

# Access Statement for World of Wedgwood

WORLD *of* WEDGWOOD



We strive to ensure that an inclusive and enjoyable experience is maintained for every visitor at World of Wedgwood.

This access statement aims to accurately describe the facilities and services which we offer, and to allow you to plan ahead for your perfect day out at World of Wedgwood.

## **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 Museum tours, visitors can try their hand at the potter's wheel, create their own plate, or 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 contemporary restaurant.

All areas of World of Wedgwood are accessible to wheelchair users. Hearing loops are available at till points throughout. Guide dogs are welcome and carers are admitted free of charge. Accessible toilets and baby changing facilities are available across the site.

## **Pre-Arrival**

- You can find full details and a map of how to reach us at <https://www.worldofwedgwood.com/content/visit>
- If you'd like to contact us in advance of your visit, please telephone 01782 282986 or e-mail [info@worldofwedgwood.com](mailto:info@worldofwedgwood.com), and we will gladly help you plan your visit.

## **Car Parking and Arrival**

- Staff are responsive to all visitors needs and will provide assistance and advice when required 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 our visitor car park, we have eight spaces designated for Blue Badge holders which are clearly marked, and these are located at the closest point to the buildings on site.
- Please 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 or 7'-6" and the maximum weight limit is 5T mgw.
- Please note that there are height restrictions for overhead power lines on the railway crossing immediately after crossing the canal bridge. Vehicles cannot be over 16'-6".

### **Main Entrance and Atrium**

- Access to the World of Wedgwood Reception Atrium is situated on the ground floor. Visitors can walk from the car park to the Atrium via the Courtyard walkway which is completely flat.
- The Lost Child Meeting Point is located in the Reception Atrium. If your child gets lost please tell the nearest member of staff who will alert Security.

### **Attractions**

- Most of our World of Wedgwood attractions are located on the ground floor and are suitable for wheelchairs and pushchairs.
- Our Master Craft Studio and Factory Tour are located on the first and second floors, and therefore can only be accessed via lifts or stairs with handrails.

- There are approximately 19 stairs to the up to the first floor, 17 stairs up onto the second floor and approximately 19 metal stairs back down onto the first floor on the Factory Tour. All access to the Master Craft Studio and Factory Tour has a non-slip surface.
- We have two lifts on site which take visitors up to the Factory Tour and Master Craft Studio. On the Factory Tour, a visitor with restricted mobility can be expected to use the lift three times: firstly, up to the second floor onto the factory, secondly, onto the first floor for the other half of the Factory Tour, and finally, back down to the ground floor once the tour has finished.
- Refuge Stations and Evacuation Chairs are situated throughout the Factory Tour. There are also seating areas situated throughout the Factory Tour.
- The Wedgwood Museum is completely flat and is all on one level. Seating areas are situated throughout the Museum.

### **Accessibility Aids**

- We have 4 wheelchairs on site which are available for complimentary use by our visitors with restricted mobility. You can book these in advance by contacting 01782 282986, or ask at reception on the day of your visit.
- We also have hearing loops located at our till points in the Reception Atrium, Retail and Dining areas to assist those with impaired hearing.
- The Courtyard provides plenty of seating within the landscaped surroundings.

## **Toilet Facilities**

- We have three separate toilet areas on site, which are located in the World of Wedgwood Reception Atrium, The Dining Hall, and the Wedgwood Museum.
- All toilet areas have accessible toilets with wide doors and baby changing facilities.
- All accessible toilets have a safety chord and handles fitted.

## **Catering**

- We have three separate dining areas on site. The Dining Hall, sells a traditional all day menu. Our Wedgwood Tea Emporium offers light bites and refreshments, and our Wedgwood Tea Room offers luxurious afternoon tea experiences. (Afternoon Tea should be booked in advance, please contact 01782 282986).
- The Wedgwood Tea Emporium and Wedgwood Tea Room are in the same building within close proximities of each other; however The Dining Hall is across the Courtyard. There are ramps situated near The Dining Hall for wheelchair users, because the gradient of the Courtyard slopes slightly.
- We are able to cater for any personal tastes or allergies. Please let a member of staff know in advance or on the day if you require any additional changes made to your order.

## **Retail**

- Both our Flagship Store and Museum Shop are on one level and are accessible through the main World of Wedgwood Reception Atrium.

- The Factory Outlet is in the building across the Courtyard, and is fully accessible to visitors with restricted mobility. We have ramps to allow easy access.

### **Additional Information**

- Dogs are allowed in the World of Wedgwood Courtyard, however they are not allowed to enter any building, except for assistance dogs.
- Assistance dogs are welcomed throughout all areas of the attraction.
- Water bowls for dogs are situated around the Courtyard.

### **Carers and Concessions**

- Carers are admitted free of charge.
- Visitors over the age of 60, or students with a valid student ID or NUS card 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, please be reassured that a procedure is in place and you 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**

World of Wedgwood  
Wedgwood Drive  
Barlaston  
Stoke-on-Trent  
Staffordshire  
ST12 9ER

**Telephone:** 01782 282986

**Email:** [info@worldofwedgwood.com](mailto:info@worldofwedgwood.com)

**Website:** [www.worldofwedgwood.com](http://www.worldofwedgwood.com)

## **Opening Times**

Monday to Sunday, 10am to 5pm

The Dining Hall opens at 9:30am

Wedgwood Tea Emporium opens at 10am

Wedgwood Tea Room opens at 12 noon

Factory tour closes at 4pm, last entry 3pm

Retail stores open 10am to 5pm

(Please refer to website to see Christmas opening times)

## **Local Taxi Firms:**

Roseville Taxis: 01782 613456

Sid's Taxis: 01782 713999

Lucky 7: 01782 333333

Z Cars: 01782 593322

Magnum Taxi's: 01782 819819

## **Find us**

### **From M1**

Follow A50 west, then tourist signs when approaching Stoke-On-Trent.

### **From M6**

Follow A34 (south from junction 15, or north from junction 14), then follow tourist signs.

### **By train**

Only 90 mins from London Euston & 45 mins from Manchester Piccadilly to Stoke-on-Trent station.

We are 15 minutes from Stoke-on-Trent station by Taxi.

### **Other Transport**

NB: If you are using Satellite Navigation please use ST12 9ER. If you are travelling via the canal - Bridge 104.

Regular D & G bus service 14 to Barlaston, Wedgwood Drive followed by a 20 minute scenic walk.

If you are travelling to World of Wedgwood via bicycle, we have bike racks situated around the Courtyard.

### **Prices**

Full details of prices and ticket types can be found on the website <https://www.worldofwedgwood.com/content/ticket-prices>