

Accessibility Guide



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ROYAL AIR FORCE **museum**

Accessibility Guide for RAF Museum Midlands

01902 376200, www.rafmuseum.org

Contact for accessibility enquiries:

Customer care team: midlands@rafmuseum.org



Welcome

WE CAN'T WAIT TO MEET YOU!

The Royal Air Force Museum Midlands offers a fun, award-winning day out for all the family. Entry is free* and we're open daily from 10.00am.

Visit the National Cold War Exhibition with its eye-catching architecture and design. Discover Cold War stories in immersive Hot spots, explore thrilling displays of aircraft, iconic cars, models, tanks and even life-sized Russian dolls. Come and marvel at the world's oldest Spitfire, the TSR2, and many other classic aircraft in our War in the Air hangar. Be sure to see our newly restored Wellington bomber in our 'Strike Hard, Strike Sure' Bomber Command 1939-1945' Exhibition.

* (Car parking charges apply, including Blue Badge holders. You can pay in advance or on arrival)

RAF Museum Midlands: at a glance



There is paved access from the main entrance to all of our site

- The Visitor Centre
- The Visitor Centre check in.
- Airfield Kitchen
- Visitor Centre toilets
- Visitor Centre Changing Places facility
- Test Flight and War in the Air hangars
- Test Flight hangar standard and accessible toilets
- The Flight Zone experiences
- National Cold War Exhibition
- National Cold War Exhibition standard and accessible toilets and Lecture Theatre.
- National Cold War Exhibition main passenger lift and platform lift
- National Cold War Exhibition gift shop
- National Cold War Exhibition Hot spot multi-media hubs
- Hangar 1 (This is currently closed as part of our exciting Midlands development plan)

There is level access from the car park to our external areas:

- Outdoor playground
- Britannia picnic area
- Visitor Centre picnic area
- Test Flight - War in the Air picnic area
- We have six aircraft outside. Three of these; the Hercules, the VC10 and the Britannia are all on grass which can be soft in wet weather.

Visual



- The Fire alarm has flashing lights.
- Some parts of the venue have low lighting.
- We have display information in audio and large print.
- Anyone wearing red branded shirts are part of the Visitor Experience team.
- Anyone wearing blue branded shirts are part of the volunteering team.
- They are all there to assist you, just ask.



Hearing

- All video content has subtitles.
- Many of our earpieces have a T feature.
- There is a Quieter Zone in the Upper level of the National Cold War Exhibition.

General



- There are five accessible toilets
- One toilet is a Changing Places facility.
- Many staff have undertaken disability awareness training.
- Some of our staff are undertaking British Sign Language training

Getting here

RAF Museum Midlands, Shifnal, TF11 8UP

What3words = flattered.works.minority

Travel by public transport

Travel by bus



- The nearest bus stop is on the A41, opposite the Marks & Spencer garage.
- This is approximately a 2.4km/1.5miles walk from the Visitor Centre.
- The road leading to the Museum runs alongside the airfield.
- There is no footpath until the Museum gates..

Travel by train



- The nearest railway station is at Cosford on the Wolverhampton to Shrewsbury line.
- Cosford is not a manned station and access to platforms is via two flights of steps.
- Currently there is no provision of lifts.
- This is a 15-20 minute walk, approximately 1.2km/0.75 miles to the Visitors centre
- There is no footpath until the Museum gates.



Travel by taxi

- You can get a taxi with Veezu by calling 01952 501050.

Parking



- There is ample pay and display parking at the Museum.
- On arrival, please use Car Park 1 which is closest to the Museum entrance.
- There are 22 accessible Blue Badge spaces and 6 family spaces. (parking charges do apply)
- Additional spaces are available on Car Park 2 and the NCWE/overflow car park at peak times.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The path has a gentle slope.
- The route is 3100mm/10' 2" wide, or more.
- The main car parks are on a slight gradient with a Tarmac surface, clear markings and LED lighting.



Arrival

Path to main entrance

- We recommend that you come to the Visitor Centre first and check in. If you have pre-booked, the team will simply scan the bar code you were sent. If you haven't booked, you can do that here. Parking tickets can be paid for in advance, or via a QR code displayed in the car park, at the parking machines around the site, or in the Visitor Centre.
- From the car park to the Visitor Centre, there is level access.
- The path is 3100mm/10' 2" wide, or more.
- The path is sloped.

Main entrance

- The main entrance has level access.
- The door is 1800mm/5' 11" wide.
- The main door is sliding and automatic.
- There are two more doors when you come through the main doors.
- These are 1400mm/4' 7" wide and are automatic.
- Simply walk towards the doors and they will open.



