



Access Statement

The JORVIK Group's access mission statement is to deliver a welcoming and enjoyable environment at all of our attractions in order to enhance facilities and information for all visitors and staff through the provision of training, resources and facilities.

Introduction

Barley Hall is a stunning medieval house, once home to the Priors of Nostell and the Mayor of York. Until the 1980s the house was hidden under the relatively modern facade of a derelict office block. Only when the building was going to be destroyed was the amazing medieval building discovered and its history uncovered.

Booking your visit

Our Reservations team can be contacted on 01904 615505 and would be happy to answer any questions you may have about your visit. They can also book you into one of our attractions.

Contents

Getting to Barley Hall – By car, bus and train.

Admissions area

Ticketing

Visitor information

Wheelchair and pushchair access

Toilets

Staff training

Future plans

Contact information

Getting to Barley Hall

By car

The nearest car park is the Marygate car park, just a ten-minute walk away. Or use the Park and Ride facilities available on the outskirts of the city centre that offer free parking. The nearest bus stop is situated on Museum Street, a five minute walk away. More information on the York Park and Ride service is available at www.itravelyork.info

By bus

Several bus services connect through York, making stops in the city centre. Visit the www.itravelyork.info website for more information.

By train

York is on the East Coast main line between London and Scotland. It takes less than two hours to get to York from London. Trains run every half an hour, with at least 25 direct trains each week day.

Direct rail services also run to York from many of the UK's main regional centres. York can be reached easily from all the following centres: Edinburgh, Glasgow, Birmingham, Bristol, Leeds, Manchester, Newcastle, Nottingham and Liverpool.

There are direct trains to and from Manchester International Airport and trains run every hour during the day.

Information on train times and prices is available by telephone from within the UK on 08457 48 49 50 or at the following websites:

- www.nationalrail.co.uk
- for the rail timetable and national news
- www.eurostar.com
- timetables and fares for Eurostar travellers
- www.tpexpress.co.uk

Closest drop off point by taxi/car – St Helen's Square

Admissions area

Our entrance currently has a step to get in. An alternative entrance is available for wheelchair users. The front door is open so that you will be able to get a member of staff's attention who will then be able to let you in through the accessible door with a level floor. There is a very small step to get in.

Ticketing

There is no admissions charge for carers.

Max card holders are entitled to free admission.

Visitor information

Visitors with autism

We do not generally get queues at Barley Hall. Should this be the case on your arrival then you should make your way to the front and a member of staff will let you in to pay.

Barley Hall tends to be a quiet attraction, however if you do need to leave for any reason then you can. Your ticket is valid for 12 months and you can return at anytime. We also have our school room which may be available to use as a quiet space. Please ask a member of staff on the day for availability.

Barley Hall operates a sticker system for visitors with autism should you wish to participate. If you are wearing a red sticker it shows you do not wish to be approached, a yellow sticker means you would like staff to answer questions when asked, green or no sticker means you are happy to be approached and spoken to. Please request one of these at admissions if this will benefit your visit.

Visitors with visual impairment

Large print, braille guides and audio guides are available at our admissions desk upon request.

Our volunteers are generally positioned in the great hall to offer further information and assistance if required.

You may also find one of our volunteers with a handling collection to bring the artefacts to life or on weekends a member of staff in the classroom.

There are steps up on every threshold on the ground floor in Barley Hall so please take care when moving throughout the museum. There are also steps down into the Parlour and Lesser Chamber and uneven flooring throughout.

Visitors with hearing impairment

The museum is self guided with things to look at, read or touch. Guide books are available to buy at the admissions desk. We currently have no extra provisions.

Wheelchair and pushchair Access

Wheelchair access is restricted to the ground floor level of Barley hall. Staff assistance is needed to set out temporary ramps to gain access to most of the grounds floor rooms. Some of the floors are uneven due to the original features of the building.

Wheelchair users should go to the main entrance to ask a staff member to let them in through the alternative entrance.

Large electric wheelchairs may struggle with manoeuvring due to space restrictions and uneven floors and cannot be used on the ramps. Therefore access would be restricted to one room.

Pushchairs are welcome in Barley Hall but should be stored in the shop. If you require assistance into the museum or wish to use the alternative entrance then ask a member of staff at the front desk.

Toilets

Although Barley Hall is accessible on ground floor level, they do not have an accessible toilet. You should ask a member of staff for the closest toilet when you arrive. Some of our surrounding businesses are happy for our visitors to make use of their accessible facilities.

Baby changing and other facilities

There are no baby changing facilities in Barley Hall. Breast feeding is welcome in our attraction. There are plenty of seats in our attraction where you can make yourself comfortable.

Our staff

All our staff have undertaken Welcome All training provided in house and accredited by Welcome to Excellence.

Barley Hall is in partnership with the Blue Assist scheme which provides support to people with a whole range of disabilities. Our staff have been trained to recognise the cards and phone app. Should you need to use this please present your card or phone app to a member of staff.

Future plans

- A tablet with a 360 degree tour of first floor exhibition for customers with mobility impairments is being created.

Contact information

The JORVIK Group's aim is to continually improve our facilities. If you have any feedback on how we could improve our access offer then please email us at access@yorkat.co.uk.