

Access Statement for WORLD *of* WEDGWOOD



At World of Wedgwood, we strive to ensure that an inclusive and enjoyable experience is maintained for every visitor. This access statement aims to accurately describe the facilities and services available and to allow visitors to plan ahead for a perfect day out.

Introduction

World of Wedgwood is a unique visitor attraction celebrating the very best of British industrial and design heritage in the heart of Staffordshire. As well as fascinating Wedgwood factory and collection tours, visitors can try their hand at the potter's wheel, create their own plate, browse and buy from the widest

selection of Wedgwood pieces in the world, relax and indulge with the ultimate afternoon tea, or enjoy local produce in the Wedgwood Tea Room.

All areas of World of Wedgwood are accessible to wheelchair users. There is access to all areas for motability scooters except for Lift 03 near to the Factory Tour – this is due to weight restrictions (max. 400kg.) and lift dimensions. A World of Wedgwood wheelchair can be used in place of a motability scooter or, where that isn't appropriate, an alternative tour route can be taken.

Guide dogs are welcome and carers are admitted free of charge.

Accessible toilets and baby changing facilities are available at the site.

Pre-Arrival

- Full details and a map of how to reach World of Wedgwood are available at <https://www.worldofwedgwood.com/content/visit>
- To contact in advance of a visit, telephone 01782 282986 or email info@worldofwedgwood.com

Car Parking and Arrival

- Staff are fully responsive to all visitors' needs and will provide assistance and advice to ensure each visitor receives a memorable experience.

- All parking at World of Wedgwood is free of charge and there is no time limit.
- On the visitor car park there are eight spaces designated for Blue Badge holders, these are clearly marked and located at the closest point to the buildings on site. Should you require any assistance from the car park please inform World of Wedgwood before your visit.
- Visitors should be aware that there is a height and weight limit for the canal bridge when accessing the site from Barlaston Old Road. The maximum height limit is 2.3m (7'6") and the maximum weight limit is 5T mgw.
- There are height restrictions for overhead power lines on the railway crossing immediately after crossing the canal bridge. Vehicles cannot be over 5m (16'6").

Main Entrance and Atrium

- Access to the World of Wedgwood reception atrium is situated on the ground floor. The route from the visitor car park to the reception atrium is via the courtyard walkway which is completely flat.
- The Lost Child Meeting Point is located in the reception atrium. If a child gets lost, the nearest member of staff should be informed so they can alert Security.

Attractions

- Most of the World of Wedgwood attractions are located on the ground floor and are suitable for wheelchairs, motability scooters and pushchairs.
- The Creative Studios are located on the second floor and the Factory Tour is located on the first floor. They can be accessed by a lift or stairs with handrails.
- There are approximately 19 stairs up to the first floor and 17 stairs up to the second floor. All access areas to the Creative Studios and Factory Tour have a non-slip surface.
- There is one large lift on site which takes visitors up to the Factory Tour and Creative Studios.
- Refuge Stations and Evacuation Chairs are situated throughout the Factory Tour.
- The V&A Wedgwood Collection is completely flat and is on one level. Seating areas are situated throughout the galleries.

Accessibility Aids

- There are wheelchairs on site which are available for complimentary use by visitors with restricted mobility. These can be booked in advance by calling 01782 282986 or ask at reception on the day of the visit.
- The courtyard provides plenty of bench seating within the landscaped surroundings.

Toilet Facilities

- There are two separate toilet areas on site which are located in the World of Wedgwood reception atrium and the V&A Wedgwood Collection.
- All toilet areas have accessible toilets with wide doors and baby changing facilities.
- All accessible toilets have a safety chord and handles fitted.
- A gender-neutral toilet is situated in the reception atrium.

Catering

- There is a dining area on site in the Wedgwood Tea Room which offers a quintessential afternoon tea experience as well as light bites and refreshments. Afternoon Tea must be booked in advance either online at <https://www.worldofwedgwood.com/content/tea-room-reservations>, by emailing bookings@worldofwedgwood.com or calling 01782 282986.
- The Wedgwood Tea Room is in the main building on the ground floor.
- Personal tastes or allergies can be catered for by informing a member of staff, either in advance or on the day of the visit.

Retail

- Both the Wedgwood Store and Gift Shop are on one level on the ground floor and are accessible through the main reception atrium.

- The Factory Outlet is in the building across the courtyard and is fully accessible to visitors with restricted mobility. There are ramps to allow easy access.

Additional Information

- Dogs (except assistance dogs) are allowed in the World of Wedgwood courtyard but are not allowed to enter any building.
- Assistance dogs are welcome throughout all areas of the attraction.
- Water bowls for dogs are situated outside the Factory Outlet.

Carers and Concessions

- Carers are admitted free of charge.
- Visitors over the age of 60, students with a valid student ID or NUS card, and key workers are able to visit World of Wedgwood at a concessionary rate.

Evacuation

- In the unlikely event that visitors and staff need to evacuate the building, they can be reassured that an efficient procedure is in place. They will be guided by World of Wedgwood staff and asked to wait in the agreed

safe meeting area until the all clear is given to re-enter the building.

Contact Information

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