The view from the Visitor Centre to Car Park 1.



A view towards the entrance of the Visitor Centre



A view towards the Visitor Centre from Car Park 1.



Main doors to the Visitor Centre Automatic doors, just walk towards them to open.



Entrance lobby to the Visitor Centre (a)



Entrance lobby of the Visitor Centre (b)

The Visitor Centre check-in

At a glance:

- From the main entrance to the desk there is level access.
- The route is 3000mm/9' 10" wide, or more.
- There are two check-in desks, please use either.
- You can go to the side of either desk in the Visitor Centre where you can check in. These sides are lowered to 720mm/2' 4" for accessibility.
- If you have not booked in advance, no problem, you can do that here.
- You can also pay for your parking at the check-in desks.
- We have regular guided tours with audio headphones.
- Touch and descriptive tours are also available for visually impaired visitors. (Please contact our Customer Care team before visit)
- We have some display information in audio and large print.
- The check-in desks have hearing loops installed.



Looking at the check-in desks in the Visitor Centre



A view of one of the two check-in/information desks in the Visitor Centre.



Looking right as you enter the Visitor Centre (part of the Airfield Kitchen)



Looking left as you enter the Visitor Centre (the Airfield Kitchen)



The side door of the Visitor Centre, leading to the staff car park and outdoor areas. This door is automatic on the inside and has a button if entering from outside.

Public toilets in the Visitor Centre



The doors to the standard toilets in the Visitor Centre.



Washing facilities in each of the standard toilets within our Visitor Centre.



There are four booths in each of the standard toilets in the Visitor Centre.

- There is a **Changing Places** toilet in the Visitor Centre.
- From the main entrance to the public toilet there is level access. The route is 930mm/3' 1" wide, or more.
- The toilet door is 930mm/3' 1" wide.
- The direction of transfer onto the toilet is to the right.
- There is 795mm/2' 7" at the side of the toilet. There is 1950mm/6' 5" in front of the toilet. The toilet seat is 480mm/1' 7" high. The toilet has handrails.
- Our Changing Places toilet includes: ceiling track hoist with full room coverage, adjustable height changing table, shower, Peninsular WC, height adjustable wash basin, privacy screen, grab rails, hand drying equipment and emergency alarm system.



Changing Places in the Visitor Centre (a)



Changing Places in the Visitor Centre (b)



Accessibility equipment

- We have four wheelchairs and four battery powered mobility scooters.
- These are free to use, on a first come, first served basis.
- To use one, just speak to one of our team when you arrive.

Assistance dogs

- Assistance dogs are welcome.
- We have a lot of open spaces which your assistance dog can use.
- We ask that always keep your dog on a lead and that you clean up after your dog please.



Our free to use mobility scooters.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has audible sounders and flashing lights.
- In the event of an emergency, our staff are trained to assist our visitors in the safe evacuation of our buildings
- As well as audible alarms and public address announcements, we have a flashing light system in all buildings to indicate there is an emergency.
- Our staff are trained to conduct thorough searches in all buildings in case any of our visitors need assistance.
- We also have EvacChair[®] equipment to assist visitors down stairs if needed.
- Many of our team are qualified First Aiders.

Customer care support

- Many staff have undertaken disability awareness training.
- We have recently incorporated a voluntary British Sign Language course to our team as part of their on-going training.

The Airfield Kitchen

At a glance

- From the main entrance to the dining area, there is level access. To get to a table, there are no steps.
- The route through the dining area is 800mm2' 8" wide, or more.
- There is occasional low volume background music.
- The tables and plates have high colour contrast.
- We cater for vegetarian, gluten-free (coeliac), lactose-free (dairy-free), nut-free, vegan and kosher specific diets. Please make our team aware when ordering.
- We also offer an online ordering service where you can pre-order food so it will be ready at the time of your choosing.
- Alternatively, you can order from the counter or sit at a table and order online and the food will be brought to you as soon as it is ready with our Time2Eat service.







The rear doors of the Visitor Centre leading to the Nimrod, Neptune, Test Flight and War in the Air hangars.



View from the Visitor Centre rear exit and paths leading to Test Flight and War in the Air hangars.



There is a gentle slope towards Test Flight and War in the Air hangars. Please be aware that the road may have traffic during busy periods.

