



Norwich Castle

Accessibility text map of Norwich Castle Museum & Art Gallery

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Outside the museum and main entrance

- There is an external lift outside the museum near Castle Meadow (opposite the steps). The lift goes to the top of the mound only. From the lift entrance, the main entrance is just ahead of you.
- The external lift has a hard floor which can be slippery in wet weather. There is a mirror in the lift. A female voice gives lift directions (e.g., 'doors opening'). You'll exit the lift at the opposite side to the one you entered.
- You can also take the steps or slopes through Castle Gardens to the Castle. The last part of the journey is a footbridge.
- There is **no parking** at the museum, but you can drive up in a car or minibus to drop off visitors with access needs.
- The ground outside the museum includes stone and gravel. The path is uneven in places, and there may be puddles when it rains.
- The assembly point in case of an emergency evacuation is at the bottom of the footbridge, towards the grassy area.

Main entrance and atrium (also called the Percival Wing)

- From the footbridge/lift, the main entrance is just ahead of you. The entrance is level access.
- Automatic sliding doors.
- Air-conditioning unit near the front doors.
- Inside the museum, come into the atrium. Directly above is a large circular light. Beyond is the main area, which has a high glass roof. It is light and airy but can be echo-y if the space is busy.
- The ticket desk, with one lower access desk, is on the left, and the shop is on the right. There is also a corridor to the right – this corridor leads to the lift/stairs which go to the first-floor restaurant. There is also building work continuing on the left.
- Can be crowded at the entrance – if this is an issue, we recommend not arriving at 10-10.30am or 2-2.15pm or on the hour. This is also currently the entrance for school groups and wedding parties.
- There will be a member of staff at the ticket desk. If you have pre-booked, they'll check your booking. If you haven't pre-booked, you can buy a ticket here.
- The fire curtain is located near the ticket desk. Please do not block the fire curtain sensor for more than five minutes or an alarm may sound.
- There is one toilet in the Percival wing, on the second floor – see Toilets section for more information.
- There are wheelchairs available to borrow on first-come, first-served basis – ask staff member at entrance.
- Marble-style hard flooring.
- One wall of the atrium is also the Castle Keep wall
- Noise and food smells from restaurant above, which opens over the atrium area.
- There is a small side room near the ticket desk – this room is not currently open to the public.
- To enter the main museum, go down the ramp to the Rotunda. The ramp has wooden handrails and lino-style floor.

Shop (in Percival Wing)

- You can use the shop without buying a ticket to the museum.
- The shop is open-plan within the atrium. It has a low ceiling.
- Mix of natural and artificial lighting, as well as shelf lighting.
- Sound from air-conditioning unit.

Corridor and stairwell in Percival Wing

- Ground floor: stone mosaic-style floor, no natural light
- Ground floor lift lobby – wooden doors to lobby, stone floor, wooden ramp (see Lift access for more information about the lift itself)
- Stairs are wooden with wood handrail.
- There is a large circular light above as you enter the corridor.
- First floor stairwell – wooden floor, wood and glass doors.
- Second floor stairwell – laminate floor. The accessible toilet is on this floor, as is the Education Room (the Education Room is not open to the general public).

Restaurant (in Percival Wing)

- Located on the first floor – take the stairs or lift from the Percival Wing, or enter via the Rotunda balcony (through ticket barrier).
- You can visit the restaurant without buying a ticket to the museum. If you don't have a ticket you can only exit via the Percival, not the Rotunda.
- Accessible cutlery is available – please ask staff at the servery.
- Laminate floor.
- Can be noisy and echo-y from food service and visitors. There is also noise from air-conditioning units and fridge.
- Food smells.
- Usually cool temperature.
- Bright and airy but low ceiling.
- The restaurant looks out onto the ticket desk area.

General

Announcements

Announcements are usually made over the public address system at five minutes before closing daily. There may be other announcements (e.g., visitor information, tours). These are louder in certain areas, including the first floor toilets.

Wheelchair access

There is a limit of three wheelchair-users on the first floor and above, and they must be able to transfer into an evac chair if needed – this is to ensure we can safely evacuate the building in an emergency. This limit does not apply to you if you are able to exit the building without using your wheelchair in the event of an emergency.

