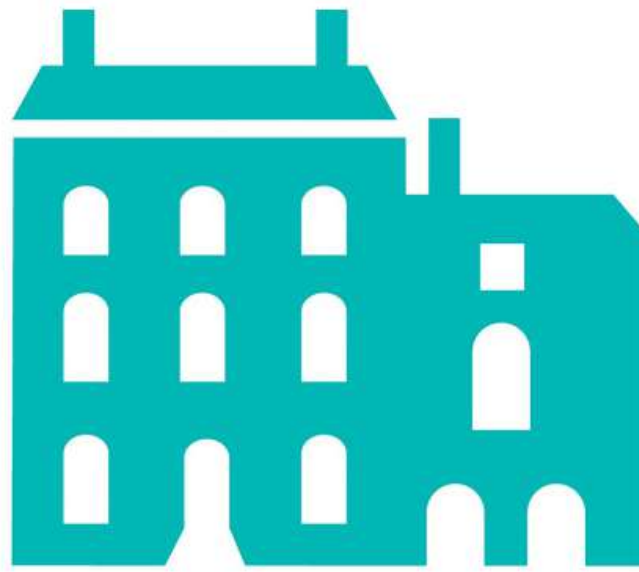




Hollytrees
Museum

Accessibility Guide

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01206 282931

[https://colchester.cimuseums.org.uk/
visit/hollytrees-museum/](https://colchester.cimuseums.org.uk/visit/hollytrees-museum/)



Welcome

Watch the video: **Explore Hollytrees Museum**

Enjoy 300 years of history in this beautiful Georgian townhouse through hands-on exhibits and displays. Discover what family life was like for the rich and the poor. Then, be transported back to the days before washing machines to try out a dolly peg and dress up as a servant.

Explore Hollytrees in miniature through the dolls' house or discover Bernard Mason's fascinating collection of Colchester clocks. You can even learn all about the origins of *Twinkle, Twinkle, Little Star*, loved the world over and written in Colchester.

At a Glance

Level Access

There is level access from the main entrance to the following areas:

Ground Floor

Welcome Desk

Hollytrees Shop

Upper Ground Floor Entrance Hall

Garden Room

Bernard Mason Clock Gallery

Castle Park

First Floor

First Floor Toilet

Running the Home Gallery

Childhood Gallery

Second Floor

Second Floor Toilet

Education Room

At a Glance

Hearing

The fire alarm is equipped with flashing lights.

A hearing loop is available at the Welcome Desk.

Some staff have received disability awareness training.

Visual

Some parts of the venue have low lighting.

General

Some staff have received disability awareness training.

Getting Here

Travel by Bus

The nearest bus stops are located on Colchester High Street, just past the town hall, approximately 0.1 miles (0.2 km) from Hollytrees Museum.

**Castle Park
Colchester
CO1 1UG**

A photograph of Colchester High Street. On the left side is an area for buses to pull in and a line of bus stops.



A photograph showing the Colchester War Memorial next to the park gates, with a road that has a drop curb looping around it.

Getting Here

Travel by Train

Colchester Town Station is approximately 0.4 miles (0.6 km) from Hollytrees Museum, and it is reachable via a short walk down Queen Street.

**Castle Park
Colchester
CO1 1UG**

Colchester North Station is about 1 mile away and involves a steep hill. This station has frequent services, typically three trains per hour to Colchester Town Station, along with various bus services.



A photograph of Colchester Town Station.

A photograph showing the lawn and concrete pathways in front of Hollytrees Museum.



Getting Here

Travel by Taxi

Many taxis in Colchester are wheelchair accessible and can be booked through local companies. We recommend that you call in advance to check vehicle availability and suitability.

Taxis can drop passengers off at the Colchester War Memorial or the end of Colchester High Street.

Taxis with Wheelchair Access

MCS Minicab Services: Call 01206 544444.

Taxinow: Call 01206 801801.

AB Taxis: Call 01206 701701.

**Castle Park
Colchester
CO1 1UG**

A photograph showing the lawn and concrete pathways in front of Hollytrees Museum.