The Test Flight and the War in the Air Hangars

At a glance

- From the main entrance to this area there is level access.
- The route is 1420mm/4' 8" wide, or more.
- The main door is 1420mm/4' 8" wide. There is red boundary rope protecting all exhibits.
- The rope is 400mm/1' 4" high. Some display information is low for wheelchair users.
- There are seats. Videos have subtitles and audio earpieces.
- There is a 4D experience and flight simulator which can occasionally show flashing images
- There are some accessibility issues here as two of the experiences have no wheelchair access.
- Please check with the Flight Zone team if you have any questions.

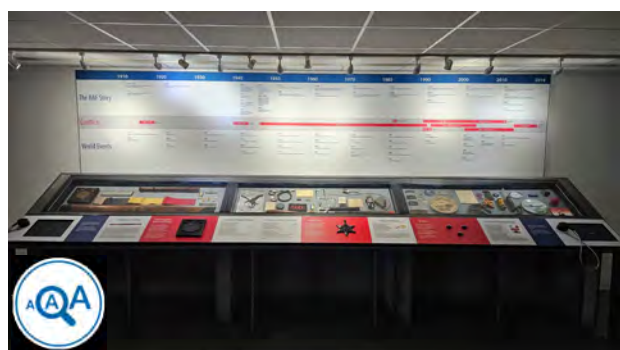
(There is a section in this guide that gives more details of the Flight Zone.)



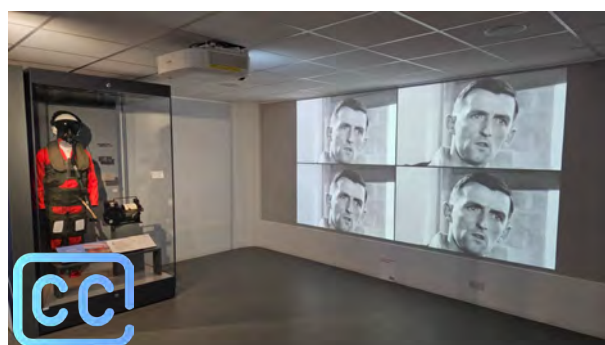
The Entrance to the Test Flight and War in the Air hangars.



RAF Stories. The entrance into the Test Flight and War in the Air hangars.



On the left is a display cabinet. This has a large print guide.



On the right is a film screen. It has subtitles.

Test flight and War in the Air hangars toilets

At a glance



- There are gents and ladies standard toilets, with three cubicles and washing facilities.
- There are two accessibility toilets, both with baby changing facilities.
- From the main entrance to the public toilet there is level access.
- The route is 1420mm/4' 8" wide, or more.
- The toilet door is 878mm/2' 11" wide.
- The direction of transfer onto the toilet is to the left.
- There is 1360mm/4' 6" in front of the toilet.
- The toilet seat is 480mm/1' 7" high.
- The toilets have handrails.



Looking into the Gents toilet and accessible toilet in the Test Flight hangar



Looking into the Ladies toilet and the accessible toilet in the Test Flight hangar.



Inside one of the accessible toilets in the Test Flight hangar

The Flight Zone

within the Test Flight hangar



The four different experiences in the Flight Zone are:

4D experience:

Movement, sound, flashing images and sensory items including water and smoke. (depending on ride choice)

Dam-busters/Spitfire virtual reality experience: Immersive VR headset with built-in sound.

Typhoon flight simulator:

An immersive ride with movement, sound and flashing images (No wheelchair access).

RAF Falcons Paradrop VR experience:

Immersive VR experience with movement, sound and flashing images (No wheelchair access).

Please ask a member of the Flight Zone team for full details.



4D experience.

Movement, sound, flashing images and sensory items including water and smoke – depending on ride choice.

Note: space at the sides can accommodate wheelchairs.



Dambusters/Spitfire virtual reality experience.

Immersive VR headset with built-in sound.

Note: seats can be moved to accommodate wheelchairs and mobility scooters



Typhoon Simulator.

An immersive ride with movement, sound and flashing images.

Note: there are four steps up and bench seating and no wheelchair access.



RAF Falcons Paradrop simulator.

Immersive VR experience with movement, sound and flashing images. Note: integral seat. No wheelchair access.



Entering the War in the Air hangar



The entrance leading to the War in the Air hangar.

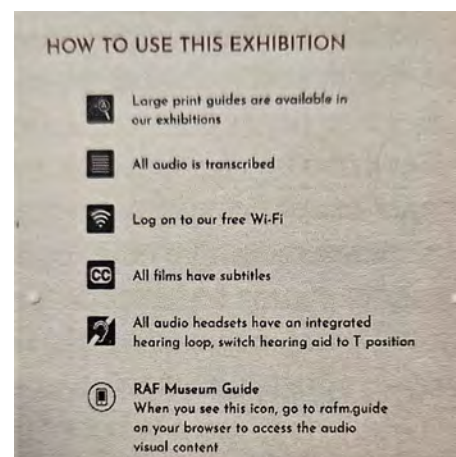


The ramp into the War in the Air hangar.