Lift access

- Outside the museum is a lift which goes from near Castle Meadow to the top of Castle Mound – see the 'Outside the museum and main entrance' section for more information.
- From the atrium, take the corridor on the right. In the corridor, there are stairs to the right and a lift in the lobby on the left. This lift takes you up to the restaurant and to the floor above, where the accessible toilet is. The lift lobby has a stone floor with a small wooden ramp. The lift has a lino-style floor. There is a chime sound and a female voice gives lift directions (e.g., 'doors opening').
- In the Rotunda, there is a lift to the first floor. The lift is next to the popup café on the ground floor, and next to the toilet entrance on the first floor. It has a hard, shiny floor with sparkly flecks in it. A female voice gives lift directions (e.g., 'doors opening'). You'll exit the lift at the opposite side to the one you entered.

- These lifts will not operate in the event of an emergency. There are refuge points for wheelchair-users in the stairwell in the Percival – these are marked with green signs.

Costumed staff members

You may see members of staff wearing historical costume, especially on school days between 10am and 2pm.

Temperature

The museum can be hot in summer (excluding the Norwich Union Special Exhibitions Gallery).

Ground floor

Rotunda

- Enter via main entrance (Percival), Ted Ellis Panorama Gallery, Natural History: Mammals Gallery, British Masters Gallery, Landscape & Nature Gallery, Boudica & the Romans Gallery, Norwich Union Special Exhibition Gallery or from first-floor Rotunda.
- Some noise and food smells from main entrance (Percival) and first-floor restaurant.
- Popup café sometimes in operation – when it's open, there are food smells and people eating. Noise from fridges.
- Daylight plus artificial light.
- Tall video screen by Rotunda desk. No sound. Not controllable by visitors.
- Heavy wooden furniture – can be loud when moved.
- Varying temperature.
- Wooden flooring (some stone/laminate areas).
- Can be very noisy, especially at lunchtime.
- Prison display case – includes two deaths heads and punishment objects; has video which is not controllable.
- Norman the Knight interactive and penny-squashing machine – can be loud/sudden sound when activated.
- Fake plant wall.
- During termtime, the area is usually busy with school children 10-10.30am, 11.45am-12.30pm and 2-2.10pm, plus times when school groups swap between activities.

Bird Gallery

- Enter via Small Mammals or Ted Ellis Panorama Gallery.
- Mosaic/tile floor.
- No video or audio.
- Natural and artificial light.
- Taxidermy birds.

Ted Ellis Panorama gallery

- Enter via Bird Gallery or Rotunda.
- Wooden floor.
- Low light.
- Bird call sounds (not controllable by visitors)
- Interactives: button-operated bird calls (separate from above bird call sounds)
- Dioramas of nature scenes with taxidermy birds.

Natural History: Mammals Gallery (inc. Small Mammals Gallery, between Bird Gallery and main Mammals Gallery gallery)

- Enter via Rotunda, Bird Gallery, Timothy Gurney Gallery (stairs) or Decorative Arts & the Wider World Gallery.
- Mosaic/tile floor, some metal grilles in floor.
- Includes taxidermy animals, fishes and birds, as well as skulls (including of human/human ancestors), bones and eggs. Some are full body taxidermy (including a polar bear) and some are partial. There are a number of mounted animal heads. There are also small glass artworks of realistic sea creatures near the main entrance.
- Tiger roaring sound when you pass by tiger case.
- Staff door (near tiger case) can close loudly.
- Several photo slideshows at bottom of stairs – no sound.
- Music from installation in Britannia exhibition in Timothy Gurney Gallery can be heard.

Boudica & the Romans

Enter via Rotunda (Boudica section first) or East Anglian Painters (Roman section first).

Boudica section (first area when entering gallery from Rotunda):

- Video at entrance to gallery (merging images of Boudica) – not controllable by visitors, currently no sound.
- Entrance via hut-themed area.
- Carpeted floor.
- Spotlights throughout gallery.
- Low light throughout; very low light in hut entrance area and Snettisham Hoard displays.
- Mannequins – some full, some partial.
- Full-size diorama.
- Chariot ride interactive with video, currently no sound. Children can ‘ride’ chariot, but it doesn’t move. Video is simulation of a chariot ride and includes people in costume as Roman soldiers and Iceni tribe members, scenes of fights and people in distress.
- Paper and pencil interactive.
- Toy roundhouse interactive.
- Animated video about Boudica in central area – runs on loop, not controllable. Contains depictions of violence (including decapitation), battle, distress and death.

