



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

Welcoming over 17 million visitors over the past 30 years, visitors journey through the reconstruction of Viking-Age streets as they would have been 1000 years ago. JORVIK Viking Centre also offers four exciting exhibitions and the chance to actually come face to face with a 'Viking'.

The galleries and ride are based underground on the actual site of the original excavation. At JORVIK we show you a reconstructed section of the excavation in our 'Discover Coppergate' gallery and take you on a journey through the sights, sounds and smells of JORVIK on our ride through a Viking City. You can also delve further into how the Vikings lived in our 'Discover Coppergate' Gallery and view just a small portion of the artefacts the York Archaeological Trust discovered on the original excavation in our 'Artefacts Alive'

gallery. Finally there is the chance to explore the end of the Viking age and some battle wounds in our 'The End of the Vikings' gallery.

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.

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Getting to JORVIK

By car

The nearest car park is the Castle car park, just a five minute walk away (for Sat Nav Users, Castle car park Postcode: YO1 9SA). 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 Tower Street, a two minute walk away. More information on the York Park and Ride service is available at www.itravelyork.info

Park with Q-Park

Award winning car parking company Q-Park operate the Shambles car park a short walk away on Garden Place. Q-Park Shambles is a clean, well-lit and safe facility offering a range of convenient services. Pre-book your parking online and use promo-code 'Jorvik' and receive 10% discount on your parking. Visit www.q-park.co.uk for more information. Address: Q-Park Shambles, Garden Place, York, YO1 7NT.

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 – Castlegate

Admissions area

Our admissions area is a flat smooth surface with a lowered desk area to the right as you enter. There is a lift that will take you to the start of your visit.

Our admissions doors are always open to allow easy access for wheelchair users and pushchairs.

Ticketing

There is no admissions charge for carers.

Max card holders are entitled to free admission.

Visitor information

Visitors with autism

Visitors with autism do not have to queue. You will just need to let our Viking at the front of the queue know you are there and they will direct you to the next available admissions till.

We do not have a designated quiet area at JORVIK but if you do need to leave for any reason then you can. Your ticket is valid for 12 months so you can use this to return to the building.

We do have a small number of ear defenders as there are lots of different noises and commentaries in JORVIK. You can request use of these from the admissions desk.

A visual story is available to download from our website as a pre visit guide to what a typical visit should be like and what you will encounter. These will also be available on request from our reservations department either by email or a printed version can be posted out to you.

JORVIK 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

Braille guides are available at our admissions desk upon request. Large print guide will be coming soon.

Our Interactive Vikings are positioned throughout the centre to offer further information and assistance if required.

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

Audio descriptive commentary is available on our ride. Please ask a member of staff to select this for you if you need assistance.

Guide dogs are permitted in the centre. We provide a dog bowl on admissions should you need to use it.

Visitors with hearing impairment

Our ride is fitted with a hearing loop on all capsules. There is closed caption commentary available on the ride.

We also have a hearing loop fitted at our artefacts handling pod in the final gallery.

Video interpretation is subtitled in our galleries

Claustrophobic visitors

If you are worried about the layout or nature of our building, being underground, then we can show you what to expect on our tablet or take you downstairs before you pay so you can make sure you feel comfortable with your visit.

Visitors with Anosmia

Visitors with anosmia or a reduced sense of smell may find the JORVIK smells key on our Visual Story Map useful.

Wheelchair and pushchair Access

There is full wheelchair access throughout JORVIK but due to the nature of the building there is only one wheelchair user permitted at any one time. With that in mind we do recommend that you pre book a slot in advance of your visit.

Wheelchair users should go to the front of the queue to book into a time slot and should not queue. If you have already pre booked then you should go to the pre booked area at your allocated time.

Our ride consists of moving capsules that transport visitors around to enjoy the sight, sounds and smells. One of the capsules is fitted with a modified space for wheelchair users to enjoy the ride without having to leave your wheelchair. Once you are inside the attraction, a member of our Technical team will come and talk to you about experiencing the ride and will escort you to the boarding point to provide assistance.

Large electric wheelchairs can sometimes struggle to get on our ride. We do have our own manual wheelchair which you

can transfer into should you need to. We have only enough storage for one electric wheelchair.

Due to the limited space of our galleries and the use of a ride, we are unable to cater for mobility scooters. If you are able to walk there is a lift to use to get into the centre and all of our galleries are flat. If not, we also have a wheelchair you can transfer into.

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

Pushchairs will not fit on our ride, however we do have a pushchair store to the right of the lift where you can leave your pushchair and collect it once you have finished on the ride.

To access our gift shop you will need to go back up in the lift then leave through our admissions doors and go to through the door to the right. Our shop doors are always open to allow easy access for wheelchair users and pushchairs.

Toilets

We have one standard accessible toilet located in the first gallery to the right when you exit the lift. It is only accessible with a Radar key, however the staff in this area can give you access to it. This toilet has; a right hand transfer space, support

rails next to the toilet, emergency pull chord and accessible height sink with lever taps.

Visitors with Children

There is no admissions charge for visitors under 5 years old and pushchairs can be brought into the Centre and access the galleries using the lift.

There is a pushchair store to the right of the lift as you exit it if you wish to store pushchairs.

Pushchairs will not fit on our ride, so will have to be stored for this part of the visit, but pushchairs can be collected once you have finished on the ride. Booster seats and lanterns are available for small children using the ride.

Lanterns can be provided at caps on for anyone who is wary of boarding the ride due to it being slightly darker than the rest of the centre.

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. If you prefer to do this somewhere more private, a seat is located in the pushchair store area.

Our staff

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

JORVIK 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.

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

Future plans

- Professionally printed Large print guides.
- Audio descriptive commentary for the rest of our centre.

We currently have this on the ride.