



## Accessibility Guide for Showtown the museum of fun and entertainment

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### Welcome to Showtown!

Our museum of fun and entertainment is an experience for the whole family, situated just off Blackpool Promenade among some of Blackpool's other attractions such as The Blackpool Tower and The Comedy Carpet.

Showtown is a mix of museum and visitor attraction, where you can learn the rich and fascinating entertainment history of Blackpool but also have some fun along the way with interactives and audio visuals helping bring our stories to life!

Our venue is fully wheelchair accessible and we have lots of other things on offer for access needs, including sensory backpacks, accessible quiet events and a Changing Places toilet.

This pre-guide provides information on access and what to expect during your visit to the museum. If you require any further information on access, please do not hesitate to contact us.

## **At a Glance**

### **General**

- Museum admission is free for carers. One carer ticket is available per person.
- Walking aids are available to use in the museum. We have rollator walking aids and wheelchairs that can be borrowed during your visit. The museum is not accessible to mobility scooters. This is due to space restrictions, architecture and as a matter of public safety.
- Seating is provided throughout the museum.
- Guidance and assistance dogs are welcome.

### **Hearing**

- We have a hearing loop throughout the building.
- All our audio visuals and interactives include subtitles or transcripts.

### **Visual**

- All our interactives and audio visuals include sound and we also have a visitor app which will support any visitors with visual impairments in navigating around the museum and provide them with museum content.
- Each gallery has a gallery map located on the wall. The text size 35 – 45 point.
- There is colour contrast between the walls and floor. (70%)
- Our lifts have audio announcement.

### **Level Access**

There is level access from the main entrance to:

- Gift Shop
- Gender neutral toilets and Family Toilet
- Accessible Toilet
- Baby Change
- Lifts
- Wheelchairs and walking aids (free to use for your visit)

The museum galleries and learning space are all on the first floor, accessed via staircase and lifts.

## **Getting Here**

Corner of Adelaide Street West and Bank Hey Street

Blackpool

FY1 4TQ

### **Travelling by public transport**

- You can get to Showtown by bus, train, tram and taxi.
- The nearest tram stop is the Tower stop opposite Coral Island.
- The nearest train station is Blackpool North. The train station is 0.7 miles from Showtown.
- The nearest bus stop is Bank Hey Street.

### **Travel by taxi**

- Local taxi firms include C Cabs who have vehicles with wheelchair access. C Cabs phone number is 01253 292929.
- There is a taxi rank in front of the museum.
- To access Showtown, please ask to be dropped off at our front entrance which is fully wheelchair accessible. The kerb is dropped directly outside the museum. There is also space for drop off on the opposite side of the road, also a dropped kerb.

### **Parking**

Showtown does not have its own car park, however there is a Blackpool Council car park which is a 0.2 mile walk from Showtown and a 0.5 mile drive (using the one way system). Central car park (FY1 5QB) charges start at around £3.50 and the postcode to locate to this car park is FY1 5QB. There are 573 car parking spaces with 34 blue badge spaces. Blue badge holders must display a clock with arrival next to their badge to qualify for 3 free hours. There is a free motorcycle bay and 4 x 22kw electric charge bays. The height restriction for this car park is 1.9m. The contact telephone for this car park is 01253 476395.

Parking is also available at Houndshill shopping centre (FY1 4NY), Monday – Sunday 7am–11.30pm. There are 770 spaces including disabled and parent and child spaces on each level. Charges start at £2.70 for up to 2 hours stay.

## **Coach**

The best coach drop off point is the bus stop in front of the Wild West Diner on the Promenade. It is best accessed travelling from North to South.

## **Arrival**

### **Path to Main Entrance**

- The path to the museum is flat and the kerb is sloped for drop off outside the museum entrance.
- The museum entrance sits on a corner which can get windy, please take care on arrival.

### **Main Entrance**

- The main entrance has level access.
- There are two entrances to the museum, a revolving door in the centre and an assisted opening door to the right of the revolving door. This door opens on to the street and is wheelchair accessible.

## **Getting around Showtown**

Once inside Showtown, you will be greeted by a member of our team at the front door who will welcome you in (potentially our cast members in costume and can direct you where to go and where facilities are.

### **Ground Floor**

The ground floor is largely our gift shop area with a low level shop counter. In front of you will be the main staircase to the museum and to the left two lifts. At the rear of the ground floor is an accessible toilet with baby changing unit and a family toilet. Our wheelchair and walking aid hire is available on the ground floor so please ask a member of staff on arrival if you require an aid to get around the museum. There are hearing loops in the entrance to the museum and in the gift shop.

## **Lifts**

The two lifts will take you to the first floor of the museum where you will find the lockers, a seating area, ticket desk, Changing Places toilet, gender neutral toilets and baby feeding room.

Inside the lifts are raised buttons and a full-length mirror for reversal of wheelchair.

## **Ticket Area**

The ticket desk is on the first floor before entering the gallery space. Here you will find members of staff who can assist you. The desk has a low-level section. The ticket desk has a hearing loop and this is where you can collect a sensory backpack. Our backpacks will include items such as ear defenders, communication cards and dark glasses. Please note, to borrow a sensory backpack, you will be required to leave a form of ID which you will get back on return of the backpack.

Lockers are available to store your belongings. These can be found at the top of the staircase just before the ticket area.

## **Lockers and buggy park**

Next to the ticket desk there are more lockers and a secure buggy park.

## **Toilets and Changing Places toilet**

On the first floor in the ticket area, there is set of toilets including family toilet and a parent and baby room for changing and feeding. There is a Changing Places toilet just after the lifts, this is accessed via radar key. Please ask one of our members of staff if you need to borrow a radar key.