Roman section (back area when entering gallery from Rotunda):

- Laminate tile-effect and mosaic-effect floor.
- Venta Icenorum and Gayton videos (currently out of order).
- Mirror with clothes to try on.

East Anglian Painters Gallery

- Enter via Boudica & the Romans Gallery or Victorian Art Gallery.
- Wooden floor.
- Bust of an artist’s head.
- Fire exit (for emergency evacuations only).
- Doors closing between galleries can be loud.

Victorian Art Gallery

- Enter via East Anglian Painters Gallery, English Country House Gallery or Landscape & Nature Gallery.
- Wooden floor.

- Marble sculpture of two reclining young children, approximately life-size.
- Doors closing between galleries can be loud.

English Country House Gallery

- Enter via Victorian Art Gallery, Landscape & Nature Gallery or Painting and Collecting in Northern Europe Gallery.
- Wooden floor.
- Large labels available for marble tabletop only.
- Marble sculpture of a life-size naked man with dog.
- Bust of man's head and shoulders.
- Doors closing between galleries can be loud.

Painting and Collecting in Northern Europe Gallery

- Wooden floor.
- Opens onto atrium with women's Victorian toilet.
- Doors closing between galleries can be loud.

Landscape and Nature Gallery (also called Crome Gallery)

- Enter via Rotunda or Victorian Art Gallery/English Country House Gallery.
- In regular use for wedding ceremonies (excluding Mondays).
- Wooden floor.
- Video with sound at entrance to gallery – not controllable by visitors.
- Touchscreen interactive – no sound.
- Wooden interactive – can be noisy.
- Gallery includes a number of still life paintings, which include images of dead animals. These are on the right-hand side as you enter the gallery from the Rotunda.

British Masters Gallery: John Crome and John Sell Cotman (also called Cotman Gallery)

- Enter via Rotunda or Colman Project Space/The Arts of Living Gallery.
- Video in opening area of gallery – sound on low, not controllable by visitors.
- Wooden floor.
- Interactives: artist's work box.
- Generally in daily use by school groups 10am until 2pm during termtime. The gallery is still open to visitors but will be busier and noisier when school groups are working.

Colman Project Space – current exhibition: Daniel & Clara: The Lost Estate (until 12 Jan 2025)

- Exhibition area between British Masters Gallery and The Arts of Living Gallery.
- Wooden floor.
- Red walls.
- Includes large image of dead bird.

Colman Watercolour Gallery – current exhibition: Catherine Maude Nichols: Making Her Mark (until June 2025)

- Enter via Colman: British Masters Gallery or Colman Project Space. Horseshoe-shaped gallery around Colman: British Masters.
- Wooden floor.
- Softer light than main gallery.

Norwich Union Special Exhibitions Gallery – current exhibition: Sunlight – Roger Ackling (until 22 Sept 2024)

- Enter via Rotunda, Teapot Gallery or Painting and Collecting in Northern Europe Gallery.
- Two sets of doors from Rotunda (one heavy glass). Both open both ways.
- Side doors closing between galleries can be noisy; one-way opening.
- Wooden floor with several large metal grilles.
- Gallery is quite bright – white walls and lights.
- Back left room has dark walls and wooden benches.
- Air-conditioned – usually colder than rest of museum.
- Smell of fresh paint.
- Large text labels available – please ask staff
- AV:
 - Documentary showing on large video screen in back left room – sound is audible throughout exhibition. Not controllable by visitors.
 - TV screen in back right room – no sound.

Teapot Gallery

- Enter via The Arts of Living Gallery or Special Exhibition Gallery.
- Carpeted floor.
- Low light.
- Off gallery is brighter atrium leading to Victorian men's toilets and fire exit (emergency evacuation only).

