



## HASLEMERE EDUCATIONAL MUSEUM ACCESS POLICY

### Mission Statement

*“To forward and advance the study of Science, Literature and the Fine Arts by means of a well-equipped museum of Natural History and objects of art and of a scientific, literary and historical nature.”*

Sir Jonathan Hutchinson, founder.

### Our Definition of Access

Haslemere Museum recognises that there are barriers to access at all levels of the museum service. However, we believe that all people have a fundamental right to engage with, use and enjoy the collections of the Museum.

We define access as something that is made possible when physical/environmental, sensory, intellectual, cultural, attitudinal, financial, and technological barriers are removed or reduced.

### Our Commitment to Accessibility

Haslemere Museum aims to provide the widest possible access to our buildings/garden, collections and services to enable audiences from all sections of the community to enjoy using our Museum.

Our commitment to accessibility extends to our staff, students, and volunteers as well as visitors. We are committed to providing on-going training in access issues for all members of the Museum’s team.

Our policy is to build accessibility into everything we do and to make continuous improvements as our resources permit. Specific information on this can be found in the Museum’s Forward Plan.

We will review the Access Policy at least every 5 years to ensure it is in line with national guidelines and standards.

### Access to Buildings and Garden

The Museum will endeavour to provide full physical access to all areas of the Museum’s buildings and garden wherever possible and to keep all equipment and facilities in full working order.

Haslemere Educational Museum  
78 High Street, Haslemere, Surrey, GU27 2LA

## Access to Collections

The Museum will provide a varied means of access to the collections, including displays, handling boxes, loans and events.

We will provide levels of information and interpretation to suit a range of audiences and abilities.

We will increase access to the collections not on display by offering pamphlets, web-based resources and appointments with staff.

The Museum website will continue to be fully accessible in accordance with current best practice and guidelines.

## Access to Learning

The Museum will provide learning opportunities for different audiences and levels of ability and tailor our programme to the needs of specific groups.

We will identify and develop partnerships with a range of educational and community organisations to ensure that our activities continue to cater for the widest possible audiences.

## Visitor Services

The Museum operates an admission by donation policy. The Museum is committed to not making a formal charge for entry.

Our front of house volunteers will assist and welcome all visitors (including telephone callers). They will receive adequate training in customer care in accordance with our Visitor's Charter.

We aim to provide appropriate signage and navigatory tools to suit a range of audiences.

We will consider the comfort of our visitors by providing, where possible, accessible toilets, baby changing facilities, access for wheelchairs and pushchairs, seating in galleries and drinking facilities.

The Museum has a Public Complaints Procedure and will deal with any grievances quickly and with sensitivity.

## Communication with Users

We will promote the Museum's activities and events using accessible means of communication.

We will continue to provide a range of ways that people can communicate with us.

We will evaluate all our services and projects to ensure they meet the provision of this policy and we will consult users and non-users on all new developments.

This policy will be reviewed on a regular basis.

*Approved at the Board of Trustees Meeting 7<sup>th</sup> September 2016*

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