

Quaker Tapestry Museum

At the Quaker Meeting House, Kendal

Access Statement

Introduction

As well as the main Quaker Tapestry exhibition and gift shop there are interesting temporary exhibits, activities, events, workshops and rooms available for hire. The Courtyard Café is on site which is open to members of the public, room hire and event delegates and exhibition visitors.

The Quaker Tapestry

The visual impact and beauty of the award winning Quaker Tapestry is inspirational. Often compared with the Bayeux Tapestry, this masterpiece of storytelling is a celebration of life, people and events across the centuries. A myriad of stories are revealed from within the 77 captivating and colourful embroidery panels.

The informative audio guides narrate some of the stories with lots of added information about each panel.

Ethics and legislation

The Quaker Tapestry is committed to upholding and promoting wherever possible the *Museums Association Code of Ethics for Museums*. The governing body through its staff will strive to understand its legal responsibilities and make all policy and practice at the museum comply with the law with particular reference to Health & Safety, Public Liability, Data Protection, Equal opportunities, Employment and Copyright.

Pre-Arrival

- Full details of location, opening hours, contact details, group bookings and on-site amenities etc can be obtained from our website www.quaker-tapestry.co.uk or by telephoning the office 01539 722975.
- The Quaker Tapestry Museum, at the Quaker Meeting House, is on Stramongate, a short walk from the centre of town.
- There are two entrances to the Quaker Tapestry Exhibition, one with steps and one that is step-free.
 - The accessible step-free entrance is located on Stramongate, (through the rainbow coloured railings/gateway) where there is also a small car park.
- There are colourful banners and display signs for the Quaker Tapestry at both sides of the building and a sign with directions from the New Road entrance gate (with steps) to the step free entrance at Stramongate.
- Blackhall Road bus station is less than 200metres away. There is a coach drop-off point opposite the bus station with a 150metre, level walk to the Exhibition.
- Kendal railway station is about 400metres away.
- There is good Brown Tourist signage as you approach Kendal from the by-pass, directing you towards the northern side of the town.

Arrival & Car Parking Facilities

- There is a small, free car park which can be accessed from Stramongate, this has a smooth tarmac surface.
- There are no designated disabled parking bays but it is possible to reserve a space in advance – telephone 01539 722975.
- The entrance to the main building is next to The Courtyard Cafe.
- The alternative New Road entrance to the Exhibition has three stone steps. These are fitted with handrails.



Main Entrance & Reception

- There is a sign at the entrance gate directing wheelchair users to the accessible entrance on Stramongate.
- The Main Entrance doors and internal double fire-doors open fully to give a 1.5metre wide clear opening with a flush door mat.
- The entrance hall is stone-flagged and step-free with directions to the exhibition and toilets.
- The admissions desk and entrance to the exhibition is through the open doors of the free gift shop which is



about 18 meters from the outside door, through double doors (2 meter wide) which are left open and attended by volunteer stewards and accessible to wheelchair users.



- Admission charges are displayed in front of the admissions till and are available in large print if necessary.
- A hearing Loop is installed around the reception desk in the shop.
- There is a portable chip and pin machine available for card payments.



Public Areas – General (Internal)

- All the ground floor facilities are accessible to pushchairs, prams and wheelchair users.
- The entrance lobby has a stone-flagged floor which is flat and stable. Other rooms are carpeted with carpet squares which wheelchairs and pushchairs can easily negotiate.
- A Mobility scooter is available on free loan for use within and around the premises.
- A range of seating is available throughout the Centre.
- Assistance dogs are welcome on the premises.
- Although the lighting within the Exhibition room is kept low (with very little daylight). In order to help to preserve the embroidery, the embroidered panels are individually illuminated with halogen spotlights.
- A stone staircase leads to the offices and meeting rooms upstairs. There is no lift to the first floor.
- Members of staff have attended a 'Welcome All' course and our volunteers have been trained to offer an excellent level of service. Please ask if you have any

particular requirements.

