

# **Access Statement For The Roman Baths and Pump Room**

## **Introduction**

The Roman Baths is built around Britain's only hot springs and the greatest Roman religious spa in Northern Europe, at the heart of the World Heritage Site of the City of Bath.

The Great Bath; where Romans walked on 2,000 year old pavements beside the steaming pool.

The Sacred Spring; with over a million litres of naturally hot water bubbling every day.

Family audio tours in 8 languages, included in the ticket price, with children's audio tour in English and French and Bill Bryson audio tour in English.

Information sheets available in 30 different languages and Braille.

Computer animations and models of the site as it used to be 2,000 years ago.

Projections of life-sized bathers using the freezing plunge pool.

Personal guided tours around the bath-house every hour, on the hour.

Roman costumed characters every afternoon.

Museum with carvings, inscriptions and artifacts.

Allow 2 hours for your visit.

The Pump Room restaurant for morning coffee, lunch or afternoon tea, accompanied by music from the Pump Room Trio or pianist.

Hot Spa water to try from the fountain.

Roman Baths shop with unique gifts.

First class toilet facilities.

Our staff are friendly and welcoming and keen to ensure that everyone enjoys the best possible visit and has the opportunity to learn something new.

## **Pre-Arrival**

- A clearly worded leaflet with high quality photography describes the main facilities, attractions, directions and opening times. The leaflet includes our address, contact numbers, 24 hour information line, website and an e-mail address. It is very widely distributed to other tourist venues, hotels, guest houses, caravan parks and Tourist Information Centres within a 2 hour drive.
- Special leaflets are also produced for late night opening, the events Programme, the Pump Room restaurant and Spa water. The leaflets are available in large print or Braille on request.

- All this information can be found on our website [www.romanbaths.co.uk](http://www.romanbaths.co.uk)
- The website has been tested for accessibility against W3Cs Bobby programme.
- The nearest paying car park is 5 minutes away and there are Blue Badge parking spaces nearby.
- Three park and ride car parks are available at the North, South and West of the city.  
Bristol airport is an hour away by car.
- The railway station and bus station are a 10 minute walk from the Roman Baths. London is 1 ½ on the train.
- Drop off points for coaches are less than a 5 minute walk away.

### Arrangements for mobility needs

- Accessible Taxi services operate throughout the city.
- Shopmobility with electric scooters are located 200m from the Roman Baths.
- Radar key toilet scheme in operation at the Roman Baths.
- Signing guide available by prior arrangement.
- Touch tours available by prior arrangement.

### Arrival

- Free admission for disabled people and their carers/helpers.
- The audio guide has a “T” switch comparable for hearing aid users and a large print script of the audio tour is also available.
- No dogs admitted except service dogs.
- There are no charges for admission to the Pump Room.
- Concession to Bath & North East Somerset Discovery Card Holders.
- Admission ticket includes free audio tour and personal tour around the baths and a taste of hot Spa water from the Pump Room.
- The admission charges for the Roman Baths for 2009 are:
- Adult Single £11.00 (£11.50 July and August only)
- Senior Citizens (65+), students 17+ID £ 9.50
- Child Single/ES40 Holders £ 7.20
- Family Ticket (2A +up to 4C) £32.00
- Adult Group (20+people) £ 8.20
- Child Group (20+people) winter £ 5.00
- Child Group (20+people) April-Sept incl. £ 5.25
- Saver Ticket for Roman Baths & Fashion Museum:

- Adult Single £14.50
- Senior Citizens (65+), students 17+ID £12.50
- Child Single/ES40 Holders £ 8.70
- Family Ticket (2A +up to 4C) £40.00
- Adult Group (20+people) £ 9.80
- Child Group (20+people) winter £ 5.40
- Child Group (20+people) April-Sept incl. £ 6.30

### **Main Entrance & Reception**

- Low counter height for wheelchair users.
- The Pump Room overlooking the Sacred Spring, and the terrace overlooking the Great Bath are accessible for wheelchair users.
- Baby buggies are not permitted in the museum, due to safety restrictions, so baby carriers are offered free of charge as an alternative.
- The Roman Baths & Pump Room is open every day except Christmas Day and Boxing Day.
- The opening hours are:
  - Jan-Feb 09.30-17.30, last entry 16.30
  - Mar-Jun 09.00-18.00, last entry 17.00
  - July-Aug 09.00-22.00, last entry 21.00
  - Sept-Oct 09.00-18.00, last entry 17.00
  - Nov-Dec 09.30-17.30, last entry 16.30

### **Public Areas - General (Internal)**

- The museum, Temple Courtyard and baths are not at present accessible for wheelchair users. People with limited mobility may find access difficult, due to the number of steps and the unevenness of the Roman remains. There are 13 sets of steps around the site, taking visitors over the Roman remains. Ambulant people can probably manage but should take extreme caution. Seating is available in each area.
- Meeting rooms on the ground floor have level access.

