

HAYNES

MOTOR MUSEUM

Access Statement

2024



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Welcome

This access statement does not contain personal opinions as to our sustainability for those with access needs, but aims to accurately describe the facilities and services that we offer our visitors.

Haynes Motor Museum (HMM), Somerset's multi award winning motor museum, offers an enlightening and fun packed day out for the family and enthusiasts with over 300 cars and bikes.

Situated just off the A303 with a large free car park for Museum visitors, Haynes Motor Museum is generally a ground floor attraction with plenty of hands-on exhibits and historical collections that will surprise and delight all ages and an exciting programme of events and activities.

- Our Sensory map is available to download at haynesmuseum.org/resources/sensory-map
- Large print maps are available in reception
- Our first floor Motorcycle Mezzanine level has lift access
- Manual wheelchairs and mobility scooters are available to borrow free of charge from reception. Advanced booking is advised call **01963 440804**) We ask for a voluntary donation of £5 to cover maintenance
- There are wheelchair accessible toilets in our main reception area and in the Williams F1 Exhibition
- Assistance Dogs are very welcome throughout the Museum and a water bowl is available for use on the café terrace
- A portable induction loop is available for use throughout the Museum from Reception (advanced booking is advised)
- We look forward to welcoming you. If you have any queries or require any assistance please phone **01963 440804** or email visitus@haynesmuseum.org

Planning your Visit

By Rail

The main line station at Castle Cary is 5 miles from the Museum, with its high speed link between Paddington and Penzance. The line also serves a regular daily route between Bristol and Weymouth with regular stops at Yeovil.

Further information can be obtained from [nationalrail.co.uk](https://www.nationalrail.co.uk) or call **08457484950**.

By Bicycle

There is a bicycle rest just next to the main museum entrance. Please bring a bicycle lock.

By Air

Bristol Airport with daily routes to many UK and European cities is just forty five minutes' drive from the Museum. Heathrow Airport is only a two hour drive and Gatwick Airport is only two and a half hours drive.

By Bus

There are regular bus services to Sparkford Village from Castle Cary and Yeovil.

Further information can be obtained from [travelinesw.com](https://www.travelinesw.com) or call **0870 608 2608**.

By Road

The Museum is situated just off the A303 near Sparkford on the A359 Sparkford to Castle Cary Road. High profile brown tourist signs from all the major trunk roads provide easy to follow local directions. Parking is free of charge, no booking needed. Electric car charging points in the rear car park. There are seven blue badge accessible bays near the entrance to the Museum within the car park.

Satellite Navigation Co-ordinates

Post code **BA22 7LH**

Grid ref **ST616272**

Latitude ref **51:02:35N (51.04318)**

Longitude ref **2:32:53W (-2.54813)**



There are seven blue badge accessible bays near the entrance to the Museum within the car park

Main Entrance to Haynes Motor Museum - Reception/Ticket sales

Book admission tickets online at tickets.haynesmuseum.org

- Concessionary rate tickets are available
- Tickets can be purchased at the main entrance to the Museum
- Access is step free and there are accessible doors on the right of the entrance doors
- The flooring is white polished concrete, smooth, and non-slip
- Lighting in the main entrance is bright and is provided by spotlights
- There is no background music in the main entrance area but background noise from other visitors in the area is possible
- All staff wear branded Haynes Motor Museum uniform, which is black and have a name badge
- The ticket desk is wheelchair accessible on the side of the desk
- A portable induction loop is situated at the ticket desk



View of Reception from the entrance

Concessionary/discounted ticket policy

To be eligible for the concessionary ticket rate, you must receive one or more of the following:

- Registered Disability
- Serving forces – Inc. ambulance, fire and police
- Students
- Over 65

Please note that HMM reserves the right to ask for evidence of status before issuing any such concessionary tickets.