- A welcome/introduction to the Tapestry is available to pre-booked groups. It is also possible to pre-book an individual guided tour for those with specific needs.

Public Areas – WC

- TOILETS are near to the entrance to the shop with separate facilities for males and females. Both have two cubicles and two wash basins plus a urinal in the men's toilet.
- The family, accessible toilet, next to the women's toilet, has plenty of room to manoeuvre a wheelchair or pushchair. It has a range of grab rails and low-level wash hand basin and soap dispenser.
- An emergency pull-cord hangs down from the ceiling next to the toilet.
- A baby nappy-changing unit is provided and there is a potty, booster toilet seat and step for toddlers.



The Courtyard Cafe

- The Cafe is open all year, Monday to Saturday 9am-4pm. Closed Sundays.
- The entrance to the Cafe is situated within the car park/courtyard next to the Stramongate entrance of the main building. The width of the doorway is 870mm.
- The Cafe is step-free and has a non-slip Linoleum floor covering throughout.
- There are a variety of tables, some with legs, some with centre pedestal, each seating from 2-6 people (36 seats in total).
- Outside garden tables and chairs are available in the summer months - weather permitting.
- The Cafe offers an eclectic menu of food, sourced locally whenever possible. We can cater for those with special dietary requirements such as, diabetic, vegan, dairy free, gluten free etc.
- A counter service is in operation and staff assistance is available on request.
- The toilets are situated on the ground floor in the main building. (See public areas – WC for details.)
- Music played on the CD player in the Cafe can be changed or switched off at the customer's request.



Attractions (Displays, exhibits, etc.)

- The Exhibition is open from April to December, Monday to Saturday 10am – 5pm and Bank Holidays during the summer, check the website for up to date information www.quaker-tapestry.co.uk
- At the entrance to the exhibition an introductory five-minute film is available. Seats are positioned to view the film via a large wall-mounted TV screen with the use of cordless headphones.
- The entrance into the Exhibition is through the shop via a double doorway 2metres wide.
- The panels of embroidery and other displays are positioned at a height to be enjoyed equally by those standing or sitting.
- Background lighting is kept to a minimum for conservation reasons and it is recommended that you take a few moments on entering the Exhibition room so that your eyes can adjust. The embroidered panels are lit with individually directed halogen spotlights.
- A small area of display within the Exhibition room is situated on a raised platform – one step high.
- Seats are placed at intervals within the Exhibition room and can be moved around to suit the visitor.
- Multi-lingual audio guides and a large-screen video film are available. In both cases, it is possible to adjust the volume control to the individual's requirement. The South Lakeland Society for the Blind was involved in the preparation of the scripts for both the audio guides and film and their vivid descriptions of the panels is particularly apt for visitors who are visually-impaired.
- 50 words of text in large print are displayed



alongside each panel of embroidery which is particularly helpful for those with impaired hearing who may not be able to use the audio system.

- The large screen video area has tiered bench seating with safety lights on the steps. There is an area at the front of the auditorium which is suitable for visitors who wish to view the film from their wheelchair with the aid of a headphone extension lead.
- In the centre of the exhibition room are a selection of children's toys and dressing-up clothes.
- Children's Activity bags are available to use with adult supervision and include samples of embroidery and knitting to touch, a magnifying glass, three story books relating to three different panels of the Quaker Tapestry, a sewing game and information booklet to help children and their accompanying adult to enjoy the exhibits to the full.



Shop

- The shop is situated within the Exhibition room and is accessed through a double doorway 2metres wide.
- Shop goods are illuminated by spotlights and light levels are higher here than in the Exhibition area.
- The gift shop is stocked with books, cards, embroidery kits, preserves and other food products, children's toys, 'Made in Cumbria' products and other tasteful quality gifts relevant to the theme of the



Exhibition.