Getting Here

Travel by Car

A drop-off point is at the main entrance with a dropped kerb for easier access. Additional drop-off points include the Colchester War Memorial or at the end of Colchester High Street.

**Castle Park
Colchester
CO1 1UG**

Blue Badge Parking

There are 11 spaces for blue badge holders outside the Castle Park gates on Museum Street, approximately 100-200m from the museum entrance.

Note: There is a 3-hour parking limit between 8am and 6pm.

Additional parking is available slightly further away on the High Street.



A photograph of the blue badge parking bays outside Castle Park. Colchester Castle is visible on the other side of the fence.

Arrival

Path to the Main Entrance

Access

A permanent ramp aids level access from the street to the main entrance.

Width

The path is at least 1100mm wide, accommodating a range of mobility aids.

Slope

Note that the path is sloped.

A view of the path up to the entrance of Hollytrees Museum and the public toilets to the right of the building.



Arrival

Main Entrance Details

Access and Door Widths

The main entrance has level access with an 830mm wide door.

An exterior front door to Hollytrees Museum is 980mm wide, leading to a foyer. This door is made of clear glass, motion-sensitive, and may be closed during winter but held open in summer.

A second interior door, 830mm wide, leads to the reception area containing the Welcome Desk and museum shop. This door is held open when the museum is open to the public.

A photograph showing the open exterior front door to Hollytrees Museum. Beyond it is the open interior door.



Arrival

Main Entrance Details

Route Options

For those dropped off at the Colchester War Memorial, the narrowest part of the route through the park gates is 1100mm wide.

Visitors can choose between a gently sloped path or a route with steps to reach the front door.

Flooring

The foyer features stone tile flooring, while the reception area is carpeted.



A photograph of the foyer area, showing racks of leaflets and the interior door through to the reception.

Getting Around Inside

Lift Access at Hollytrees

General Information

There is one lift available that provides access to all floors.

The lift door is 800mm wide, with the lift interior measuring 1400mm in width and 1105mm in depth.

The lift announces the floor number on each floor and has buttons with raised numbers or letters.

Accessibility

The lift is located in the foyer by the main entrance.

Visitors will exit the lift from a different side to the one they enter. Due to its size, users may be unable to be accompanied inside the lift.

A photograph showing inside the Hollytrees Museum lift.



A general note: some parts of the venue have low lighting.

Getting Around Inside

Lift Access at Hollytrees Access to Floors

Ground Floor: Access to the shop, Visitor Information Centre, and exit.

Upper Ground Floor: Access to the Garden Room, the hall and the Bernard Mason Clock Gallery.

First Floor: Access to the Running the Home Gallery.

Upper First Floor: Access to the Childhood Gallery, leading to the Portrait Gallery and the Temporary Exhibition Gallery.

Second Floor: Access to the Education Room, typically roped off as it is used by schools and for events.



A photograph showing access to the lift from the Childhood Gallery. There is a door before the lift doors.

A photograph of the guide explaining which galleries are on each floor at Hollytrees Museum.



Getting Around Inside

Information and Ticket Desk

Route and Access

From the main entrance to the desk, there is level access. The narrowest part of the route, through the interior front door, is 760mm wide.

Desk Specifications

The welcome desk has a low section, which is 710mm high, to facilitate easier access.

A photograph of the Hollytrees welcome desk



Hearing Accessibility

A hearing loop is installed at the welcome desk to assist visitors with hearing impairments.

Services Offered

The welcome desk is located in the museum shop and the Visitor Information Centre for Colchester. Staff are available to assist with inquiries about the museum, souvenir purchases, and information on activities in Colchester.

Getting Around Inside

Nearby Accessible Toilets

A publicly accessible toilet is just to the left as you exit the museum. There are no Changing Places facilities within the museum. The nearest facilities are located at:

Castle Park Cafe: 0.1 miles away, approximately a 3-minute walk.

Colchester Library: 0.3 miles away, approximately a 6-minute walk.

