



# Access for all

**Information to help you plan your visit**

# Access to IWM Duxford

## Access for all

IWM Duxford is committed to ensuring it is as accessible as possible to all visitors. Our front of house staff receive training in disability awareness. If you have any queries, or need assistance, please ask. They will be happy to help you.

## Opening times

During the summer season (mid-March to end October) we are open from 10am until 6pm. Last admission is at 5pm.

During the winter season (end October to mid-March) we are open from 10am until 4pm. Last admission is at 3pm.

We are closed 24, 25 and 26 December.

## Travelling to IWM Duxford

### Visiting us by car

IWM Duxford is just south of Cambridge at Junction 10 of the M11 motorway, less than 50 miles from central London and approximately 40 minutes from the M25 (Junction 27). IWM Duxford is easily accessible from the A1, A14, M1 and the North, via the M11. There is ample free parking.

### Visiting us by train

The nearest stations are Whittlesford, Royston and Cambridge. There are taxi ranks at both Royston and Cambridge stations. Whittlesford station is the closest to the museum but does not have a taxi rank; please make sure to book your taxi in advance. Visit [National Rail](#) or [First Capital Connect](#) websites for further details on train timetables and prices.

## Visiting us by bus

On Sundays there is a direct Myalls 132 bus service from Cambridge to IWM Duxford. For further details please see the [service timetable](#).

## Getting to air shows

We recommend that visitors travelling south on the M11 take the alternative route, which will be signposted from Junction 11 of the M11, along the A10 to Royston and then east to the museum along the A505. Cambridgeshire Police will be operating a traffic management system on the M11, A505 and at Junction 10 of the M11, to ensure traffic flows as freely as possible. Parking at the museum is free.

A free courtesy bus runs from Cambridge to IWM Duxford on air show days. The bus departs at regular intervals from Cambridge railway station and Trumpington Park & Ride at Junction 11 of the M11 from 8.30am and then every 30 minutes until approximately 1.30pm. Buses will return to both Cambridge railway station and to the Park & Ride at regular intervals from 3pm and then every 30 minutes, with the last bus leaving IWM Duxford at 6.30pm. Timings of buses may be affected by local road traffic congestion.

## Parking

Free on-site car and coach parking is available. The main car park has an even surface and no height restriction. There are 19 designated parking bays for blue badge holders. More are provided on air show days. On busy days, additional parking for other visitors may be on less-even ground. There is a drop-off zone.

## Admission

We offer a concessionary admission charge to disabled visitors, and free admission for one assisting companion. You may be asked for proof of disability allowance. For further details visit <http://www.iwm.org.uk/visits/iwm-duxford/tickets> or telephone 01223 835 000.

Most visitors enter the museum through the Visitor Centre, although on busy days you may be directed to a kiosk. The Visitor Centre has a level entry and exit through glazed automatic sliding doors. The admissions desk is low and is fitted with an

induction loop. The area is well lit and has a shop and toilets. Our staff have received disability awareness training and will be pleased to assist you or answer questions.

## **The museum site**

IWM Duxford is a working museum on a historic site with an operational airfield. You may encounter historic aircraft flying or conservation work in progress. Exhibits are displayed in a variety of buildings, including original aircraft hangars and purpose-built exhibition spaces. The site is approximately a mile long. There is a map of the site, designed for sight and touch, outside the Visitor Centre.

## **Moving around the site**

### **Free site transport**

The site is approximately a mile long. A free on-site mobility assistance vehicle is available throughout the day for visitors who require assistance around the site. A wheelchair can be accommodated to the rear of the vehicle and folded wheelchairs can also be placed at the front of the vehicle. For safety reasons this service does not run on air show days or event days.

### **Your own transport**

When there are no air shows or event days, and if the mobility assistance vehicle is not suitable, visitors with restricted mobility may be permitted to drive around the back of the site in their own vehicle in order to get closer to the required area. Please ask the staff in the Visitor Centre for further details.

### **Wheelchair loan**

Wheelchairs, and two mobility scooters, are available for loan from the Visitor Centre. There is no charge, but visitors are asked to leave a contact address and telephone number. To reserve, subject to availability, telephone 01223 499 314 or email [duxford@iwm.org.uk](mailto:duxford@iwm.org.uk).

### **Terrain**

There is a mix of concrete and grass between the buildings at IWM Duxford. The route between the buildings has a fairly even surface.

