



# DEAN HERITAGE CENTRE

## **Accessibility Guide for Dean Heritage Centre**

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## Welcome

Welcome to the Dean Heritage Centre, one of Gloucestershire's leading family attractions. Set amongst five acres of stunning scenery, the centre protects and preserves the unique history and heritage of the Forest of Dean. There are a wide range of things to explore and discover with five inter-active galleries exploring the history of the Forest, including a Victorian schoolroom, Forester's cottage, Charcoal Burners Camp, Waterwheel, Beam Engine and much more! The Centre hosts special events, exhibitions and educational workshops throughout the year. Our current woodland trail, based on the much loved children's book *The Gruffalo*, is set amongst our woodland site.

## At a Glance

### Level Access

- There is level access from the main entrance to:
  - Entrance, shop, Gallery 1 & 2 & Victorian Schoolroom
  - Reception
  - Disabled access toilet
  - DHC Gift Shop
  - Gallery 3 & 5, Gage Library & Coffee Shop
  - Cottage and Gardens
  - Woodland Playground
- There is level access from the car park to:

- Picnic area by Millpond



### Access with steps

- There are steps from the main entrance to:
  - Replica Mine opening and Charcoal Burner's camp



### Hearing

- The fire alarm has flashing lights.
- Some staff have disability awareness training.



### Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- We have display information in audio.
- We have information in audio and other.



### General

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

## Getting here

Camp Mill  
Soudley  
Cinderford  
GL14 2UB



### Travel by public transport

- You can get to Dean Heritage Centre by bus.
- The local bus stops in the village . The bus stop is 5.0 miles / 8.1 km from Dean Heritage Centre.
- <https://bustimes.org/services/717-lydney-upper-soudley-cinderford>  
<https://bustimes.org/services/781-blakeney-cinderford-blaisdon-gloucester>



### Travel by taxi

- You can get a taxi with CDS Taxis by calling 01594 834834. The taxi company has a wheelchair accessible vehicle.



### Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.

- From the car park to the entrance, there is level access. The route is 2000mm wide, or more.
- Disabled parking is right outside main entrance and main car park is just a few meters away.



view of car park from entrance doors



Disabled parking area close to entrance.

## Arrival

### Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 2000mm wide, or more.
- The path is sloped.

### Main entrance

- The main entrance has level access.
- The door is 2000mm wide.
- The main door is side hung and manual.



View of entrance

## Getting around inside

### *Visual Impairment - General Information*

- We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



Victorian Schoolroom



view of Gallery 3 from Gallery 4



Forester's Cottage bedroom



Gallery 5



## *Ticket/ information desk*

### *Reception*

- From the main entrance to the desk, there is level access. The route is 2000mm wide, or more.
- The door is 2000mm wide, or more.



view of reception and entrance to shop

### *Things to See and Do*

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- We have performances with: audio-described.
- We have display information in: audio.

### *Entrance, shop, Gallery 1 & 2 & Victorian Schoolroom*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1900mm wide, or more. The door is 1900mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Some videos have subtitles.



view of Gallery 1 looking towards Reception

### [Public toilet](#)

#### *Disabled access toilet*

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1900mm wide, or more.
- The toilet door is 850mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1200mm at the side of the toilet. There is 700mm in front of the toilet. The toilet seat is 450mm high. The toilets have handrails.



view of disabled toilet

### [Shop](#)

#### *DHC Gift Shop*

- From the main entrance to the shop, there is level access. The route is 900mm wide, or more. The door is 900mm wide.
- The route through the shop is 800mm wide, or more.





Reception and entrance to shop



view of shop from entrance to galleries

## *Place to eat and drink*

### *Heritage Coffee Shop*

- There is a permanent ramp. The route is 900mm wide, or more. The door is 900mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat and vegan specific diets.



coffee shop showing walk through area



view from coffee shop to decking area showing steps



Coffee shop toilets



Disabled parking and drop off point for Coffee Shop



decking ramp to coffee shop



steps to coffee shop by main entrance

*Gallery 3 & 5, Gage Library & Coffee Shop*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more.
- The door is 900mm wide.
- The 1st floor is accessed via a ramp at the rear of the building



Ramp to 1st floor at rear of building



view of ramp going towards toilet block



entrance to gallery 5 from ramp on level 1



view of double doors out of gallery 5 for access to coffee shop



door to corridor for rear entrance to coffee shop



rear entrance to coffee shop on level 1

## Getting around outside

### *Cottage and Gardens*

- From the main entrance to the gardens, there is level access.
- The route is 900mm wide, or more.
- Access to the cottage is across a gravel walkway. There are ridges to negotiate in doorways through building.



access through mill building towards cottage



view towards cottage showing gravel walkway



cottage entrance



rear of cottage and garden

 *Replica Mine opening and Charcoal Burner's camp*

- From the main entrance to the gardens, there are 14 steps. There is no lift and no ramp.
- The route is sloped.
- The route to the replica mine opening and Charcoal Burner's Camp are via steps or there is an alternative route off the main path up a slope. These paths are more challenging than the main path.



stone step to main flight of steps to mine opening



flight of steps to mine





steps on path to charcoal Burner's camp



area towards mine opening



image showing slope from main path as alternative route to charcoal Burner's camp and mine



Charcoal Burner's camp

 *Designated Walking Trail*

### *Gruffalo Trail*

- The trail is 100metres long. Some of the trail has a loose surface.
- The Gruffalo trail is along a woodland track which is uneven in places but accessible for pushchairs and wheelchairs



start of Gruffalo Trail



further along woodland path showing tree roots

### [Picnic Area](#)

#### [Picnic area by Millpond](#)

- From the car park to the picnic area, there is level access. The path is 900mm wide, or more.
- The entrance is 900mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- Food purchased from the coffee shop can also be eaten here



seating area by millpond

#### [Woodland Playground](#)

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 900mm wide, or more. The entrance is 1155mm wide.
- Double doors provide access to outside by millpond



access to outside area from Gallery 1



woodland playground



view of access to woodland playground across brook

## Customer care support

### *Accessibility equipment*

- Heritage Ability Guide
- For a list of more items, please go to <http://www.deanheritagecentre.com/plan-your-visit/accessibility>.
- Opposite the Centre is Soudley Ponds which has an accessible circular walk with dog waste bins.
- You can hire mobility equipment from Freedom Mobility Services, Ross-on-Wye by calling 01989 762484.
- You can hire mobility equipment from Mobility Monmouth by calling 01600 715766.
- You can hire mobility equipment from Countryside Mobility by calling 01392 456522.

### *Emergency evacuation procedures*

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.
- Emergency lighting throughout Centre

### *Customer care support*

- Some staff have disability awareness training.
- We have information in audio .
- A Heritage Ability Guide is available to borrow from reception. It is a hand held tablet and tours of all the Galleries and outside exhibits are in sign language.

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Guide last updated: 14 July 2022