

WELCOME TO THE YORKSHIRE AIR MUSEUM

Accessibility Statement 2021



This access statement does not contain personal opinions as to our suitability for those with disabilities but aims to accurately describe the facilities and services that we offer all our visitors.



Accessibility Statement for the Yorkshire Air Museum & Allied
Air Forces Memorial updated December 2020.

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Welcome to the Yorkshire Air Museum & Allied Air Forces Memorial

The Management team of the Yorkshire Air Museum aims to ensure that all visitors, including people with disabilities should be able to enjoy as much access to information, exhibits and the buildings as is reasonably possible and are treated with the same level of respect as every other visitor. Our Access Policy has been developed to achieve this objective and takes into account the definition of disability and other requirements made within the Disability Discrimination Act (DDA) 1995.

The Yorkshire Air Museum is located just outside the village of Elvington, six miles from York City Centre. The Yorkshire Air Museum consists of a total of 13 exhibition spaces open to the public in a range of restored original WWII buildings within a 20 acre parkland site situated on the former RAF Bomber Command Station, adjacent to the 3.05 km (2 mile) international class runway at Elvington. The exhibitions on display span from the history of aviation and the allied air forces to the history of strategic bombing, life on an RAF Station and aviation conservation.

The Museum has a collection of 60 historic aircraft and vehicles and a collection of over 30,000 aviation related items. It includes an original wartime Control Tower, a café offering a range of food and drink, outdoor picnic areas, a gift shop, two aircraft hangars, a corporate function room, a woodland walk, and an aircraft engineering workshop. Within its aircraft collection, the Museum preserves a live fleet consisting of 8 live aircraft including multi-engine and gunnery heavy jet bombers and military strike aircraft for fast taxi runs.

Access to the Control Tower, which is a Grade II Listed Building, is limited by factors that relate to building infrastructure, Health and Safety & by the critical need for emergency evacuation. Admission to the Museum costs £12 per adult, £10 for concessions, £5 per child (5 to 15 years) & £30 for families (two adults and up to three children).

Separate rates apply for school parties and groups of ten people or more. Special event rates apply for certain events. Please check our website under 'Plan your visit' for up to date admission prices.

The Museum is open every day except for Christmas Eve, Christmas Day, Boxing Day and New Year's Day.

British Summer Time opening hours 10.00 to 17.00

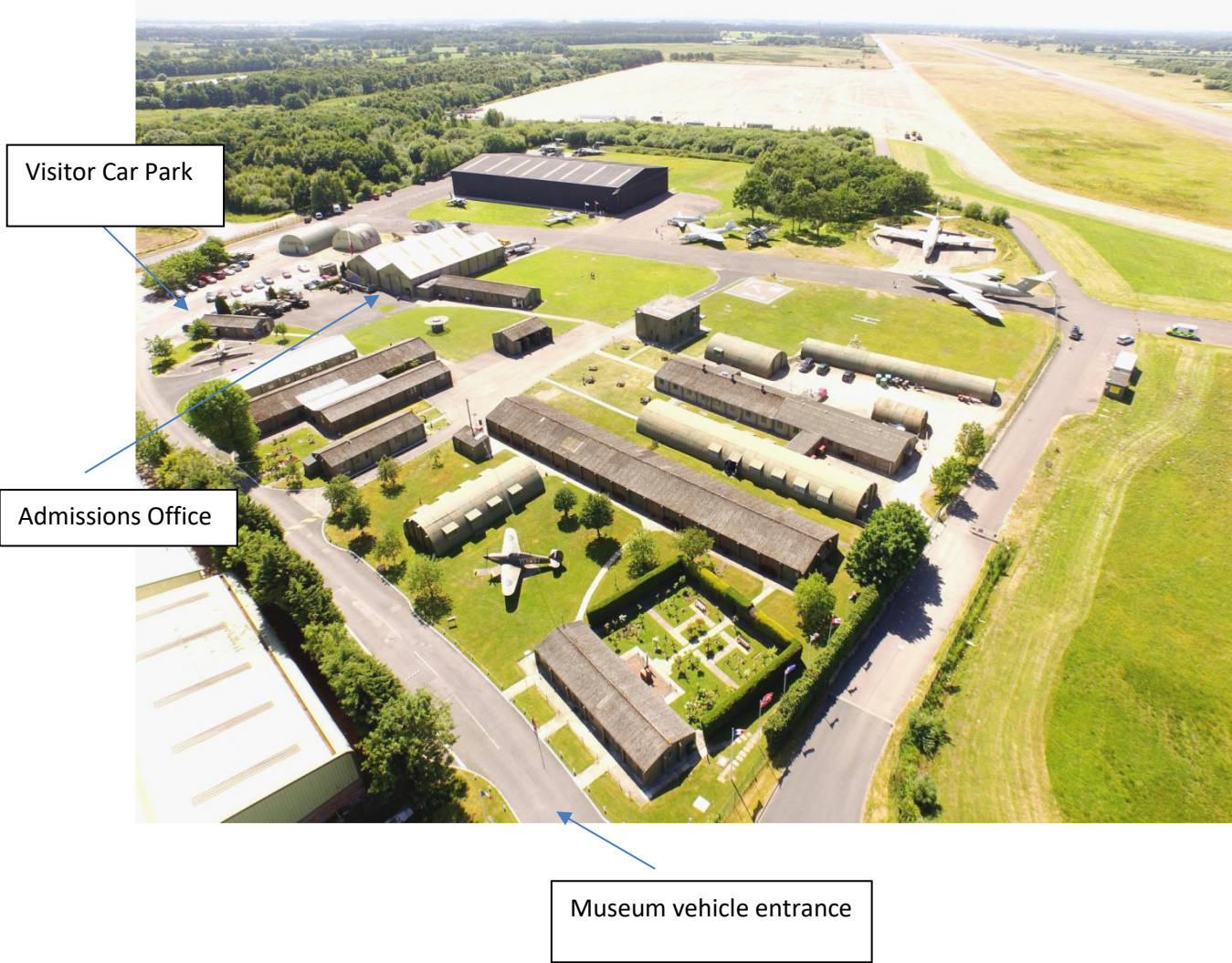
British Winter Time opening hours 10.00 to 16.00