## **Museum buildings**

### **AirSpace**

**AirSpace** tells the story of British and Commonwealth aviation. There is an interactive exhibition and a display of over 30 aircraft, some suspended as if in flight. The Department for Learning, schools picnic room, Resource Room and Marshall Auditorium are in this building. It is also home to **Airborne Assault**, the Museum of the Parachute Regiment and Airborne Forces. There is a gentle slope from the Visitor Centre to the entrance. Entry is either through an automatic revolving door or an outward swinging door which can be opened by pressing the button at waist height on the post to left of it. There are maps of the building, designed for sight and touch, in the entrance foyer and the foyer before the exhibition on the first floor. There are two lifts, one in the foyer and one in the far diagonal corner of the exhibition. Both have voice announcement and Braille indicators. Exit from the lift is through the door opposite the one the lift is entered by. There are toilets, including accessible toilets, on both floors.

The exhibition has many hands-on activities, and includes audio-visual presentations and opportunities to listen to oral history. For details of specific provision for Deaf, deaf or hard of hearing visitors, and for blind and partially sighted visitors, please see relevant sections below.

### **Flying Aircraft exhibition**

Some of the aircraft based in this hangar are airworthy and may be temporarily out of the hangar and in flight. Others may have mechanics working on them. There is level entry but wheelchair users may need assistance to open the door.

### **Historic Duxford exhibition and trail**

**Historic Duxford** tells the history of RAF Duxford and the lives of those people who lived and worked there. It has been created with access in mind to assist visitors to enjoy the atmospheric building, the interactive exhibition and the historic site trail.

Entry to the exhibition is through an automatic door and the exhibition is all on one level. There are many hands-on activities, audio-visual presentations and opportunities to listen to fascinating personal stories told by veterans. For details of

specific provision for Deaf, deaf or hard of hearing visitors, and for blind and partially sighted visitors, please see relevant sections below.

On the **Historic Duxford** trail there are interactive posts at each of the eight trail points. Visitors can press the lever to stamp an activity sheet and turn the handle to play audio descriptions, stories told by the veterans and evocative soundscapes. Trail points have archive photographs, including two 'windows to the past' – where a historic photograph taken in the exact location is displayed on a transparent pane so that the image lines up exactly with the location. A hand-held version of these photographs is available for visitors who cannot use the fixed version. These can be found in the entrance hall to the **Battle of Britain** exhibition. **Please note that the interactive trail posts have been temporarily removed for essential maintenance until September 2014.**

### **Air and Sea exhibition**

This exhibition contains maritime objects, including a naval helicopter. There is a slight ramp at the entrance leading to automatic doors. A set of five steps with handrails leads to a walkway alongside the lifeboat at deck level.

### **Battle of Britain exhibition**

In this exhibition there are objects relating to Britain's air defence from the First World War to the Cold War, with a focus on the Battle of Britain in 1940. There is level entry and automatic swing doors to the entrance hall. A pair of automatic glazed swing doors lead to the main exhibition, where aircraft and vehicles are displayed behind rope barriers. There are further audio-visual displays with subtitles, and audio points.

### **Conservation in Action**

You may see staff and volunteers carrying out conservation work here. Please be aware that it could be noisy. There is a gentle slope leading to the entrance door.

### **1940 Operations Room**

**The 1940 Operations Room** is a reconstruction of the room from which RAF Duxford's fighter aircraft were controlled during the Battle of Britain. There is a soundtrack simulating activities in the Operations Room during an air raid on RAF Duxford. A flight of six steps leads up to the room. Alternatively, visitors may follow

the signed wheelchair route to the rear of the building and use the wheelchair lift. There is a help point by the lift to call a member of staff to assist.

### **Prefab Bungalow**

There is a gentle slope leading to the prefabricated bungalow. It is not open to the public, but its furnished rooms can be viewed through the windows.

### **American Air Museum**

This building houses our collection of American combat aircraft. There is a steep incline leading to the entrance, but most of this can be avoided by using the mobility assistance vehicle, which stops near the top. Entry is through two pairs of automatic sliding glazed doors at the upper level, where the café and shop are located. A steep ramp with a handrail leads to the ground floor. Staff will open the fire door on request to allow visitors to leave at ground-floor level.

Visitors can move freely between the aircraft but should take care to avoid overhanging wings. There are some interactive exhibits and handling objects to experience. Audio-visual presentations have subtitles and induction loops. There is some sound overlap between exhibits, which visitors with certain hearing impairments may find difficult.