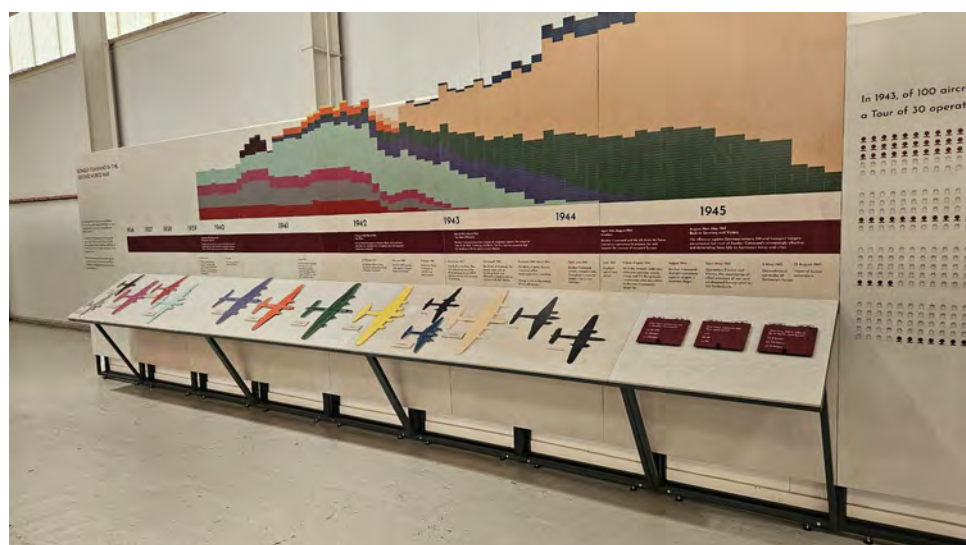
War in the Air/Bomber Command Exhibition

At a glance

- Many of our exhibits have video with subtitles.
- There is audio with T feature for hearing aids.
- Audio is transcribed.
- Many exhibits have large print guides.
- Many exhibits have online content.
- There is free WiFi available on site.



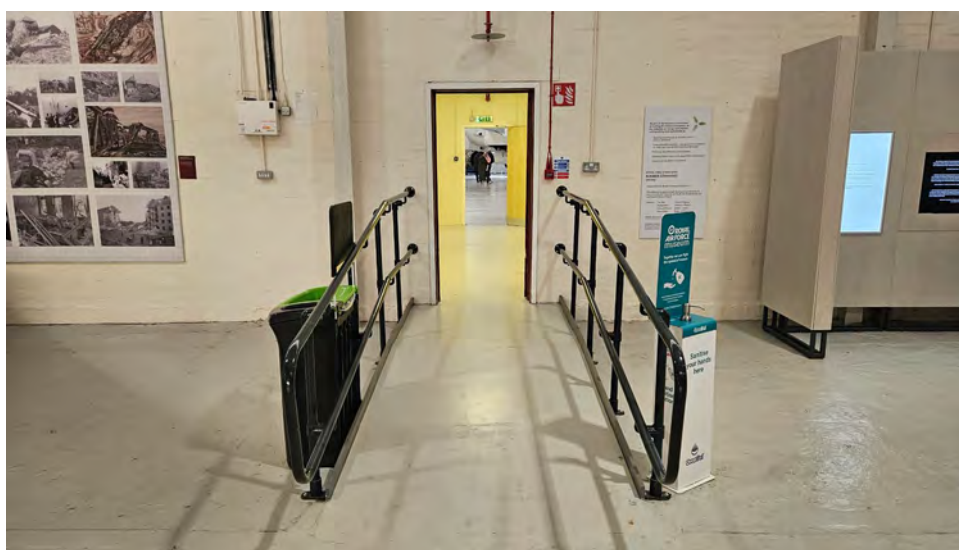
Two of our Exhibition audio descriptions. Note: earpieces available.