The Arts of Living Gallery (including Ancient Egypt displays)

- Enter via Colman Project Space, Teapot Gallery or Decorative Arts & the Wider World Gallery.
- Tile floor.
- Ancient Egypt displays include a mummified person in sarcophagus (body is not visible, but there are X-rays), as well as mummified cat, crocodile and falcon.
- Mirror near the entrance to Natural History: Mammals Gallery.
- Heavy metal drawers (some openable).
- Interactives: colouring sheets with pencils; lift-up metal plates (could be loud when closed); touchable texture interactives; moving plastic interactive; plastic costume pages; book interactive (could be loud if closed suddenly).

Decorative Arts & the Wider World Gallery

- Enter via Natural History: Mammals Gallery or The Arts of Living Gallery.
- Loud air filter in corner.
- Tile floor.
- Low light.
- Fire exit (for emergency evacuation only).
- The Singh Twins' piece Alternative A-Z of Empire includes images which visitors may find distressing (including racist acts, torture, execution, starvation).

First floor

Rotunda balcony

- Access via stairs/lift from ground floor Rotunda, Timothy Gurney Gallery or the restaurant (via ticket barriers).
- Hot in summer.
- Open/close wooden regimental interactives noisy if slammed.
- Natural and artificial light.

Restaurant (Percival Wing)

- Located on the first floor – take the stairs or lift from the Percival Wing, or enter via the Rotunda balcony (through ticket barrier).
- You can visit the restaurant without buying a ticket to the museum. If you don't have a ticket you can only exit via the Percival, not the Rotunda.
- Accessible cutlery is available – please ask staff at the servery.
- Laminate floor.
- Can be noisy and echo-y from food service and visitors. There is also noise from air-conditioning units and fridge.
- Food smells.
- Usually cool temperature.
- Bright and airy but low ceiling.
- The restaurant looks out onto the ticket desk area.

Timothy Gurney Gallery – current exhibition: Holding Space (until Feb 2025)

- Enter via Rotunda balcony or staircase from Natural History: Mammals Gallery (open entrance to stairs).
- Some artworks which some visitors may find disturbing, including sculpture of disembodied heads (to left of main door) and anatomy model.
- Two video screens, both using headphones (sound can be heard faintly when headphones aren't in use). One of the videos includes references to trauma, transphobia and sexual violence, and includes language which some may find offensive.
- Wooden floor.
- Medium light.
- Seating available.
- Warm.
- Sometimes the staff door in the gallery can shut loudly.

Royal Norfolk Regiment displays to right of stairs, outside Timothy Gurney Gallery

- On Rotunda balcony.
- Open on balcony with a partial wall.
- Light is dimmer than the main balcony.
- Carpeted floor.
- Photo slideshows with no sound (not video).
- Noise/temperature depends on rest of Rotunda.

Royal Norfolk Regiment displays at top of stairs

- On Rotunda balcony.
- Light/noise/temperature as main Rotunda.

- Touchscreen interactives.
- Carpeted floor.

Royal Norfolk Regiment displays to left of stairs

- On Rotunda balcony.
- Open on balcony with a partial wall.
- Light is dimmer than the main balcony.
- Carpeted floor.
- Controllable audio interactive (can't be stopped once started). Can mostly be heard when under the audio dome, but audible in rest of area as well.
- Noise/temperature depends on rest of Rotunda.

Town Close Auditorium (Lecture Theatre)

- Enter via Rotunda balcony.
- Carpeted.
- General lighting is medium, but there are spotlights at the front. Lighting can be adjusted by staff.
- Can be very noisy if building works are happening that day. Fire doors outside the auditorium can be noisy when closed.
- Air conditioned – usually colder than rest of museum.
- AV equipment may be in use – large screen at front, microphones, sound.

Second floor

Education Room

- Enter via stairs next to Town Close Auditorium or lift/stairs from Percival Wing.
- This space is not open to the general public.
- There is a separate toilet in the Education Room. This is only available to schools/groups using the room – see Toilets section.
- Staircase next to Town Close Auditorium – plastic/rubber flooring. Door at top of stairs is squeaky.
- Sink space.
- Windows along one side of the room – these look out to the Castle wall and the glass roof of the atrium.
- Walls painted white except one small bare brick wall.
- Room is lined with cupboards, which are not soft-close.
- One separate walk-in cupboard room, which can only be accessed by staff.
- Air-conditioning unit – makes sound when in operation.
- Temperature can be adjusted in the room.
- Audiovisual equipment – including projector.
- Flooring – laminate for most of the room, non-slip (slightly sparkly) in the sink area near the toilet.