### **Land Warfare**

**Land Warfare** houses our collection of tanks, military vehicles and artillery. The **Royal Anglian Regiment Museum** and **Cambridgeshire Regiment** exhibitions are also in this building. A steep slope leads to the main entrance, which has glazed double doors that push to open. Entry is at the upper level. There are stairs with handrails on both sides and a lift to the lower level. The lift has audible and Braille indicators, and a mirror to aid reversing.

Inside exhibits are set in scenes from the First World War to the present day. Light levels are low. There are audio-visual presentations with subtitles, touch screens, audio points and a handling bench. The cinema presentation has subtitles and an induction loop.

There is a very gentle slope leading to **The Normandy Experience**. Six steps with handrails lead to the **Montgomery Gallery**. There is also a lift. Please press the button on the help point to call a member of staff to operate it.

## Aircraft

Concorde is located in **AirSpace** and is usually open to the public. It can only be accessed by climbing steps but visitors can watch a film showing the interior of Concorde on the audio-visual screen by its left wheel.

There is usually one other civil airliner open to the public. This can only be accessed by climbing steps.

Please check availability and opening times on arrival at IWM Duxford.

## Toilets

Toilets, including wheelchair-accessible facilities, are available throughout the site, with additional facilities provided for air shows and some event days. Toilets in the Visitor Centre and **AirSpace** are identified by tactile signs.

## Eating and Drinking

There are three areas providing refreshments:

The Mess Restaurant by the Visitor Centre (level access)

Wing Co Joe's Café between the **Air and Sea** exhibition and the **Battle of Britain** exhibition (level access) and

Station 357 inside the **American Air Museum** (ramped access)

All are well lit and have ample room for a wheelchair to manoeuvre. Tables and chairs are not permanently fixed, and staff are willing to move them to suit your needs. Refreshments are chosen at the counter, but staff will bring them to your table on request. There are drinking straws available.

For further details visit <http://www.iwm.org.uk/visits/iwm-duxford/eat-drink>

There are benches available throughout the site for visitors who bring a picnic.

## Seating

Seating is provided throughout the site.

## **Public telephone**

There is a public telephone next to the Guard Room.

## **First aid**

We've got qualified First Aiders. Please let a member of staff know if you need any assistance. On air show days, first aid is also available from members of St John's Ambulance.

## **Emergency procedures**

Our staff are trained for emergency situations and will provide assistance.

In **AirSpace** there are audible and visible fire alarms. Please do not use the lifts. There are refuge points with intercoms at each fire exit.

All other buildings have audible fire alarms.

## **Guide and assistance dogs**

Guide and assistance dogs are welcome. There is a poop-and-scoop facility in the car park. Please follow signs to 'Shaded area for dogs'. Staff will assist in making drinking water available, and in directing to designated spend areas once on site.

## **Air shows**

At air shows a wheelchair-user viewing enclosure with courtesy seating for one assisting companion is provided.

## **Deaf, deaf and hard of hearing visitors**

### **British Sign Language (BSL)**

Most films in **AirSpace** are supported with BSL interpretation.

In the **Historic Duxford** exhibition there is BSL interpretation on the introductory film, and BSL summaries on the touch screens in each area. Some of the veterans'

personal stories have also been interpreted in BSL, and there is BSL on the interactive talking model of RAF Duxford.

## **Subtitles**

The majority of films at **IWM Duxford**, including all those in **AirSpace** and **Historic Duxford**, have subtitles.

## **Induction loops**

Induction loops are fitted at the Visitor Centre admission desk and shop, Reception, the Guard Room and the Marshall Auditorium (selected seating). All the **Historic Duxford** trail points, and most exhibits with audio, including all those in **AirSpace** and the **Historic Duxford** exhibition, have induction loops.

## **Transcript booklets**

Audio points featuring oral history clips in **AirSpace** and **Historic Duxford** are supported with transcript booklets.

Transcripts of the audio at the **Historic Duxford** trail points are available in the **Historic Duxford** exhibition in standard and large print. These can be taken on the trail to read at the trail points.

