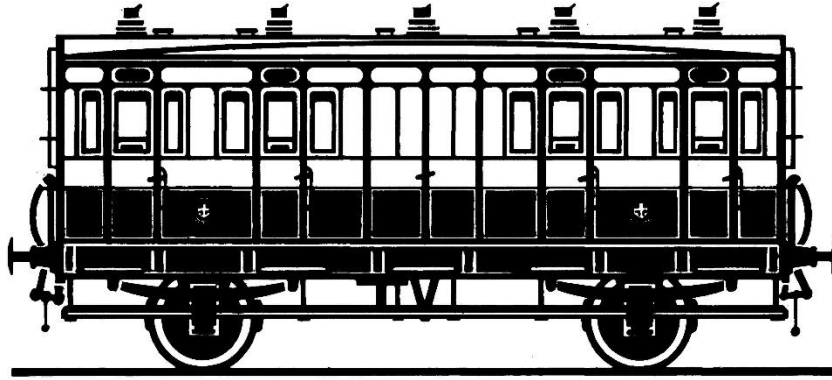


VINTAGE CARRIAGES TRUST



POLICY DOCUMENT

POL-001

ACCESS STATEMENT

Document No:	VCT-POL-001
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Issue No	Date Issued	Details
1	11 May 2024	New Policy.

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It must not be released outside of the Trust without permission from the VCT Chairman.

This document replaces all previous issues of the Access Statement.

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ACCESS STATEMENT

1. INTRODUCTION

- 1.1 The Vintage Carriages Trust ('VCT') is a Charitable Incorporated Organisation ('CIO') No 1156931, an Accredited Museum No 1202, and the owners of the "Museum of Rail Travel" at Ingrow West Station in Keighley, and adjacent to the Keighley & Worth Valley Railway ('KWVR').
- 1.2 The VCT has a Board of Trustees, all of whom are volunteers, who are responsible for the strategic management and direction of the Trust, supported by a small number of paid staff in key roles and a team of volunteers, all of whom are members of the Trust.
- 1.3 The VCT was established in 1965, and the current museum building was opened in 1990. The majority of its collection of vintage carriages are housed within the museum. The Trust also owns three former industrial steam locomotives.
- 1.4 The work of volunteers in the restoration of its various carriages has been duly recognised over the years with a number of national Awards.
- 1.5 The Museum is opened daily from 10:00 to 16:30 (Last Admission 16:00), except Christmas Day, and at least one member of VCT staff is on duty, and available to help, each day.
- 1.6 The site at Ingrow is jointly occupied by the VCT, the Bahamas Locomotive Society ('BLS') and the KWVR, and is marketed under the title "RAIL STORY". Although the VCT is an independent organisation, there is a collaborative approach with its partners.
- 1.7 **We are committed to providing a positive and inclusive experience for ALL our visitors, and to the provision of equal access for all. We strive to ensure that everyone can enjoy the heritage and excitement of our museum.**
- 1.8 We are continuously working towards further improving accessibility and making reasonable adjustments to remove any barriers that may exist. However, please note that by their nature our vintage carriages were built over hundred years ago in less than enlightened times where the access needs of people were not considered.
- 1.9 If you have any queries, or require any information in advance of your visit us, please email (admin@vintagecarriagestrust.org) or telephone (01535 680 425) us.
- 1.10 **We very much look forward to welcoming you.**

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2. PRE-ARRIVAL

- 2.1 Pre-booking is not required.
- 2.2 Ingrow Station is located on the main A629 road out of Keighley.
- 2.3 The nearest railway station on the national network is at Keighley. On days when the KWVR is operating (see <https://kwvr.co.uk/visiting-the-kwvr/timetable/> for details of dates and train times) connecting services run between Keighley (offering cross-platform interchange) and Ingrow.
- 2.4 A regular service of buses operate between Keighley Bus Station (located about 0.4 of a mile from the railway station) and immediately outside Ingrow station (Service Numbers B1, B2, B3 & 502 – see <https://www.transdevbus.co.uk/the-keighley-bus-company/services/> for timetable details).
- 2.5 Please note that access from the main road to our museum is at the end of a cobbled lane, most of which has a paved footpath running alongside this.
- 2.6 Further information about the VCT, including a copy of this Access Statement (which can be downloaded and/or printed if required), can be found on our website – www.vintagecarriagestrust.org