Many of our exhibits are lowered for wheelchair users



There are many benches in all the hangars, should you need to take a break



The ramp leading of the War in the Air hangar. The door is 810mm/2' 8" wide and leads back into the Test Flight hangar



The glass door in the Test Flight hangar leading to the overflow car park and the National Cold War Exhibition. Push to open

The National Cold War Exhibition



At a glance



- From the main entrance to this area, there is level access.
- There is a permanent ramp at the upper entrance.
- There are two levels. The toilets including the accessible toilet are on the lower level. Baby changing facilities are also available.
- There is a 208 seat lecture theatre on the lower level with wheelchair access and a hearing loop.
- There is a main lift and a platform lift.
- Entrance doors are automatic
- There are some low light areas in this hangar.
- Some display information is low for wheelchair users. There are seats.
- All videos have subtitles.
- There are four multimedia Hot spots themed as MAD, Cuban Missile Crisis, Space Race and Global Conflict. They all have video, lighting and sound. All audio-visual attractions have warning signs indicating that they may have flashing lights, loud audio content and in some cases, disturbing images. The Cuban Missile Crisis and the Global Conflict Hot Spots both have furniture and exhibits inside that make accessibility limited, especially for wheelchairs and mobility scooters.

Getting around inside

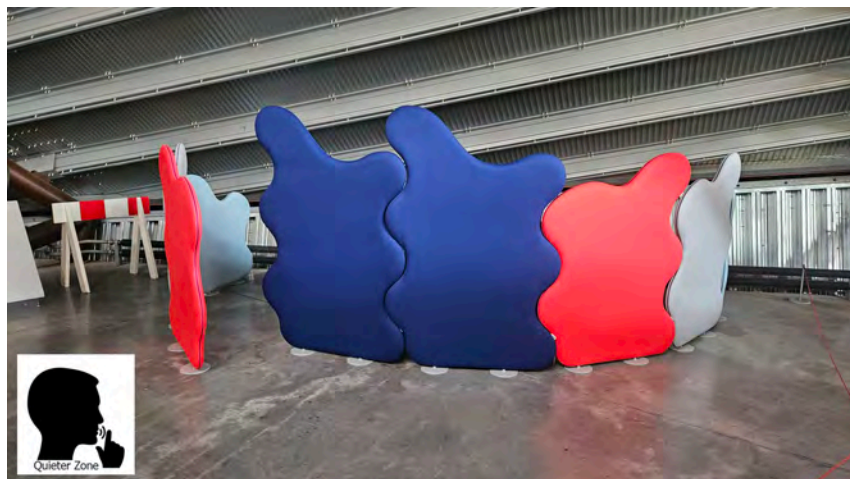
- We have contrast markings on all glass doors, contrast markings on all full- height windows and high colour contrast between walls and door frames.
- Some parts of the venue have low lighting.
- There is a Quiet Zone on the upper level if you need to take a break.



The upper level National Cold War Exhibition showing a low light area



A low light area under the Vulcan bomber in the National Cold War Exhibition



There is a Quiet Zone on the upper level

National Cold War Exhibition lifts:



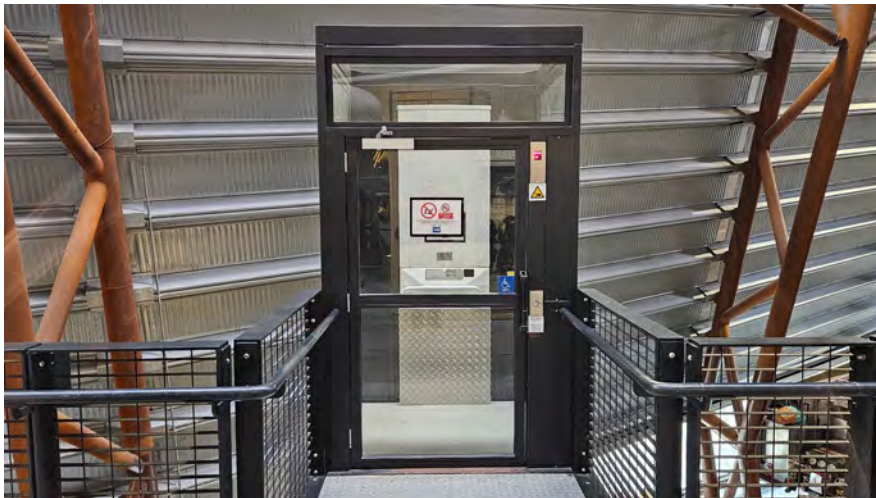
At glance

- There is a main passenger lift that travels all three floors and is suitable for passengers, wheelchairs and some mobility scooters.
- There is a platform lift that travels between two levels. This is NOT suitable for mobility scooters and carries a maximum of two passengers

National Cold War Exhibition platform lift



- The lift is a platform lift.
- The lift door is 900mm/3' wide
- The lift is 1600mm/5' 3" wide. The lift is 1300mm/4' 3" deep.
- The lift says the floor number at each floor
- The lift buttons have raised numbers or letters
- There is a platform lift located in this hangar. It is unsuitable for mobility scooters due to it's size, but it is suitable for wheelchairs.
- There is a voice indicator that says -going up- or -going down- according to direction.