Personal Assistants/Carers

- Visitors who require a carer to facilitate their visit will be issued a free complimentary carer's day ticket with every paying disabled admission. Please contact the Museum prior to your visit if you require multiple carers.
- Please be aware the reception staff may request proof of eligibility, accepted documentation includes: DLA (Disability Living Allowance), PIP (Personal Independence Payment), Attendance Allowance or Carer's Allowance award letter, Blue badge with photo ID, Certificate of Vision Impairment (CVI), National Disabled Identification Card (DID), Max Card, The Access Card, Registered carer ID card. If you have any questions, please don't hesitate to contact the Museum prior to your visit.
- Free carer tickets cannot be used without being accompanied by the disabled person. For those persons that may require multiple personal assistants, prior arrangements must be made with the Reception Manager.

Additional resources

We have a variety of resources available for visitors to use during their visit. These are available from the Information desk at reception.

Resources include:



2 x wheelchairs



2 x mobility scooters



Large magnifying glasses



Portable induction loops

Lifts/Ramps

- 100% of the building is accessible by wheelchair users
- The building has an accessible lift (weight limit of 500kg/5 persons, opening of 80cm) for access to our mezzanine floor
- There are ramps situated in John Haynes (4°), the Red Room (9°), the Family Room (11-15°), Memory lane to Morris Garage (18°), Morris Garage to Ferrari (11°), American Dream (11°) and the exit into the shop (8.5°). There is also a large ramp for access to the Café 750 (4-5°)



Family Room ramp



Café 750 ramp

Museum Exhibits

Haynes Motor Museum has 15 individual exhibitions looking at a variety of motoring groups. Visitors are free to look around each gallery in the Museum. We kindly ask that they don't pass through No Entry signs. Site plans are positioned in three places as you walk through the Museum and online at haynesmuseum.org/museum-map. Visitors are also able to leave the site and return on the same day if required, you will need to retain your receipt or ticket as proof of purchase.

- Seating is available throughout the Museum
- Lighting levels are varied in the Museum and provided by florescent and ceiling spot lights
- The floor surface of the Museum is mainly concrete tiles, polished concrete and some areas are carpeted

Haynes Motorland

Our outside play area is designed for children from 12 months to 8/9 years of age and consists of climbing frames, sand pits, ropes and Electric Go-Karts (£2.00 charge applies) and Diggers (£1.00 charge applies).

- The surface in the play area is mainly laid with soft tarmac



Haynes Motorland

Public Toilets

Our toilets are situated in:

- Main Reception
- Veteran & Vintage
- Williams F1 Exhibition



Veteran & Vintage toilets

Our Accessible toilets are situated:

- Main Reception (This toilet has left and right sided transfers)
- Williams F1 Exhibition (This toilet has left sided transfers)

Baby changing units available in the toilets and each has a range of sanitary and medical bins.



Reception toilets



Williams F1 Exhibition toilets

- Nearest changing places toilet: Quedam Shopping Centre BA20 1EY and Asda, Yeovil, BA20 1EY

Café 750

Our Café 750 is open daily when the Museum is open from 9.30am - 4pm

- Open to non-Museum visitors
- The café has windows the whole length making it full of natural daylight, it is also fitted with ceiling spot lights
- Caters for varying dietary needs
- High chairs are available
- It is an assistance and self-service café
- The floor surface is polished concrete
- Outside terrace area
- The designated smoking and vaping area is situated across the Terrace and Lawn, to the side of the Café



Café 750 seating



Café 750 counter

Shop

The Haynes Motor Museum Gift Shop is located right next to the Museum Reception. The shop sells books, models/toy cars and other motoring related items.

- The Museum shop is open 10am - 5.30pm daily (winter until 4.30pm) and is available to non Museum visitors. There are no doors and it is open plan
- The area is step free
- Displays and tables are at various heights and are spaced out
- Assistance is available at all times
- There is no background music
- There is a portable hearing loop at the counter
- The floor surface is polished concrete
- Lighting is bright and is provided by spotlights



Additional Information

- Evacuation sheets are not available but all staff are trained to assist visitors in the event of a site evacuation
- Wheelchair users will be evacuated as soon as possible in the event of an evacuation
- We do not have any facilities for charging mobility scooters but we do have them for hire along with 2 manual chairs
- Assistance Dogs are welcome in all areas of the Museum and a water bowl is available for use
- Trained First Aiders are available

Feedback

We are always looking for ways to improve the service we provide our visitors, so please contact us if you have any comments or suggestions about this access statement or anything else that you think can improve your visit to the Museum.