A list of the Museum's facilities are included in the Museum's Visitor Map available from the Admissions Office on arrival for £0.20. The map and two site maps identify toilets and emergency assembly points.

All exhibition displays are accessible from ground level. Dogs are welcome. Wheelchairs are available to borrow from the Admissions Office. Toilet facilities are available for use by disabled visitors in the entrance corridor to the café.

Aerial view of the Museum site

We look forward to welcoming you. If you have any queries or require assistance, please telephone 01904 608595 or email museum@yorkshireairmuseum.org.



1. General Information

All exhibition displays are accessible from ground level and the site is on one level, except for the Control Tower, a Grade II listed building which occupies two floors.

The entire site is accessible by wheelchairs except for the first floor of the Control Tower.

Four manual wheelchairs are available to loan free of charge within the Yorkshire Air Museum site from the Admissions Officer.

Disabled toilets and baby changing facilities are available within the entrance of the café building.

2. Planning your visit

By Bus to & from York:

The No.36 (and X36) bus service operated by Veolia Transdev provides a regular bus service to and from Merchantgate (York City Centre) and the Museum - Monday to Saturday. There is no Sunday service.

York to Elvington		Elvington to York	
MON - FRI	SATURDAY	MON - FRI	SATURDAY
9.45	9.50	10.28	10.28
11.20	11.20	12.23*	12.23*
13.20	13.20	14.23*	14.23*
	15.20	17.01	16.45

Bus times marked by (*) will run 5 minutes later when the York Maze is open in the summer season.

For full timetables please visit the York Pullman website at <https://www.yorkpullmanbus.co.uk/local-bus/route-36> or telephone 01904 622992.

By Rail

The closest railway station is York Railway Station. From this station, take a taxi or bus (as detailed above) to the Museum.

By Car:

The Museum is located six miles from on the City of York. The postcode for your sat nav is YO41 4AU.

- Travelling from A1/M1 or A19: head towards York, as you approach the York Outer Bypass /A64, follow the brown 'Yorkshire Air Museum' signs around the bypass toward the A1079 (Hull) junction just off the Grimston Bar roundabout.

Get into the far right hand lane and follow the signs to the Museum along the B1228 (known as Elvington Lane) for 2 miles.

- Travelling from Hull: follow A63 to A1034. Take A1034 exit from the A63. Continue straight onto the A1034 for 12 miles then follow the A1079 for 14 miles. Turn left onto Dauby Lane towards Elvington for 2 miles. Turn right onto Elvington Lane for 1 mile. Turn left on Halifax Way.

