situate software** has been used to create the app.
- This software and the app are free to download and take up approximately 75MB.

Visitors can log into our public Wi-Fi to do this:

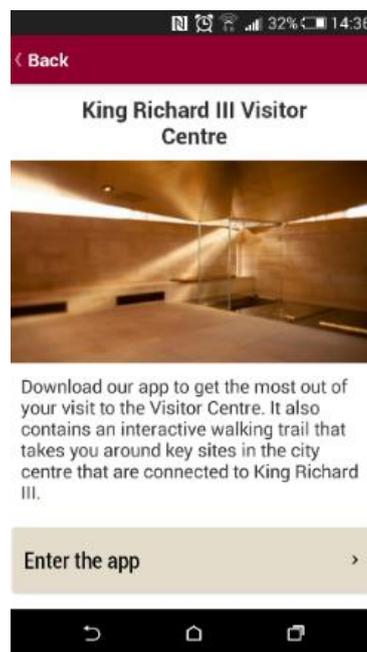
- o Wi-Fi: **KRIIIPublic**
- o Password: **KRIiiVC10**

### To access the app:

1. Using a smartphone or tablet, in either the [Apple App Store](#) or the [Google Play Store](#) search for **SITUATE** and download **the Situate app**.
2. Open the Situate app and then find and select the **King Richard III Visitor Centre** from the list.
3. Install the app and browse the content.



**Situate app – select King Richard III Visitor Centre from list**



**Example of app screen**