## **Blind and partially sighted visitors**

We seek to make the collection and exhibitions accessible to all visitors through the use of a wide range of multi-sensory media. We recommend that blind and partially sighted visitors are accompanied by a sighted companion to gain the most from their visit. Staff are trained to give assisted visits, but these should be pre-booked by telephoning the Visitor Services Manager on 01223 499 309 or emailing [duxford@iwm.org.uk](mailto:duxford@iwm.org.uk)

## **Maps**

To help you plan your visit in advance, tactile maps with additional information in Braille are available. To request this information in advance of your visit, telephone 01223 835 000 or email [duxford@iwm.org.uk](mailto:duxford@iwm.org.uk). The information can be posted to you. Copies can also be borrowed from the Visitor Centre on arrival.

(The tactile maps are currently being updated and will be available again shortly).

To download a large print map visit

[http://www.iwm.org.uk/sites/default/files/public-document/IWM\\_Duxford\\_map\\_large\\_print.pdf](http://www.iwm.org.uk/sites/default/files/public-document/IWM_Duxford_map_large_print.pdf) . Copies can also be borrowed from the Visitor Centre.

There is an RNIB-designed map for sight and touch outside the Visitor Centre. This shows the layout of the site.

In **AirSpace** there are also RNIB-designed maps for sight and touch showing the layout of the building. These are located in the entrance foyer, and the foyer before the exhibition gallery on the first floor.

### **Audio guide to AirSpace**

An award-winning audio guide specifically designed for blind and partially sighted visitors to **AirSpace** is available free of charge from the Visitor Centre. Visitors are guided through many touch opportunities, including models, materials and hands-on interactive exhibits, as well as boarding Concorde. Oral history recordings and evocative descriptions enhance the tour. Directions between stops are included so that visitors with some residual sight can explore independently. The guide includes two hours of recorded audio with options to shorten or lengthen a visit. It can be used with or without headphones, or with an induction loop.

To reserve the audio guide, subject to availability, telephone the Visitor Centre on 01223 499 314 or email [duxford@iwm.org.uk](mailto:duxford@iwm.org.uk)

### **Audio tour of Historic Duxford**

An audio tour has been specifically designed for blind and partially sighted visitors to the **Historic Duxford** exhibition. There is a help point just inside the entrance door, on the right. Press the button to call a member of staff to bring an audio player and explain how it works. The audio tour includes audio descriptions, instructions about using the hands-on interactive exhibits, and directions along the linear route. There are real and replica objects to touch, and hands-on interactive exhibits including a talking tactile model of RAF Duxford.

On the **Historic Duxford** trail there are wind-up audio players at each trail point. To play an audio description specifically written for blind and partially sighted visitors by **VocalEyes**, turn the selection dial to the raised dot, then wind the handle to play. You can also select fascinating personal stories told by veterans plus evocative

soundscapes. **Please note that the interactive trail posts have been temporarily removed for essential maintenance until September 2014.**

## **Touch**

In addition to touch opportunities **in AirSpace** and the **Historic Duxford** exhibition, there is also equipment to handle in the **American Air Museum** and in **Land Warfare**.

## **Listen**

There are opportunities to listen to recordings of personal stories **in AirSpace**, **Historic Duxford**, the **Air and Sea** exhibition, the **Battle of Britain** exhibition, the **American Air Museum** and **Land Warfare**. Most visual presentations are accompanied by audio. In the **1940 Operations Room**, there is a soundtrack simulating activities during an air raid.

## **Large print**

Information about most exhibits is printed in font size 24, or larger. In some buildings this is available in large print books as well as on the caption boards next to the exhibits.

## **Braille**

In **AirSpace**, where possible instructions for hands-on exhibits are accompanied by Braille. The lifts have Braille indicators.

## **Department for Learning**

Our Department for Learning runs formal and informal educational activities throughout the year for schools, other formal education groups, adult learners, general visitors and families. Many of the talks, workshops and family activities can be adapted to ensure that they are accessible to all of our visitors. Please contact our Department for Learning directly to make a booking and to discuss your particular access needs, by telephoning 01223 499 341.

## Equality Strategy

We are committed to improving access to our services. If you would like to find out more about our Equality Strategy, please visit

<http://www.iwm.org.uk/sites/default/files/publicdocument//EqualityStrategy2011-2015.pdf>

## Feedback

We welcome suggestions and feedback. Please send any comments to [duxford@iwm.org.uk](mailto:duxford@iwm.org.uk) or telephone 01223 835 000

This information is available in large print.

It can also be supplied in Braille, or recorded on to audio cassette or CD. To request a copy in one of these formats please contact Kay Cooper on:

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