By Air:

There is aircraft and helicopter access through Elvington airfield which is operated independently of the museum through Elvington Events Ltd. Jet A1 and 100LL aviation fuel available.

Car parking:

Car parking is offered free of charge in the Museum car park. There is a specific zone dedicated for people with disability or mobility issues.

3. Dogs

Dogs are welcome within the Yorkshire Air Museum site.

All dogs must be kept on leads at all times and remain the full responsibility of the owner. Dogs are allowed in exhibition rooms except for the Café, Astra Cinema and shop, with the exception of dogs for the blind.

A dog water bowl is available at the entrance of the Café.

4. Smoking

The Yorkshire Air Museum is a non-smoking site. This includes vaping/the use of electronic cigarettes.

5. Main Entrance & Admissions

The main entrance to the museum is clearly marked with drive through access for cars, bikes, and coaches.

Drive down to the car park, the admissions office is located just beyond two flag poles and a walkway with a sign saying "admissions".

The admissions office is where you will be welcomed and provided with your tickets and visitor information. At this point you will be offered the option to purchase our visitor map and informed of any special tour of event taking place on the day.

As the Yorkshire Air Museum is a registered charity, visitors who are UK Taxpayers can elect to Gift Aid their admission (this is not an additional charge). This allows the Museum to claim a valuable 25% of the cost of the admission ticket back from the Government. Gift Aid provides additional support for many maintenance projects around the site.

Due to the way we operate Gift Aid, souvenir tickets are valid for 12 months (regardless of whether you gift aid or not) and in order to enjoy a year's entry, the ticket must be retained, signed and presented with proof of ID on each return visit, except on special events days where pricing rules may vary and.

The process of closing the Museum exhibits begins 15 minutes before the official closing time. With that in mind, our last visitor admissions are 1 hour before closing time (16.00 in Spring/Summer & 15.00 in Autumn/Winter). However, in general, we recommend that you allow at least 3 to 4 hours for your visit.

Our friendly volunteer Guides welcoming a school party



6. Concessionary ticket policy

To be eligible for the concessionary ticket rate, you must be one of the following:

- Student with a valid student enrolment card
- Registered Carer

Residents of Elvington village are entitled to FREE ACCESS every day including Special Event days on proof of address.

Please note that the Museum reserves the right to ask for evidence of status before issuing any such concessionary tickets. Evidence could be proof of age documentation, valid student ID or any other official documentation.

Gift Voucher Redemption & Return Admission

Previously purchased tickets are non-transferable. To validate your entry with a return admission ticket, you must present the ticket with your signature on it together with signed ID.

The following card programs are accepted:

- York pass sold by Visit York (the Visit York Attractions Pass).
- Museum Gift vouchers signed by Museum staff.

7. Exhibition spaces

The Yorkshire Air Museum site spans 20 acres and includes 2 aircraft dispersal areas, a WWII control tower, 13 public exhibitions, a cinema, two aircraft hangars, two memorial gardens, a Chapel, a café, a gift shop, a corporate function room, a fire station, an aircraft engineering workshop and a Collections building.

Our Astra Cinema is located at the end of Building 9 (Bomber Command) and displays short documentary films on its home squadrons and the allied air forces.

General Information

The exhibition galleries are located indoors, within carpeted buildings except for the Control Tower, the two aircraft hangars and French officers' mess.

All galleries are accessible by ramp. The only one with restricted access is the first floor of the Control Tower. Due to its Grade II listing, we cannot build a lift or other access. People with mobility issues who wish to visit the Control Tower will be advised by the Admissions Office. On the ground floor of the Tower is a disabled visitor guide, which details the first floor of the Tower on a step by step basis.

Walking is required between exhibits. The collection of aircraft is spread over the site and in the two hangars. In winter, we endeavour to house a large number of our aircraft inside our hangars, particularly those that are the most vulnerable or those that have winter restoration planned.

We do our best to strike a balance between protecting the valuable aircraft whilst still making them visible to winter visitors.

Information about items on display in galleries is provided through wall texts and other contextual and complementary information. We also use QR codes for access to 360 VR photography and veteran interviews. From time to time, temporary exhibitions allow items not normally on display in the galleries to be shown to the public. This also allows items to be displayed in different contexts alongside items from other collections.



