

# 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 contemporary restaurant.

All areas of World of Wedgwood are accessible to wheelchair users. There is access to all areas of World of Wedgwood for motability scooters, except for Lift 03 on 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 across 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](mailto: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.
- 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 car park to the 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 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 up to the first floor, 17 stairs up to the second floor and approximately 19 metal stairs back down to the first floor on the Factory Tour. All access areas to the Master Craft Studio and Factory Tour have a non-slip surface.
- There are 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 (*except for motability scooters – see Introduction*); 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.
- During 2020 the Factory Tour will be undergoing work to improve the visitor experience. This may incur changes to the current route. We will endeavour to keep the route accessible to all but there may be alternative routes put in place for wheelchair users if Lift 03 cannot be accessed.
- The V&A Collection at World of Wedgwood is completely flat and is on one level. Seating areas are situated throughout the galleries.

## **Accessibility Aids**

- There are four 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 three separate toilet areas on site which are located in the World of Wedgwood Reception Atrium, the Dining Hall and the V&A Collection at World of Wedgwood.
- All toilet areas have accessible toilets with wide doors and baby changing facilities.
- All accessible toilets have a safety chord and handles fitted.
- There is a gender-neutral toilet situated in the Reception Atrium.

## **Catering**

- There are two separate dining areas on site: the Dining Hall which serves a wide range of all-day dining options, and the Wedgwood Tea Room which offers a luxurious 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](mailto:bookings@worldofwedgwood.com) or calling 01782 282986.

- The Wedgwood Tea Room is in the main building and 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.
- 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 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. There are ramps to allow easy access.

## **Additional Information**

- Dogs (except assistance dogs) are only allowed in the World of Wedgwood Courtyard and the Dining Hall, they are not allowed to enter any other building.
- Assistance dogs are welcome throughout all areas of the attraction.
- Water bowls for dogs are situated in the Courtyard near the Dining Hall.

## 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, 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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