The NCWE platform lift, seen from the upper level.



The platform lift controls. Note joystick and alarm button.

National Cold War Exhibition main Lift



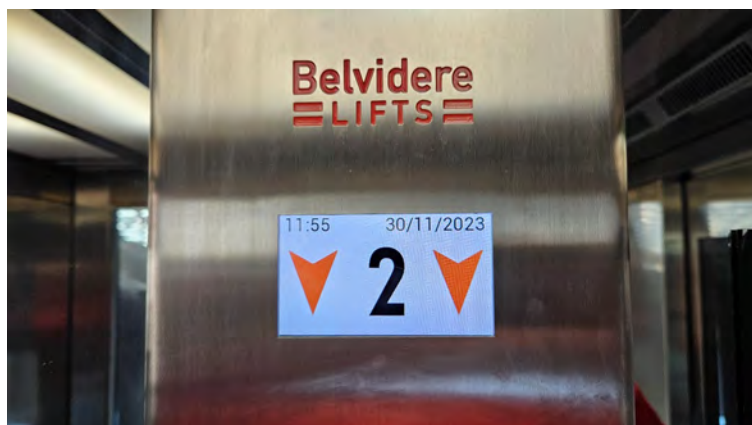
- The lift door is 900mm/3' wide.
- The lift is 1700mm/5' 7" wide.
- The lift is 1600mm/5' 3" deep. There is an alarm should you need assistance.
- The lift says the floor number and direction at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number and direction at each floor.
- There are three floors available on the main lift: ground floor for lower level, shops, toilets, lecture theatre and the Checkpoint café. First floor for the main entrance, cockpits and welcome desk. Second floor for the viewing platform where you can view across the National Cold War exhibitions two lower levels.



The main lift in the National Cold War Exhibition.



Controls in the main lift. Note: raised features.



Floor indicator panel with time and date.

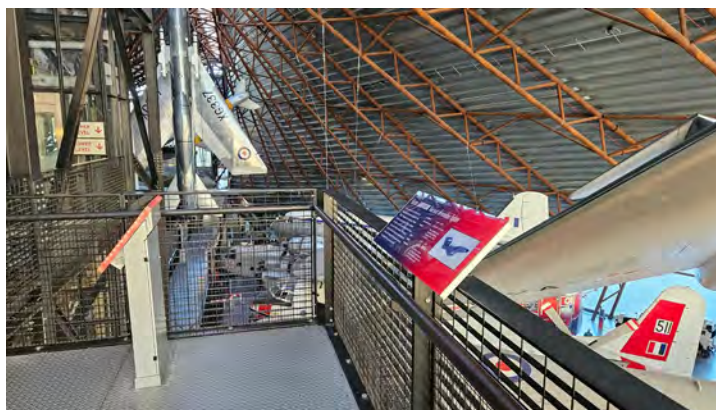
National Cold War Exhibition

Viewing platform

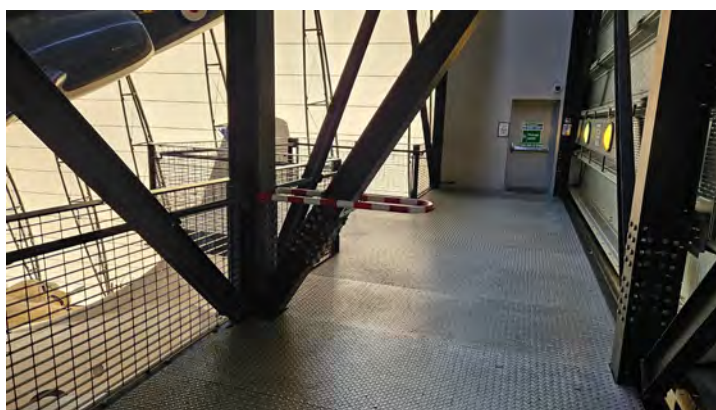
- There is a viewing platform on level 2, accessible via the main lift.
- It is suitable for mobility scooters and wheelchairs.
- There is a touch screen information screen on the platform.