Toilets

Ground floor Rotunda Changing Place

- Access via corridor off Rotunda near café.
- Changing Place can be opened with a radar key. If you don't have a radar key, please ask a member of staff.
- Door is relatively heavy.
- Adult-size changing table with paper sheets and pull-screen. Height of table can be adjusted.
- Toilet with lever flush and hoist.
- Clothes hooks and chair.
- Hand towels and automatic hand dryer.
- Sink with lever tap. Height of sink can be adjusted.
- Gloves available.

Ground floor Rotunda men's toilets

- Access via corridor off Rotunda near café.
- Motion-sensor lighting in toilets (no natural light).
- Soft laminate floor.
- Three urinals, one standard stall, one accessible stall
- Mirrors above sinks.
- Hand dryers and hand towels.

Ground floor Rotunda baby change

- Access via corridor off Rotunda near café.
- Door is relatively heavy.
- Soft laminate floor.
- Baby change table.
- Sink with automatic tap.
- Hand dryer and hand towels.
- No toilet facilities in room.

Ground floor Rotunda accessible toilet

- Access via corridor off Rotunda near café.
- Door is relatively heavy.
- Individual room.
- Motion sensor lighting.
- Soft laminate floor.
- Lever tap.
- Button flush (can be stiff).
- Automatic hand dryer.
- Sanitary bin.

Ground floor Victorian women's toilet

- Enter via Painting and Collecting in Northern Europe Gallery (next to bridal entrance).
- Mosaic/tile floor.
- Fire exit (emergency evacuation only) in atrium.
- Doors which open in both directions.
- One standard stall and one accessible stall.
- Skylight – natural and artificial light.

- Tiled walls.
- Can be echo-y.
- One large mirror on wall and one full-length mirror in accessible stall.
- Two sinks in main toilet area, with manual taps. One sink in accessible stall with lever taps.
- Tap water can be very hot.
- Pull-chain flush in standard stall, lever flush in accessible stall.
- Sanitary bins in each stall.
- Baby change in accessible stall.
- Tampon/pad pay dispenser.

Ground floor Victorian men's toilets

- Enter via Teapot Gallery.
- Mosaic/tile floor.
- Tiled walls.
- Can be echo-y.
- Fire exit (emergency evacuation only) in atrium.
- One small mirror on wall and one full-length mirror in accessible stall.
- One standard stall and one accessible stall, two urinals.
- Pull-chain flush in standard stall, lever flush in accessible stall.
- Baby change facilities in accessible stall.

First floor Rotunda toilets

- Access via corridor off Rotunda.
- Glass roof from lift to toilet corridor.
- Ramp with soft laminate floor.
- Motion-sensor lighting in corridor leading to toilets.
- Corridor has natural light from large window.

Women's toilets

- Motion-sensor lighting in toilets (no natural light).
- Long mirror above sinks.
- Soft light in main toilets, but brighter overhead lights in toilet stalls.
- Button flushes (can be stiff).
- Automatic taps.
- Automatic hand dryer or paper towels.
- Three standard stalls and one accessible stall.
- Sanitary bins in each stall.

Men's toilets

- Motion-sensor lighting in toilets (no natural light).
- Mirrors above sinks.
- Soft light in main toilets, but brighter overhead lights in toilet stalls.
- Button flushes (can be stiff).
- Automatic taps.
- Automatic hand dryers or paper towels.
- Two standard stalls, one accessible stall and three urinals.

Accessible toilet

- Access via corridor off Rotunda.
- Door is relatively heavy.

- Individual room.
- Overhead light.
- Automatic hand dryer or paper towels.
- Baby change facilities.
- Mirror above taps.
- Manual lever tap.
- Button flush (can be stiff).

Second floor Percival Wing accessible toilet (closest toilet to restaurant)

- Laminate floor.
- Full-length mirror.
- Lever taps
- Paper towels and hand dryer.
- Wood laminate and painted walls.

Education Room accessible toilet

- This is not available to the general public.
- Auto-extractor fan and automatic light.
- Non-slip floor (slightly sparkly).
- Paper towels and hand dryer.
- Full-length mirror.
- No window.
- Lever taps and flush.
- Baby change.