### **Public Areas - WC**

- There are two blocks of Ladies and Gentlemen's WCs on site, one of each at the beginning and the rest at the end of the visit.
- The Pump Room - Ladies to the right of the main reception and Gents to the left of the main entrance and down a flight of stairs.

- Unisex adapted toilet to the right of the main reception desk, with emergency pull cord and response provided, support rails but limited transfer space, basin with mixer lever tap.
- In the museum - Ladies and Gents off the exit stair half landing.
- Baby changing facilities in both the Ladies and Gents.

### **Restaurant**

- Elegant Georgian restaurant in the historic Pump Room, on the ground floor, with moveable seating and most tables with central support columns, giving good access for wheelchair users.
- Table service is provided and staff are always willing to give advice about menus.
- High chairs are available.
- We can cater for visitors with special dietary requirements.

### **Main Shop**

- Level access from the street through wide double doors. Steps up to the shop from the museum and down to the shop from the Pump Room. Wheelchair users can exit the Pump Room on to Abbey Church Yard and re-enter the shop from Stall Street.
  - Bright lighting in shop.
  - All items are clearly priced and many are displayed at low level. Staff are available to help if required.
  - Low counter height for wheelchair users.
  - There is also a smaller shop in the lower museum.
- The shops stock unique products of the Roman Baths.

### **Conference & Meeting Rooms, Banqueting**

- The Pump Room, Reception Hall and two meeting rooms in the Pump Room are available for private hire
- Level walkway from main entrance
- Hearing loop in Kingston Room
- Adjustable lighting
- Moveable furniture
- The Roman Baths is available for private hire, limited access
- Contact Historic Venue Hire for details

### **Additional Information**

- Staff are all trained in disability awareness and customer care
- Evacuation routes are clearly marked and staff well trained in

- handling evacuations
- Service dogs are welcome
  - No smoking anywhere
  - A First Aider is always available on site
  - Clear signage throughout the site
  - No storage for luggage or coats. Luggage can be stored at the Backpackers Hostel in Manvers Street, 5 minutes from the Roman Baths (small fee)

## **Contact Information**

- Address: The Roman Baths, Stall Street, Bath BA1 1LZ
- Telephone: 01225 477785 for general enquiries or for 24 hour information tel. 01225 477867
- Fax: 01225 477243
- Email: [romanbaths\\_enquiries@bathnes.gov.uk](mailto:romanbaths_enquiries@bathnes.gov.uk) or [romanbaths\\_bookings@bathnes.gov.uk](mailto:romanbaths_bookings@bathnes.gov.uk)
- Historic Venue Hire email: [historic\\_venuehire@bathnes.gov.uk](mailto:historic_venuehire@bathnes.gov.uk)
- Pump Room Restaurant email: [searcys@bathheritage.org.uk](mailto:searcys@bathheritage.org.uk)
- Learning and Programmes email: [museum\\_education@bathnes.gov.uk](mailto:museum_education@bathnes.gov.uk)
- Museum Shops email: [museumshop\\_enquiries@bathnes.gov.uk](mailto:museumshop_enquiries@bathnes.gov.uk)
- Website: [www.romanbaths.co.uk](http://www.romanbaths.co.uk)
- Hours of operation: See Main Entrance and Reception above
- Emergency number: 01225 477784
- Shopmobility 7-9 Borough Walls, Bath BA1 1QS tel. 01225 481744 e mail [shop\\_mobility@bathnes.gov.uk](mailto:shop_mobility@bathnes.gov.uk)

## **Future Plans**

- The Roman Baths Development is making the site more accessible for users both physically and intellectually. This includes the installation of a Disability Discrimination Act compliant lift for wheelchair users, people with mobility problems and people with baby buggies and improved routing around the site. Updates about the work can be found on our website [www.romanbaths.co.uk](http://www.romanbaths.co.uk)

**We welcome your feedback to help us continuously improve if you have any comments please phone 01225 477785 or email [romanbaths\\_enquiries@bathnes.gov.uk](mailto:romanbaths_enquiries@bathnes.gov.uk)**

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