



**New Forest  
Heritage  
Centre**

# Access Guide



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## Welcome to the New Forest Heritage Centre

The New Forest Heritage Centre is now more accessible than ever. Our Family Fun Tree has been built with audience accessibility in mind and our ever changing programme of exhibitions and events is designed to appeal to all ages and interests.

We are committed to being accessible for people with sensory and visual impairments, people with mental health issues, physical and mobility difficulties, young people, elderly people and families. We constantly strive to improve upon our accessibility and reach out to existing and new audiences whenever the opportunity arises.

This leaflet will help you to plan your visit by giving you information on how to get to the Centre, how you can access information about the Centre, what facilities are available at the Centre as well as exhibitions and displays.

The leaflet is available at Reception (also in a larger format), can be downloaded from our website [www.newforestheritage.org.uk](http://www.newforestheritage.org.uk) or can be sent to you prior to a visit by calling 023 8028 6158.

## 1. Where are we?



New Forest Heritage Centre  
High Street  
Lyndhurst  
Hampshire SO43 7NY

Grid Ref: SU 300 081

**SATNAV postcode SO43 7NY**

We are located in the large Pay and Display main car park in Lyndhurst. The main entrance into the building opens onto the car park directly opposite Lyndhurst Community Centre.

## 2. Getting Here

### **On foot**

Lyndhurst is not served by a railway station and there are no pavements connecting it to the nearest stations of Ashurst and Beaulieu Road. There is however a cycle path along the A35 connecting Ashurst Station to the village of Lyndhurst.

### **By taxi or community transport**

The New Forest Heritage Centre enjoys level access onto the Main Car Park and taxis and other road transport can drop you off outside the front entrance.

### **By bicycle**

Bicycle racks are located to the right hand side of the building when facing the front entrance.

### **By road**

The New Forest lies to the west of Southampton Water in south west Hampshire. If you are travelling from Southampton, London or the east, exit the M27 at Junction 1, signed Cadnam and head southwards into the New Forest.

If you are travelling from the west, you can use the A31 from Dorset. From the north, take either the A338 from Salisbury to Ringwood in the west of the Forest, or the A36 to Totton in the east.

The Centre is also signposted with brown heritage signs on all the major routes into Lyndhurst.

We are located in the large main Pay and Display car park in Lyndhurst. There are several parking spaces for people with disabilities to the front of the Centre.

### **By train**

The main train service in the area is operated by South West Trains which provide good links to Southampton, Bournemouth, London and further afield. The train stations within the National Park are Ashurst, Beaulieu Road, Brockenhurst and Sway. The other train stations in the New Forest are Hinton Admiral, Lymington, New Milton and Totton. Please contact the below for information on timetables, access and fares.

Tel: 08457 484950

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## **Access at train stations close to the New Forest Heritage Centre**

Ashurst Station – Step free access to platforms 1 and 2, no toilet.

Beaulieu Road Station – Level access to platform 2 only, no toilet.

Brockenhurst Station – Step free access to every platform via a lift, wheelchair accessible toilet. They also have an induction loop and accessible taxis.

If you are a wheelchair user or need assistance when travelling by train you should book your rail journey at least 24 hours in advance. Please contact South West Trains Assisted Travel:

Tel: 0345 6000 650

[www.southwesttrains.co.uk](http://www.southwesttrains.co.uk)

## **By bus**

There are three bus companies which operate services in and to the New Forest. Please contact the following companies for information on timetables, access and fares.

Bluestar Buses – 01202 338421

[www.bluestarbus.co.uk](http://www.bluestarbus.co.uk)

Wilts & Dorset Buses – 01202 338420

[www.morebus.co.uk](http://www.morebus.co.uk)

Yellow Buses – 01202 636110

[www.bybus.co.uk](http://www.bybus.co.uk)

## **By New Forest Tour Bus**

The New Forest Tour open top bus is the best way to see more, explore more and enjoy more of the New Forest. You can sit back, relax and experience rich open countryside, beautiful coastline, historic villages and all that Britain's newest National park has to offer. Hop on and off the tour bus as many times as you want during the day.

The tour runs right through the summer until September. For more information, including route and timetable, please visit

[www.thenewforesttour.info](http://www.thenewforesttour.info).

## **By coach**

National Express coaches stop at Lyndhurst, Lymington, Ringwood and other stops in the New Forest. Please contact National Express for information on timetables, access and fares.

National Express Customer Contact Centre – 0871 781 8181

Advice and assistance – 0371 781 8181

[www.nationalexpress.com](http://www.nationalexpress.com)

If you are a wheelchair user or need assistance when travelling by coach you should book your journey at least 24 hours in advance.

For further information on travel please contact:

Getting about guide New Forest:

Passenger Transport Group

Environment Department

Hampshire County Council

The Castle

Winchester

SO23 8UD

0300 555 1375

[www.hants.gov.uk/transport](http://www.hants.gov.uk/transport)

Disabled Persons Transport Advisory Committee

(DPTAC):

0300 330 3000

[www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee](http://www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee)

Traveline:

0870 200 2233

[www.traveline.org.uk](http://www.traveline.org.uk)

### 3. Admission

The New Forest Heritage Centre is open 7 days a week – please check our website for seasonal opening times. Last entry to the museum is 30 minutes before closing. It is open on occasional evenings for lectures and other events. The Centre shuts on Christmas Day, Boxing Day and on 1 February for the end of year stock take.

Admission to the Library is on Wednesday from 10am to 4pm, on Friday from 10am to 12.30pm and at other times by appointment.

#### **Free Admission**

Admission to the Centre is free (includes museum, gallery, shop and reference library).

