

# **Guildford House access information for the Tourist Information Centre, Gallery, Craft shop and the Brew House**

Guildford Tourist Information Centre, Guildford House Gallery and the Cafe are within a 17 century listed building with a single decorative entrance and steps-up from the High Street. There are also stairs within the historic building. The craft shop and events space are within the Brew House, this is accessed via Guildford House. Please note there is no lift in Guildford House.

## **The following are available for access to the Tourist Information Centre:**

- A call bell is located on the right of the entrance, just before the handrail and a Tourism Advisor will come out to assist.
- Two steps-up at the entrance, with handrails, lead to narrow double doors that are held open for access. This will enable access to the front desk, box office and retail section of the Tourist Information Centre.
- There are another two steps, with handrails, to access the second section of the Tourist Information Centre which holds free information leaflets and access to the ground floor of the Gallery.
- A portable ramp can be set-up with advance notice. This provides a steep gradient and therefore is for use by people accompanied by a personal assistant.
- Assistance dogs are welcome.
- Radar keys available to purchase with proof of ID.

Please contact us in advance of a visit to the Tourist Information Centre to ensure we can provide the best service possible. Call 01483 444333 or email [tic@guildford.gov.uk](mailto:tic@guildford.gov.uk).

## **The following are available for access to the Gallery, Craft Shop, Café and Brew House:**

- Two steps-up at the entrance, with handrails, lead to narrow double doors that are held open for access.
- A call bell is located on the right of the entrance if required.
- There are another two steps, with handrails, to access the ground floor of the Gallery.
- A portable ramp can be set-up with advance notice. This provides a steep gradient and therefore is for use by people accompanied by a personal assistant.
- Assistance dogs are welcome.
- The galleries are on the ground and first floor, an additional handrail has been added on the historic main staircase.

- Seating is available on the landing and within each gallery.
- The Café is located on the basement floor, only accessible by two flights of stairs and an additional handrail has been added where the floor slopes down into the Cafe.
- Larger than standard WCs, with supporting rails, are located on the basement level of Guildford House which is accessible by two flights of stairs with an additional handrail added on the stair and where the floor slopes down into the Cafe.
- The Gallery Shop is located on the ground floor of the Brew House, through the basement and Courtyard.
- The Gallery Shop door has power assisted opening.
- An accessible WC is available on the Brew House ground floor.
- Access to the Brew House event space is via the Portico entrance to the first floor, handrails have been added to this route.
- An induction loop is available at the shop desk and in the Brew House meeting room, a portable loop is also available with advanced notice.

**The following are available for access to exhibitions and events:**

- Exhibition formats such as large print, simple text and descriptive audio are available for our major in-house exhibitions at the Gallery.
- Description and sighted guiding can be arranged with advance notice.
- A member of the Gallery staff is trained to level 2 British Sign Language and can be available with advanced notice.
- Exhibition formats such as large print, simple text and descriptive audio are available for our larger exhibition.

Please contact us in advance of a visit to ensure we can provide our heritage services in the best way possible. Call 01483 444751, fax 01483 532391 or email [heritageservices@guildford.gov.uk](mailto:heritageservices@guildford.gov.uk).

While we continue to address ways to improve access to Guildford House Gallery in ways that are sensitive to the historic environment we can also provide a variety of alternatives such as:

- Activities are planned for our more accessible historic sites.
- Talks or activities using loans collection objects can be arranged in advance at your venue or our more accessible sites.
- We are collaborating with local groups such as Artventure Trust and Insight Art on projects using our collections and heritage sites in a variety of creative ways.

We welcome your enquiries or comments.

