

Museums & Galleries Edinburgh

Accessibility Guide for The Museum of Edinburgh

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Welcome

The Museum of Edinburgh is the City's treasure box - a maze of historic rooms crammed full of iconic objects from the Capital's past.

Find out about the history of Edinburgh from the earliest times to the present day. Discover more about the city, its people, crafts and trades and the beautiful objects they created.

Although the ground floor is accessible (with one step to the entrance), due to the historic nature of the building, the upper levels are accessible by stairs only.

At a Glance

Level Access

- The main entrance has 1 step. There is no lift and no ramp.
- There is level access from the main entrance to:
 - Ground floor toilets
 - Courtyard

Visual

- Some parts of the venue have low lighting.

General

- There is at least 1 public toilet for disabled visitors.

Getting here

Huntly House
142 Canongate
Edinburgh
EH8 8DD

- You can get to The Museum of Edinburgh by bus, train and tram.
- There is a stop conveniently outside the museum entrance and the opposite side of the road. Service 300 runs between the Airport and Ocean Terminal. Here is a link to the online timetable: <https://lothianbuses.co.uk/timetables-and-maps/timetables/300>
The nearest train station is Waverley. The train station is 0.40 miles / 483.5 km from The Museum of Edinburgh.
- The nearest tram station is Princes Street. The tram station is 0.9 miles / 1.4 km from The Museum of Edinburgh.
- If not using public transport to get to Princes Street, we recommend travelling via Jeffrey Street; then Market Street opposed to via the Royal Mile because Jeffrey Street is mostly flat and downhill.
- You can get a taxi with City Cabs by calling 0131 228 1211. The taxi company has a wheelchair accessible vehicle.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.

- The Museum is located on the main road, which gets very busy at certain times of the day. There is no on-street parking and restricted drop-off areas. However, there is a bus stop with a dropped kerb outside the museum: a quick drop-off is then possible, but it is difficult to wait for people for a long period of time.



Bus stop outside the main entrance, Bus 300 in the direction of the airport

Arrival

- From the street to the main entrance, there is 1 step. There is no ramp and no lift.
- The main door is side hung and manual.
- The door is 1200mm wide.
- The main entrance has 1 steps.
- The other entrance door is 1070.00mm wide.
- Accessible through the side courtyard to the left of the main entrance
- There is also a door (h: 2020 x w: 920mm) to the courtyard entrance with a very small step, however, it does not affect wheelchair access.



Accessible entrance



Courtyard door, usually opened during museum opening hours

Getting around inside

Visual Impairment - General Information

- Some parts of the venue have low lighting.



The stairs are dimly lit, especially later in the day in winter



Examples of low lighting in some rooms

Ticket/ information desk

- From the main entrance to the desk, there is level access. The desk has a low section.
- The main desk with the till is 1m off the ground; the lowest section is 72cm.



Main desk



Lower section for wheelchair users

Ground Floor temporary exhibition

- Some display information is low, for wheelchair users.
- The ground floor temporary exhibit, the toilet, the shop and buggy park are all accessible to wheelchair users by the side entrance. The rest of the museum exhibits are located upstairs and, unfortunately, are only accessible via the stairs on multiple levels. The museum is housed in a series of 16th to 18th centuries buildings, so there is also no lift. If you have mobility issues but are able to use the stairs, there is a handrail to help you and seats in the exhibition rooms if you need to rest.



Stairs between ground and first floor (18 steps)



Temporary exhibition on the ground floor

Public toilet

Ground floor toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The toilet door is 900mm wide.
- The direction of transfer is to the left.
- There is 1400mm in front of the toilet. The toilet seat is 460mm high. The toilet has handrails.
- In the accessible toilet, you can find baby changing facilities.



Accessible toilet

Shop

Ground Floor shop

- The route through the shop is 800mm wide, or more.
- The ticket desk is located in the shop. It is open plan with no aisles, but there are some high shelves. There is always a member of staff on duty if you need any assistance.



The shop on the ground floor

Buggy Park

- There is allocated space to leave buggies and wheelchairs on the ground floor. If you have limited mobility but are able to walk upstairs, it is possible to leave your wheelchair, walking aid, or mobility scooter in this space. Please, ask a member of staff to highlight this area on arrival.

Getting around outside

Courtyard

- From the main entrance to the gardens, there is level access.
- The courtyard is accessible by side entrance on the street level or via the temporary exhibition space on the ground floor. As previously stated, wheelchair users can enjoy this space and access the ground floor via the courtyard.
No smoking permitted in this area.



View on Canongate Kirk from back of courtyard

Picnic Area

2nd courtyard

- You can bring your own food to the picnic area.
- This courtyard is accessible via the upper museum levels, at the end of the visitor route. Also, for wheelchair users, it is accessible via a side gate called "Bakehouse Close" to the right of the museum's main entrance. The gate is sometimes locked and sometimes open if there is a volunteer. You can access the courtyard where there is a ramp and, then the basement Courtyard Gallery where there is an interactive display. There is a small step but the staff have a portable ramp, so please ask them for help.





The access ramp in the courtyard



Gate accessible from the street called



Wheelchairs access to the courtyard



Courtyard Gallery

Customer care support

Accessibility equipment

- There is not toilet area for assistance dogs in the museum. The nearest place is a public park (Holyrood Park) about 0, 3 miles from the museum.
- We have other services for people with accessibility requirements.
- Please, ask for assistance if you need help in any way.

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