



## Access at RNLi Grace Darling Museum

### Policy Statement

The RNLi Grace Darling Museum aims to provide a high level of customer service to all visitors. We aim to treat each visitor as an individual and work with them to meet their specific requirements. It is the duty of our volunteers and staff to make you feel welcome and help you to enjoy your visit. The RNLi Grace Darling Museum has undertaken an Access Audit and is keen to continuously improve the site for all visitors.

Below is specific information about the site. Please get in touch with us if you have any questions about our site, facilities or planning your visit.

The RNLi is an equal opportunities employer, ensuring that all staff and volunteers are treated equally. The RNLi Grace Darling Museum works to the RNLi Equal Opportunities Policy and RNLi Volunteer Equal Opportunities Policy.

### RNLi Grace Darling Museum Vision

The RNLi Grace Darling Museum protects and promotes the story of Grace Darling's famous rescue of nine survivors from the wreck of the Forfarshire in 1838, and the work of the RNLi today.

We strive to embody the spirit of Grace Darling, using our collections to inspire our visitors.

## **Access Information**

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## **Admissions & Opening Hours**

Entry to the RNLI Grace Darling Museum is free.

The museum is open from Easter to end of September, seven days a week from 10am to 5pm with last entry at 4.30pm. The museum has reduced opening hours in the winter: from October to Easter we are open from Tuesday to Sunday, 10am to 4pm with last entry at 3.30pm.

## **Contact Details**

Address: RNLI Grace Darling Museum, Radcliffe Road,  
Bamburgh, Northumberland, NE69 7AE

Telephone: 01665 214910

Website: [www.rnli.org.uk/gracedarling](http://www.rnli.org.uk/gracedarling)

Email: [AskGraceDarling@rnli.org.uk](mailto:AskGraceDarling@rnli.org.uk)

## **Basic information**

The RNLI Grace Darling Museum is dedicated to the story of Grace and William Darling's rescue of nine survivors from the wreck of the SS Forfarshire in 1838. The museum is spread over two floors. The main displays and the shop are on the ground floor, with a viewing window and the Lantern Room on the upper level. The Lantern Room is used for school visits and occasional temporary exhibitions. It is also available for hire.

## **Getting Here & Car Parking**

A clearly worded leaflet is available describing the main facilities, directions, opening times, public transport access. It also includes a basic map of Bamburgh. The leaflet states our contact telephone number, email and web address. The leaflet is widely distributed to tourist venues and Tourist Information Centres in the area. This information is repeated on our website.

If you are travelling by car, follow signs for Bamburgh from the A1. There is no parking available at the museum but there is free on-street parking in the village and free car parks by Bamburgh Castle and the beach. These car parks are a 15-minute walk from the museum. The on-street parking gets very busy in the summer months and is unsuitable for larger vehicles such as coaches. Drivers with passengers unable to walk to the museum from the car park may want to drop a passenger off at the museum door and return after parking. Blue badge holders can park on the double yellow lines by the museum.

If you are travelling by public transport, Bamburgh is on the X18 bus route run by Arriva. The Museum is a 2-minute walk from The Grove bus stop.

If you come by foot or bike, the museum is located on Radcliffe Road opposite St Aidan's Church. Signs around the village will help you find us.

### **Main Entrance, Reception & Shop**

The museum entrance has double-width automatic doors. There is a slightly recessed threshold/doormat. The flooring in the entrance is made of slate tiles. The floor is level throughout the museum.

During opening hours there is always someone present in the shop entrance, just inside the main doors.

Assistance dogs are welcome in the museum. Other dogs may not enter. There is a water bowl outside the front door and space to tie up dogs.

The shop is to the right of the entrance doors as you walk in. The shop sells RNLI products. Our volunteers are happy to help with any purchases and queries and can provide information on the museum as well as the village.

To the left of the entrance doors is a small space with bench seating and an audio visual with subtitles. This is about contemporary RNLI female medal winners.

Beyond a large brick archway is a lobby area. The Museum lobby is well-lit and provides access to the main museum galleries, and a lift and stairs to the upper floor. The lift is a platform lift with glass sides. The stairs and landing areas are well lit with slate flooring. The stairs have a slightly raised contrast step edge.

### **Main Galleries**

To enter the main galleries, continue through the lobby and go through the blue/grey door.

There are two adjoining main galleries. The first gallery is constructed in a circle with an interactive model of Longstone Lighthouse in the middle. The gallery has carpeted flooring. The lighting is a mix of spotlights and ambient lighting set at low levels owing to the delicacy of the objects on display. The exhibition starts from the left as you walk through the door. The first three showcases and a series of text panels explain Grace's early life in Longstone Lighthouse and the background of the SS Forfarshire.

After the third showcase the first gallery opens into the second gallery focusing on the coble, the boat which was used in the rescue. On the left of the entryway to this display is a button to trigger an audio visual with subtitles which is projected over the coble. There is a bench seat in the first gallery placed to view the audio visual. The flooring is slate tiles and the lighting varies depending on whether the audio-visual is running. Within this area are two showcases to the right focusing on the gifts given to Grace and items requested from her by admirers. On the left is a showcase containing some of the items from the SS Forfarshire.

Returning to the first gallery there is a final showcase and text panel on the left about Grace's death and her legacy.

Both galleries contain a selection of different interpretation methods including audio-visual with subtitles, interactives, large display panels and traditional object labels. An introductory talk is available for pre-booked groups.

The blue/grey door returns you to the lobby area including the stairs and lift to the upper floor.

## **Upper Floor**

The upper floor contains a landing, viewing window, the Lantern Room and museum office. On the upper landing is a showcase containing artifacts inspired by Grace's rescue.

There is a viewing window providing daylight and wonderful views out to sea.

### **Meeting Room**

The Lantern Room on the upper floor of the museum is available to hire. Access to the room is via a flight of stairs or a lift from the lobby. There is a viewing window providing daylight and wonderful views out to sea. Hire of the room includes a smart board, digital projector, chairs, tables, a kettle and mugs. Seating and tables in the room can be moved to suit.

### **Public Toilets**

The museum does not have public toilets. The public toilets in Bamburgh are 100 yards from the Museum, across the road. There is a 20p charge for these toilets.

### **Emergency Procedures**

An emergency procedure is in place and staff and volunteers will advise you if necessary. The alarm is a distinct sound with no associated lights.

All staff are have received First Aid training.

### **Future Plans**

The museum plans to provide information further for visually impaired visitors to improve access to the items in our permanent gallery.

**We welcome your feedback to help us continually improve. If you have any comments please phone 01668 214910 or email [AskGraceDarling@rnli.org.uk](mailto:AskGraceDarling@rnli.org.uk).**