Charges apply for some events (e.g. lectures), activities (e.g. to cover materials used in Discovery Day activities) and all taught sessions, talks and lectures. Initial enquiries in the library are undertaken free of charge and a research service is available. Costs available on application.

#### **4. Access to information**

##### **The New Forest Heritage Centre**

Lyndhurst  
Hampshire  
SO43 7NY

OS Grid Ref SU 300 081

Centre Office

023 8028 3444

Email: [office@newforestheritage.org.uk](mailto:office@newforestheritage.org.uk)

Gift Shop

023 8028 6158

Email: [shop@newforestheritage.org.uk](mailto:shop@newforestheritage.org.uk)

Education

023 8028 6153

Email: [education@newforestheritage.org.uk](mailto:education@newforestheritage.org.uk)

Reference Library

023 8028 6150

Email: [library@newforestheritage.org.uk](mailto:library@newforestheritage.org.uk)

#### **5. Access to the Galleries and the Library**

- Free entry to the New Forest Museum, New Forest Gallery and the Christopher Tower Reference Library.
- Seating available in the New Forest Gallery, the New Forest Museum and the Christopher Tower Library.
- Hands-on exhibits and touch screens in the New Forest Museum.
- Large print versions of information panels available in the Museum.
- Large print versions of family activity sheets available on request.



- Large print versions of the main text for temporary exhibitions in the New Forest Gallery, where possible.
- Large print versions of A short guide to the New Forest Museum and Christopher Tower New Forest Reference Library are available from Reception, can be downloaded from our website [www.newforestheritage.org.uk](http://www.newforestheritage.org.uk) or can be sent to you before your visit by calling 023 8028 6158.

## 6. Visitor facilities

The New Forest Heritage Centre is a modern purpose built building which enjoys good facilities throughout. We value our VAQAS status and make every effort to make family visits as enjoyable as possible.

### Gift Shop

- The Gift Shop sells a range of items linked to the New Forest National Park for all ages and tastes. The shop is open 7 days a week – please check our website for seasonal opening times.

### Lifts

- A lift is available between the ground and first floor. It has an alarm to alert staff in the case of an emergency.

### Equipment

- We offer free use of a manual wheelchair. It is advisable to book this in advance by ringing **023 8028 6158**.
- Clip boards and pencils and a quiz are available at the entrance to the Museum (small donation welcome). Additional quizzes can be provided on request.

### Seating

- Seating is available in the New Forest Gallery, the New Forest Museum and the Christopher Tower Library.

### Toilets



- A public toilet block containing an accessible toilet and baby changing unit is sited immediately to the side of the building in the main car park.
- Accessible toilets are available on the ground and first floors and are equipped with an alarm to alert staff in the event of an emergency.
- Baby changing facilities are available in the first floor accessible toilet.

### **Visitors with Dogs**

- Well behaved dogs are welcome at the New Forest Heritage Centre but for the benefit of other visitors must be kept on a lead and under control at all times.

## **7. Access issues to be aware of when visiting the New Forest Heritage Centre and using our services**

### **Visitors with visual impairments**

- Guide dogs are welcome.
- There is an audible fire alarm system throughout the site.
- Many of our displays have been designed to be hands-on and multi-sensory.
- Large print versions of this leaflet are available from Reception, can be downloaded from our website [www.newforestheritage.org.uk](http://www.newforestheritage.org.uk) or can be sent to you before your visit by calling 023 8028 6158.
- Large print versions of our What's On guide are available from Reception, can be downloaded from our website [www.newforestheritage.org.uk](http://www.newforestheritage.org.uk) or can be sent to you before your visit by calling 023 8028 6158.
- Large print versions of A short guide to the New Forest Museum and Christopher Tower New Forest Reference Library are available from Reception, can be downloaded from our website [www.newforestheritage.org.uk](http://www.newforestheritage.org.uk) or can be sent to you before your visit by calling 023 8028 6158.

### **Visitors with hearing impairments**

- Hearing and assistance dogs are welcome.
- There is an audible fire alarm system throughout the site.
- Many of our displays have been designed to be hands-on and multi-sensory.
- There is an induction loop in the New Forest Gallery.

## **Visitors with mobility impairments**

- Guide, hearing and assistance dogs are welcome.
- There is level access for wheelchairs, pushchairs and mobility scooters via the main entrance.
- The ground floor Galleries and Museum Shop are all wheelchair accessible.
- The library and map rooms are accessible for those with mobility impairments, but clearly it can be difficult for those in wheelchairs to access shelving. It should be noted that we operate a staffed reference library, as opposed to be a browsing/lending library, and as such, requested parts of the collection can be brought to the user as required. Gaps between shelving ranges from 0.74m to 0.84m, with shelves up to 1.875m high. Shelf to work bench width is 2m. The shelves sit on a step of 0.118m high, and there are 4 sets of rails which sit proud of the floor on which they move. Mitigation is in place to provide access to the collection, but these shelves are not easily accessible for those with mobility issues.
- There is first floor access for wheelchair users via a lift. The lift will accommodate wheelchairs, electric scooters and pushchairs. It may not be large enough to accommodate some electric scooters, however a manual wheelchair is available (please ask at Reception) should you wish to use one.
- There are two Refuge Points in the building. One is at the top of the back stairs near to the entrance to the lift and the other is at the top of the Library entrance staircase near to the staff offices. Visitors with mobility problems should alert staff at Reception should they require assistance evacuating the building in the event of an emergency, and in the event of an emergency, make their way to the refuge Points to await assistance.
- If you are planning to visit the Centre as part of a group of two or more wheelchair users, please call Reception on 023 8028 6158 to help arrange your visit.
- Accessible toilets (with emergency alarms) are available on the ground floor and first floor.