The viewing gallery on level 2 of the National Cold War Exhibition. (a)



The viewing gallery on level 2 of the National Cold War Exhibition. (b)



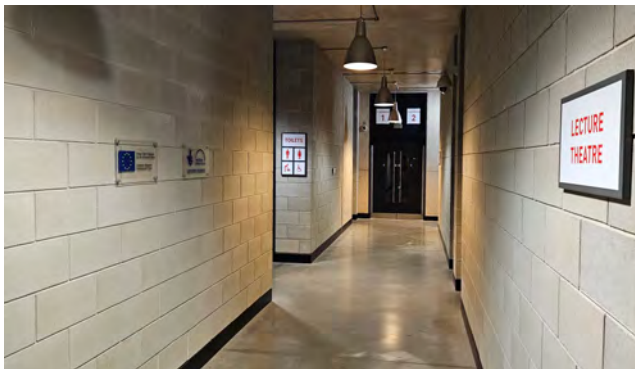
The viewing gallery on level 2 of the National Cold War Exhibition. (c)

National Cold War Exhibition toilets

on the lower level



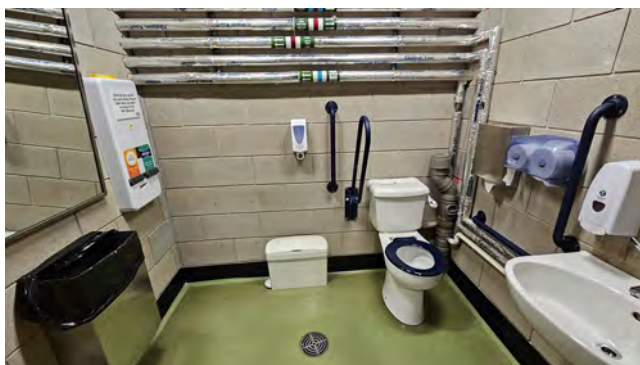
- The toilets are located on the lower level, to the left of The Checkpoint cafe
- There is an accessible toilet.
- There are two standard toilets with several cubicles in each plus washing facilities.
- From the main entrance to the public toilet, there is level access, via the lift.
- From the lift to the public toilet, the route is 2000mm/6' 7" wide, or more.
- The toilet door is 1100mm/3' 7" wide.
- The accessible toilet has handrails and an alarm.
- There are baby changing facilities next to the ladies toilet.
- Toilets have alarms, should you need assistance.
- The lecture theatre is opposite, but only open for scheduled events.
- It has level surfaces, wheelchair access and a hearing loop installed.



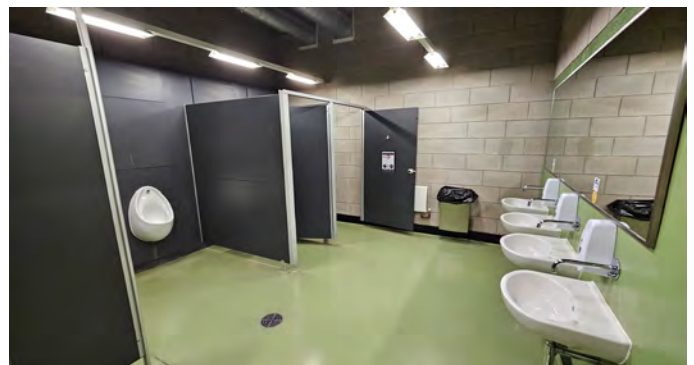
Corridor leading to the toilets.



Gents and ladies standard toilets.
The accessible toilet is the door in the centre.



Accessible toilet interior.



Interior of standard toilets.



The lecture theatre.

The Checkpoint



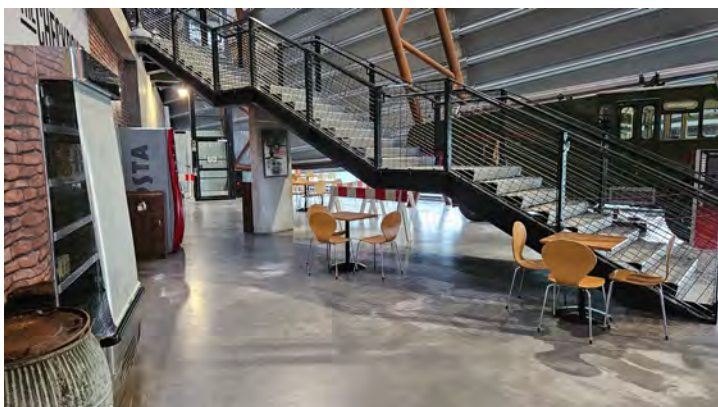
- From the main entrance to the dining area, there is level access via the lifts
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 900mm/3' wide, or more.
- There is occasional low volume background music.
- We cater for vegetarian and gluten free (coeliac) specific diets.



The Checkpoint on the lower level of the National Cold War Exhibition (a)



The Checkpoint on the lower level of the National Cold War Exhibition. (b)



The Checkpoint seating area on the lower level of the National Cold War Exhibition.