The Changing Places toilet includes a gender neutral accessible peninsular toilet with handrails and grab bars, adjustable height washbasin with grab bars, wet room shower, multi-care trolley with adjustable height and tilting back rest, electric hoist system to 200kg, privacy folding screen, emergency call point and 6 hooks for clothes/possessions. There is plenty of room for at least two carers and a wheelchair user.

## Galleries

### Temporary exhibition space

When you have passed the ticket area and move into the gallery foyer, the entrance to your right will be the temporary exhibition space. This room is 140sqm and will house our temporary exhibitions. These will have varying subject matters and the space will be set up differently depending on what is in situ. If you require more information about this space before you arrive, please do not hesitate to contact us.

### Beside the Seaside

The first permanent gallery you will enter leading from the gallery foyer is the seaside exhibition.

- The gallery has level access from the gallery foyer.
- There is seating in this gallery on Blackpool rock design benches.
- There is a 17 metre panoramic audio visual in this gallery. The panorama has subtitles and hearing loops. The transcript for this audio visual is in the Blackpool rock design benches.
- There are interactives in this gallery which are wheelchair accessible.
- There will be seaside smells in this gallery.

### Skyline

Our *Skyline* display is located to the left of *Beside the Seaside* when you walk through the entrance.

- The display is wheelchair accessible with tight turning circles.
- There are audio interactives in this area. All have transcripts provided.

### How's Tricks?

*How's Tricks?* is a gallery about magic. This is accessed via the end of *Beside the Seaside* gallery.

- This gallery is wheelchair accessible but a little tighter on space.
- All but two interactives in this gallery are wheelchair accessible.
- All audio visuals come with subtitles or transcripts.

- There is a display that includes illusion in this gallery and mannequins, please see our sensory guide to see where this is located.

### **Roll up! Roll up!**

*Roll up! Roll up!* is our circus gallery and is accessed via the magic gallery (*How's Tricks?*)

- There are seats in this gallery.
- Interactives are wheelchair accessible.
- There are smells, overlapping sounds, mirrors and mannequins in this area. Please see our sensory guide to see where these are located.
- All audio visuals come with subtitles or transcripts.

### **It's Better with the Lights on**

This is our Illuminations gallery. This is accessed via *Roll up! Roll up!* gallery.

- There are seats in this gallery.
- Interactives are wheelchair accessible.
- In this gallery, there is an interactive with mirrors and lights. This is located in a separate room on the left when you walk into the gallery from *Roll up! Roll up!* Please see our sensory guide for exact location.
- All audio visuals come with subtitles or transcripts.

### **Toilets and Accessible Toilet**

A set of toilets are located by the *It's Better with the Lights on* gallery. These include an accessible and family toilet.

### **It's Showtime!**

*It's Showtime!* is our shows gallery, celebrating variety. It is accessed via *It's better with the lights on* gallery.

- There are seats in this gallery.
- Interactives are wheelchair accessible.
- In this gallery, there are a number of mannequins and dummies and overlapping sounds. Please see our sensory guide for exact location.
- All audio visuals come with subtitles or transcripts.

### **Everybody Dance Now**

Our dance gallery is our final permanent gallery space and is accessed via It's Showtime!

- There are seats in this gallery.
- Interactives are wheelchair accessible. For the large dance interactive, please move behind the wall to pop your head through.
- In this gallery, there are mannequins and overlapping sounds. Please see our sensory guide for exact location.
- All audio visuals come with subtitles or transcripts.

## **Additional Access Information**

### **Support Act**

We will have a free support act service starting in May. One of our access volunteers can be booked to help guide you around the space based on your needs. This service will require booking at least three weeks in advance. Our Learning and Engagement team will liaise with you on your needs and create a route suited for you. Our support act volunteer will then greet you and guide you round the space.

### **Access Events**

Access events will take place monthly on a Saturday morning before the museum opens (9-10am) and are an opportunity to experience Showtown with lights and sounds turned down. We will have BSL and audio description at these events. We will also have some other activities for participants to take part in. Dates will be announced on the website and social media when available.

### **Visitor App**

Our visitor app will be available to download in the museum from April. This app will provide layered content, but also provide access for blind and partially sighted visitors. Please bring your own headphones to listen to content. We will have iPads to borrow if you do not have a device. Please ask a member of staff for more details. Please note, to borrow an ipad, you



will be required to leave a form of ID which you will get back on return of the ipad.

## **What to do if there is a problem**

In the first instance, please notify a member of staff immediately if there is a problem.

### **Fire Safety and Procedures**

If the fire alarm sounds while you are at Showtown, please do not panic. Our staff are fully trained in fire procedures and will assist visitors out of the building.

If the fire alarm goes off, the PA system will broadcast that the site is to be evacuated and the evacuation plan will come into play. Exit routes are all marked with a mixture of luminescent and lit signs leading to one of the 3 protected fire escape staircases. If the main/feature staircase is the nearest and is not obstructed, then this will also be an available escape route. If the lights fail there is a comprehensive emergency lighting network across all the spaces.

### **Evac Chairs**

There are four evac chairs at Showtown. Each one will be situated either on the landing of the fire escape stairs or in a chosen position by the main/feature staircase.

### **Refuge Points**

There are refuge points on each of the 3 protected staircase lobbies. In these refuges there are call points that are connected to the ground floor/entrance area where a member of staff will take all communications from the refuge areas during an evacuation/emergency.

### **Lifts**

Our lifts are not designated fire lifts and we will evacuate visitors via fire escapes using the evac chairs where needed.