- There is a portable chip and pin machine available for card payments at the shop/admissions counter.
- Our staff and volunteers are always happy to help. Please ask if you have any particular requirements.

The Quaker Tapestry Museum

Many of the important events in Quaker history have had an impact on British social history.

Within the Quaker Tapestry collection of artefacts there is an impressive collection of around 500 artefacts dating from the 1650s to the present day. Clothing, samplers, embroideries and a variety of other domestic items which are sometimes displayed to help to bring the Quaker Tapestry's stories to life.

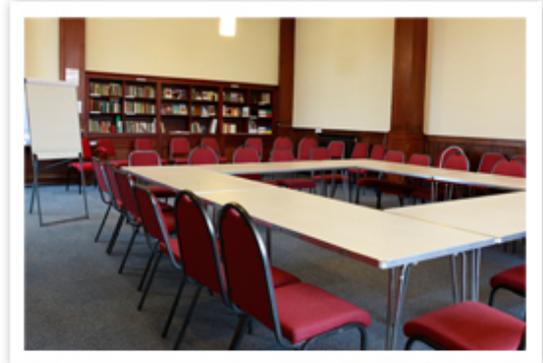
The Quaker Tapestry has a computer database of all items in the collection. The database is not yet available on-line to enquirers, but QT staff are able to retrieve information in response to visitor enquiries prior to their visit.

Access to Museum Objects in Store

Many objects in the Museum collection are not on public display. It is the museum's policy to make its stored collections accessible to enquirers and researchers under the supervision of staff, by prior appointment. At least two weeks notice required for researchers requiring to view objects. Access to fragile or easily-damaged artefacts will be at the discretion of staff and will be balanced the care and management of the collection.

Conference & Meeting Rooms, Entertainment

- The largest conference room is situated on the ground floor and is known as the Main Meeting Room.
 - This room is on the right as you enter the building from the car park.
 - There are double doors from the hallway into a library area which then leads into the Main Meeting Room. Both rooms are step free.
 - The Library can be used as a small meeting room or as a break-out room from the main hall.
 - The main hall is of a good size and can hold up to 70 people in theatre style.
 - Comfortable padded chairs and tables are available and the room can be arranged in a number of ways.
 - There is a permanent induction loop integrated with the acoustic system.
- Smaller conference rooms are available on the first floor
 - These can be accessed by the wide stone stairs with handrails at both sides.
 - There is no lift to the first floor.
- Meals and refreshments can be ordered from the Courtyard Café for consumption within any of the rooms.



Additional Information

- Please ask if you have any particular requirements. Members of staff have attended a 'Welcome All' course and our volunteers have been trained to offer an excellent level of service. In addition, several of the staff and volunteers have completed the 'Welcome Host' and 'Welcome International' courses.
- Fire/emergency evacuation procedure –
 - Staff have received training in disability awareness, first aid and fire prevention.
 - At the sound of the alarm, all areas will be evacuated and visitors asked to assemble in the car park/courtyard.
 - All vulnerable areas will be checked by staff i.e. toilets, the video area where visitors are wearing headsets, and the Cafe etc.
- A bowl providing water for dogs is situated in the car park outside the Café and the Café is dog friendly.
- Customer feed-back forms are available throughout the premises.
 - A visitors' book is to be found in the reception hall of the main building. Visitors are encouraged to sign this and add any comments they feel they would like to make.
 - A customer feed-back touch-screen is also within the hallway and visitors are encouraged to answer a selection of multiple choice questions about their experience of the exhibition.

Contact Information

Quaker Tapestry office

Telephone: 01539 722975

Email: info@quaker-tapestry.co.uk

Website: www.quaker-tapestry.co.uk

Address: Friends Meeting House, Stramongate, Kendal, Cumbria LA9 4BH

The Courtyard Café

Telephone: 01539738329

We welcome your feedback to help us continuously improve. If you have any comments please phone 01539 722975 or email info@quaker-tapestry.co.uk