National Cold War Exhibition

Hot spot multimedia hubs

- There are four Hot spots, two on each level.
- They all have sound, lights, some flashing images and some images that visitors may find distressing.
- All Hot spots have an information board at the entrance.
- Two of the Hot spots have limited access.



The MAD Hot spot in the lower level of the National Cold War Exhibition and interior.



The Cuban Missile Crisis Hot spot in the lower level of the National Cold War Exhibition and interior. There is a space for one wheelchair at the front.



The Space Race Hot spot in the lower level of the National Cold War Exhibition and interior.



The Global Conflict Hot spot in the lower level of the National Cold War Exhibition and interior. There is wheelchair access but access is limited.

National Cold War Exhibition

The gift shop



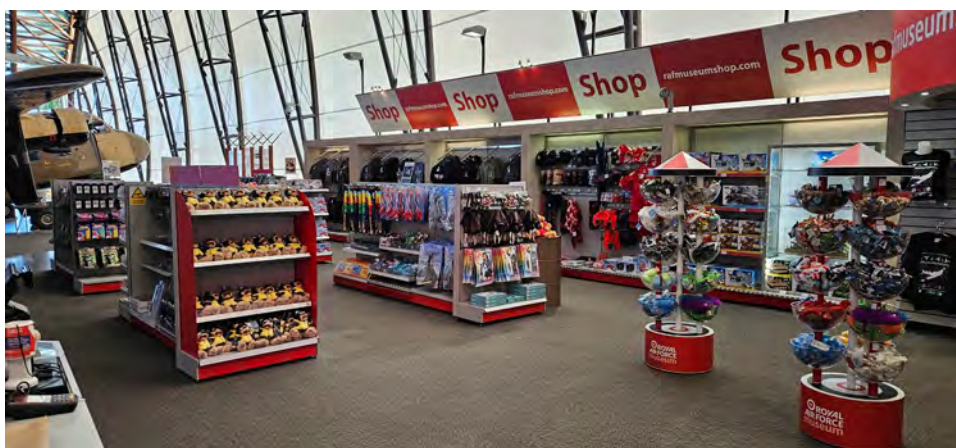
- The gift shop is located on the lower level of the National Cold War Exhibition
- From the main entrance to the shop, there is level access, via the lifts.
- The route through the shop is 900mm/3' wide, or more.
- Our gift shop is open all day for a fantastic range of gifts, souvenirs, clothing and great memories of your day with us. Pick up an Airfix model, a speciality book, even an Irwin flying jacket! It's all here.



National Cold War Exhibition shop (a)



National Cold War Exhibition shop (b)



National Cold War Exhibition shop (c)

Hangar 1

Hangar 1 is now closed until summer 2027 while work commences on our [Inspiring Everyone: Midlands Development Programme](#).

This transformation of Hangar 1 will include a new exhibition that explores the role of the RAF from 1980 through to space and cyber defence. It will also create a dedicated Learning Centre, alongside more green areas for visitors to enjoy.

This has been made possible thanks to [The National Lottery Heritage Fund](#).



An artist's impression of the exterior of the newly refurbished Hangar 1

Getting around outside

Britannia picnic area

- From the car park to the picnic area, there is level access.
- Some tables have space for wheelchair users.
- You can bring your own food to the picnic area.
- This is a grassed area just off the main footpath.
- The ground can be a little soft in wet weather.

Visitor Centre picnic area

- From the car park to the picnic area, there is level access.
- You can bring your own food to the picnic area.
- This is a paved area in front of the Visitor Centre.

Test Flight Hangar picnic area

- From the car park to the picnic area, there is level access.
- You can bring your own food to the picnic area.
- This is a grassed area outside the Hangar.
- Some of the tables are wheelchair accessible.
- Ground can be soft in wet weather.

The outdoor play area

- From the car park to the play area, there is level access.
- The surfaces are grass or rubber based.
- The paths are wide and accessible.
- There are benches around the play area.
- Some swinging equipment is not wheelchair accessible
- The Victor and Vulcan apparatus are wheelchair accessible, there is a ramp.
- There are some play items that are lowered for accessibility.



The Britannia picnic area. Note: grass surface.



The Visitor Centre picnic area. Located in front of the Visitor Centre. Note: paved surfaces.



Test flight-War in the Air picnic area. Note: grass surface.



A view of our outdoor play area. Note: ramp on Victor play equipment.



A view of our outdoor play area. Note: rubber based cushioned surface.



A view of our outdoor play area. Note: some grass surfaces.