3. PARKING & ARRIVAL

- 3.1 There is ample free parking at Ingrow station. SAT NAV postcode: BA21 5AX
- 3.2 There are dedicated parking spaces for Blue Badge holders immediately outside our museum, with clearly marked bays, ensuring convenient access for visitors with mobility challenges.
- 3.3 There is level access from the car park to, and into, our shop and museum.
- 3.4 A small admission charge is made for entry to our museum (the current rates are clearly displayed on entry). One necessary carer of a fare-paying disabled visitor is entitled to free entry. Admission is free to all holders of a KVWR Rover Ticket.
- 3.5 We welcome registered assistance animals accompanying visitors with disabilities throughout the museum (all dogs are welcome, providing they are kept on a lead at all times, for which no charge is made). A water bowl is provided just outside the entrance to the museum.

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4. ENTRANCE & RECEPTION

- 4.1 Entrance to the museum is initially through a door, 890mm wide, into our Gift Shop, where you will be welcomed by one of our Front of House staff, who will introduce you to our museum and what we have to offer, together with offering any other assistance and information that you may require.
- 4.2 Entrance from the shop to the museum itself can be made through one of two doors, one of which is 890mm wide and the other 830mm wide.
- 4.3 A free loan wheelchair is available to assist with mobility around the museum.
- 4.4 There is also a Braille leaflet which can be loaned for the duration of your visit. Please ask at reception.

5. IN & AROUND THE MUSEUM

- 5.1 Inside the museum is dominated by two sidings of our vintage carriages, all of which are now 100+ years old. They seek to tell the story of train travel from the 1870s (our oldest carriage dates back to 1876) to the 1950s.
- 5.2 There is a central viewing platform between the two rows of carriages, which can be accessed via steps and a wheelchair lift. Our staff will be pleased to help you in gaining access to, and operating, the wheelchair lift. Once on the platform, there is detailed information about each carriage on display, including dual-level explanation panels. Several of the carriage doors are kept open for visitors to go inside, but due to their historic nature, wheelchairs are not able to fit through the carriage doors.
- 5.3 Access around the floors of the museum is good, and all visitors have excellent views of the displays on the walls and in cabinets on both sides, with many eye-catching features and easily-readable information boards to accompany them.
- 5.4 Against one side of the museum is a Magazine Sales room, where a variety of second-hand railway magazines can be browsed and purchased, accessed via a door 830mm wide.
- 5.5 One of the Trust's locomotives, *Lord Mayor*, is also on display in the museum. Access to the footplate (where there is an explanation of the various controls) is permitted, which is via a small flight of steps (with handrail).
- 5.6 At the far end of the museum is the Trust's workshop, where the majority of work on our carriages is carried out. By its very nature, access to the workshop is heavily restricted, but on many days, especially at weekends and during the summer, it can be viewed from the museum itself.

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5.7 Seating: There are seats at various places around the floor of the museum, to ensure visitors have ample opportunities to rest.

6. TOILETS

6.1 There are separate Gents and Ladies toilets in the museum.

6.2 There is also a fully accessible toilet, which has lateral transfer space and grab rails.

6.3 There is a baby nappy changing facility within the accessible toilet.

7. OTHER INFORMATION

7.1 **CATERING:** We have a hot drinks machine in the shop, whilst also on sale are a range of cold drinks and confectionery. There are also two picnic tables immediately outside the museum for the use of our visitors, one of which can be accessed by a wheelchair.

7.2 **VISITORS WITH HEARING IMPAIRMENTS:** We do not currently have any hearing loops in the museum.

7.3 **PARTIALLY SIGHTED VISITORS:** Our staff will be able to assist visitors and can provide verbal background information about the museum and the carriages therein.

7.4 **ASSISTANCE DOGS:** We welcome all registered guide dogs, hearing dogs and medical alert dogs.

7.5 **MOBILE PHONE RECEPTION:** There is reasonably good mobile phone reception in all areas of the museum.

8. OUR STAFF

8.1 We strive to provide all visitors with the best possible service. Some of our staff have also undertaken disability awareness training.

8.2 The Trustees are committed to continually improving accessibility and inclusivity. We regularly review and update our policies, procedures, and facilities to enhance the overall accessibility of our premises and services. We welcome feedback from our visitors to help us identify areas for improvement.

Please note that 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.

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