



Access Statement

The JORVIK Group's access mission statement is to deliver a welcoming and enjoyable environment at all of our attractions in order to enhance facilities and information for all visitors and staff through the provision of training, resources and facilities.

Introduction

At DIG you get to discover the most exciting archaeological artefacts from the 2000 years of history, hidden under the streets of York.

Our four excavation pits are filled with Roman, Viking, Medieval and Victorian finds, so you can grab a trowel and dig up the clues that show how people lived in these times, offering you a unique archaeological adventure to help you on your way to becoming a real archaeologist.

Booking your visit

Our Reservations team can be contacted on 01904 615505 and would be happy to answer any questions you may have about your visit. They can also book you into one of our other attractions.

Contents

Getting to DIG – By car, bus and train.

Admissions area

Ticketing

Visitor information

Wheelchair and pushchair access

Toilets

Staff training

Future plans

Contact information

Getting to DIG

By car

The nearest car park is the Haymarket car park, just a five minute walk away. Or use the Park and Ride facilities available on the outskirts of the city centre that offer free parking. The nearest bus stop is situated on Stonebow, a two minute walk away. More information on the York Park and Ride service is available at www.itravelyork.info

By bus

Several bus services connect through York, making stops in the city centre. Visit the www.itravelyork.info website for more information.

By train

York is on the East Coast main line between London and Scotland. It takes less than two hours to get to York from London. Trains run every half an hour, with at least 25 direct trains each week day.

Direct rail services also run to York from many of the UK's main regional centres. York can be reached easily from all the following centres: Edinburgh, Glasgow, Birmingham, Bristol, Leeds, Manchester, Newcastle, Nottingham and Liverpool.

There are direct trains to and from Manchester International Airport and trains run every hour during the day.

Information on train times and prices is available by telephone from within the UK on 08457 48 49 50 or at the following websites:

- www.nationalrail.co.uk
- for the rail timetable and national news
- www.eurostar.com
- timetables and fares for Eurostar travellers
- www.tpexpress.co.uk

Closest drop off point by taxi/car – St Saviourgate (Directly in front of the entrance)

Admissions area

Our admissions area has a stoned floor so it is not a perfectly smooth surface.

Our admissions doors are always open and the curb is lowered outside the entrance to allow easy access for wheelchair users and pushchairs.

There is an accessible height section of the admissions desk with prices also at this level.

Ticketing

There is no admissions charge for carers.

Max card holders are entitled to free admission.

Visitor information

Visitors with autism

Generally there is not a queue for DIG as most tend to pre book for a time slot. You can also wander around the gift shop before and whilst you pay so there isn't the feeling of waiting about. If you arrive early for your tour and you have some time to wait then you can view the galleries first or spend some time in the garden.

We do have a small number of ear defenders if it is a particularly noisy day at DIG. You can request use of these from the admissions desk.

We also have our under 5's area that you can use at anytime during your visit. This tends to be a quieter area of the attraction. We also have our classroom should this not be in use. Speak to a member of staff to check the availability of this room.

DIG operates a sticker system for visitors with autism should you wish to participate. If you are wearing a red sticker it shows

you do not wish to be approached, a yellow sticker means you would like staff to answer questions when asked, green or no sticker means you are happy to be approached and spoken to. Please request one of these at admissions if this will benefit your visit.

Visitors with visual impairment

The DIG tour is fully guided by a member of staff and very tactile.

You may also find one of our volunteers with a handling collection in our gallery area, to bring the artefacts to life.

Large print guides area available for the exhibition only area at DIG.

Visitors with hearing impairment

There is lots of written information for adults in the Gallery area of DIG. One of the videos available is subtitled. All of the extra children's activity tables have written instructions.

We would recommend visiting on a weekend out of the holidays as these are our quieter days or a weekday afternoon. You could call our reservations line on 01904 615505 to check on the day.

Wheelchair and pushchair Access

There is full wheelchair access throughout DIG. Due to space restrictions on tour these may be limited per tour but not for access to the building.

The lift can only carry either one wheelchair user and carer, one adult plus a pushchair or 2 adults at a time.

Due to the active nature of the tour and space restrictions, you are encouraged to leave your pushchair in the pushchair store located next to the lift.

Toilets

We have one standard accessible toilet located past the admissions desk towards the back of the building. It is only accessible with a Radar key, however, the admissions staff can give you access to it. This toilet has; a left hand transfer space, support rails next to the toilet, emergency pull chord and accessible height sink with lever taps.

Baby changing and other facilities

Our baby changing facilities are located in the accessible toilet. You will need to ask a member of staff for the key. Breast

feeding is welcome in our attraction. Chairs and benches are located at various places in the attraction.

Our staff

All our staff have undertaken Welcome All training provided in house and accredited by Welcome to Excellence.

DIG is in partnership with the Blue Assist scheme which provides support to people with a whole range of disabilities. Our staff have been trained to recognise the cards and phone app. Should you need to use this please present your card or phone app to a member of staff.

Future plans

- Specialist tours – Signed tours, adult learning and children's learning tours. These will be at a set time on a set day and rotate throughout the month.

Contact information

The JORVIK Group's aim is to continually improve our facilities. If you have any feedback on how we could improve our access offer then please email us at access@yorkat.co.uk