



Visual Guide

This information is designed to help you prepare for a visit to **Torquay Museum** in Devon.

Created by

**Heritage
Ability**



A project by the English Riviera UNESCO
Global Geopark



United Nations
Educational, Scientific and
Cultural Organization



English Riviera
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Global Geopark

General Information

Torquay Museum is open Monday to Saturday 10am-4pm. Last entry is 3.15pm. The museum is also open on Sundays during school holidays.



You must book before you visit through the website or by phoning the museum.

The museum have set aside 9am-10am every Wednesday as quieter visit times, please note booking in advance is essential.



You have to pay to visit:

Adults	£7.10
Children	£4.40
Concessions	£5.50
Family 2 and 2	£19.70
Family 1 and 2	£13.50

You pay once to visit and get in free for a year.

Getting There



Torquay Museum is easy to get to by car or public transport.

The number 22 bus stops directly outside the museum.

Pay and display parking is available opposite the museum.

There are 2 accessible parking bays on the forecourt, if you require one please phone and book a space before your visit.



There is a one way system to enter the museum. You should enter via the café to the left of the museum.

Please follow the signs.

The new entrance is not wheelchair accessible – but the accessible main entrance can be used.

Entering the Museum



Face masks should be worn inside the museum.

The café is currently closed until further notice.

Refreshments are available to purchase at the shop on the ground floor.

The café is used as a waiting area for visitors with pre-booked slots.

Visitor Reception



The visitor reception is through the café on the left.

All staff and volunteers will be wearing face masks.

The museum are operating the track and trace system, there is a QR code at reception for you to use, or alternatively the staff will keep a list of names and contact details.

Facilities



Toilets are situated on the ground floor and first floor.

There are accessible toilets on both levels and baby changing facilities on the ground floor.

There are hand sanitising stations throughout the museum. The surfaces within the museum are cleaned every 2 hours.



There are three floors to the museum, all of which are accessible for wheelchair users.

There are lifts throughout.

Around the Museum



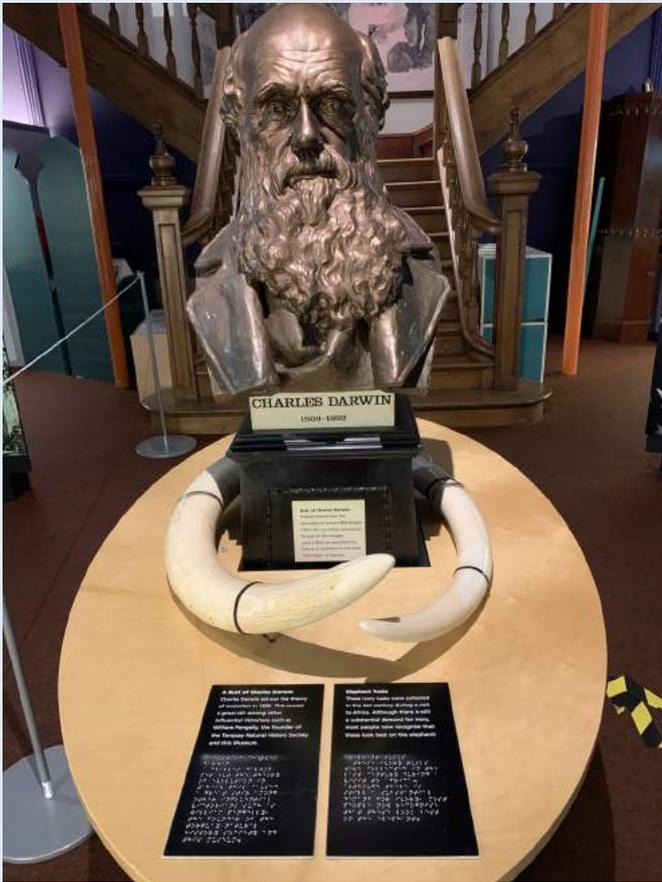
You can walk up the steps to go to the first floor, please follow the one way system. The nearest lift is to the left of reception.

Upstairs you will find different exhibitions which change throughout the year.



Further up the stairs on the second floor is the Holden Gallery. At the back of the Holden Gallery is stairs to the third floor.

There is low lighting in order to preserve the objects.



There are braille panels throughout the museum.

There are some interactive activities available within the gallery.



On the third floor in the Explorers Gallery there is a TV which displays a 20 minute documentary. Seating is available opposite.



Between the Old Devon Farmhouse and the Agatha Christie Gallery there is a set of stairs with a stair lift available.

This is controlled by a member of staff so please speak to someone if you need to use this.



Once you leave the museum the one way system will guide you through the shop and to the exit.

Alarms



In the event of the fire alarm going off the meeting point is outside the church next door to the Museum.

If the alarm does go off the fire doors will automatically shut and you will be unable to use the lifts. On the third floor there is a green call box you can use to alert the staff who will come and assist you to exit the museum safely.

Quiet Room



If you need somewhere quiet to retreat to, please speak to a member of staff or volunteer.

Torquay Museum does not have a designated Quiet Room but staff will do their best to assist you.

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