Air Gunners display



Bomber Command Exhibition

Exhibits & Displays:

- Handley Page Restoration Hangar
 - T2 Hangar
 - Control Tower
 - WAAF Quarters (currently closed)
 - French Officers' mess
 - Bomber Command (includes 'Against the Odds' exhibition; 'The Faces of the Allies' exhibition; No. 77 Squadron Room and Astra Cinema)
 - Station Chapel
 - Airships
 - Air Gunners
 - Pioneers of Aviation
 - No.609 Squadron Room
-
- Memorial Garden
 - Women's Air Service Memorial

Audio

Automatic audio recording displays are operated in the following rooms:

- Bomber Command Exhibition (x4)
- 609 Squadron Room
- Pioneers of Aviation (x2).
- Airships
- French Officers Mess

Themed music, contemporary with the period of the historic base, is played in the centre of the site.

Photography & Filming

Visitors can take photographs or videos of the collections on display in galleries for personal non-commercial use. No unauthorised general filming is permitted in galleries where the public is present in view of the Data Protection Act 2018. Professional filming is permitted subject only to pre-agreement and contract with the Museum first.

8. Gift shop

Our gift shop offers an exciting range of souvenirs of your visit to the Yorkshire Air Museum as well as some inspiring presents for special occasions. The Museum shop is open during the museum opening hours and is available to museum visitors. Some of the items in the shop are also available for sale through our website.

The area is step free.

There is sufficient space through the shop for wheelchair access, however assistance is available if required.

The floor is carpeted.

There are tall display racks and low units accessible from a seated position.



Yorkshire Air Museum Gift Shop

9. Café

Our Café offers a daily selection of food and drink and has ground floor access.

There are two sets of double doors which can be opened for disabled access. Assistance may be required should the doors be closed in cold weather.

The café opens at 10.00 am and closes 30 minutes prior to the Museum closing time.

Orders are taken at the till with food brought to the table by staff.

Tables allow sitting for 4 people. Wooden chairs are in use and do not have armrests.

We do strive to provide for any dietary requirements, and these can be discussed with the staff on duty.

The room is well lit with uplighters and a number of windows allowing a large amount of natural light in. The floor is carpeted.

There is an outdoor picnic area outside the Café where food can be taken.

The nearest public toilet is in the entrance corridor to the Café.

10. Public toilets

Designated accessible facilities are situated in three locations:

- Ladies, gentleman's, disabled and baby changing facilities are located in the main entrance corridor to the Café.
- ladies and gentlemen facilities are located in the main entrance of the Elvington Room and on the ground floor inside the Control Tower.

There is a manual door to the disabled toilet in the café corridor and assistance may be required. This is a unisex toilet and a key is not required to access it. There is clear space for wheelchair access. There is forward and left-hand transfer onto WC. There are grab rails. There is an emergency pull in the accessible toilet. Lever taps are in the accessible toilet and press taps in all public toilets. The floor surface is tiled. Hand dryers are located in each toilet.



11. Additional information

All Yorkshire Air Museum front of house staff wear branded Yorkshire Air Museum uniforms. We have a set evacuation procedure; staff will assist you with evacuation either out of a building or to a refuge point. All staff are trained to assist visitors in the event of a site evacuation.

There are three emergency assembly points (in each building you will note a site map detailing these locations) first one is at the end of the WAAF quarters building, the second is behind the vehicle night store, on the grass opposite Pioneers of Aviation and the third one is opposite the entrance to the woodland walk.

12. Nature of Flight Woodland Walk

The walk through The Nature of Flight takes visitors through natural English meadow and woodland and features many native plants, trees and wildlife. The walk should take about 15 minutes to complete at a steady pace and is over a level grass track. The track does have a hardcore foundation and as such is accessible in good weather by disabled visitors also. The woodland is however prone to waterlogging and as such may become inaccessible in poor conditions or after heavy rain when it may be closed temporarily.



13. Feedback

We appreciate and welcome any comments relating to your visit to the Yorkshire Air Museum or this Accessibility Statement.

We are continually striving to improve our visitor experience.

Please email your comment or enquiry to museum@yorkshireairmuseum.org, call +44(0)1904 608595 or talk to one of our guides or staff when you visit us.

The staff hope that all visitors to the Yorkshire Air Museum will enjoy their visit. Every effort has been made and will continue to be made to take all reasonable steps to ensure that the Yorkshire Air Museum is as accessible to as many people as possible.

Contact Information

Address: Halifax Way, Elvington, York YO41 4AU

Telephone: (01904) 608595

Email: museum@yorkshireairmuseum.org

Website: www.yorkshireairmuseum.org

Administration Office hours of operation: 9 am to 5 pm, Monday to Friday.