Leisure World: 0.6 miles away, approximately a 13-minute walk.

First Floor Toilets

The first floor toilet is accessible via the lift or stairs. If taking the stairs, visitors must climb five steps to the Upper Ground Floor and a flight of 11 steps to the First Floor. The door to the toilet is in the Running the Home Gallery.

Toilet seat height:
430mm

Toilet door width:
690mm

Space beside the toilet: 550mm

Space in front of the toilet: 480mm



A photograph showing the first floor toilet inside Hollytrees Museum

Transfer direction onto the toilet is to the left. Handrails are available in the toilets.

Getting Around Inside

Second Floor Toilets

The second floor toilet is accessible via the lift from the main entrance. There is level access.

The route from the lift to the public toilet is at least 690mm wide. The narrowest part is the toilet door itself, which opens inwards, reducing the available space inside.

Toilet seat height: 405mm

Toilet door width: 690mm

Space beside the toilet: 570mm

Space in front of the toilet: 480mm

A photograph showing the second floor toilet inside Hollytrees Museum.



Handrails are available in the toilets.

Transfer direction onto the toilet is to the left.

Getting Around Inside

Hollytrees Shop

There is level access from the main entrance to the shop. The route is 830mm wide or more, and the door is 830mm wide.

The route through the shop is at least 800mm wide.

The Hollytrees shop offers a wide range of products, from Tiptree jams and chutneys to prints of Colchester, vintage toys, and local books. Items are displayed at floor level and on high shelves.

A photograph of display shelves containing wooden toys and pamphlets



Getting Around Inside

Upper Ground Floor Entrance Hall

Level Access and Lift

Level access from the main entrance is available, with a lift to facilitate movement. The route from the lift to the designated area is at least 800mm wide. The door width into the area is also 800mm.

Floor Surfaces

Upon exiting the lift into the Garden Room, the floor is carpeted. The flooring transitions to tiles upon crossing into the Upper Ground Floor Entrance Hall.

Alternate Access

The Upper Ground Floor Entrance Hall is also accessible via the Museum shop and welcome desk area, but this route involves navigating one step with a handrail followed by three further steps. The connecting route between these spaces is noted as quite narrow and awkward.

A view of the Entrance Hall showing a space with doors off to other galleries and a flight of stairs



Getting Around Inside

The Garden Room

Level Access

Level access is available from the main entrance to the Garden Room, with a lift facilitating movement between floors.

The route from the lift to the Garden Room is at least 800mm wide, with the doorway also measuring 800mm.

The narrowest point is the doorway from the lift, which opens directly into the gallery.

The floor is carpeted and slightly uneven, which may affect mobility.

Seating

A variety of seating options are available, accommodating different preferences and needs.

The Garden Room is a carpeted gallery with display cases around the outside of the room. The displays include a dolls house.



Getting Around Inside

The Garden Room, Continued

Visibility

Lighting is a combination of natural and artificial sources, enhancing visibility.

Auditory Environment

A clock in the gallery may produce a ticking sound audible within the space.

Visual and Interactive Features

Displays include a video with headphones available; however, the video's audio can also be heard without the headphones.

The Garden Room is a carpeted gallery with display cases around the outside of the room. The displays include a dolls house.



Getting Around Inside

The Bernard Mason Clock Gallery

Access

There is level access from the main entrance to the gallery, with a lift available to the other floors. The route from the lift to the gallery is at least 800mm wide, with the door also being 800mm wide.

The narrowest part of the route is the doorway into the gallery.

When the gallery door is open, it reduces the space available in the walkway.

Environmental Conditions

The gallery is dimly lit, with no natural light, creating a darker space.

The floor is lined with wooden panels that are slightly uneven and may creak.

The room contains many ticking clocks set to various times, resulting in random chimes.

Seating

Seating is available within the gallery.

The Bernard Mason Clock gallery has a wooden floor. Around the outside of the room are long case clocks.



Getting Around Inside

Running the Home Gallery

Access

A lift facilitates level access from the main entrance to the gallery. The route from the lift to the gallery is at least 800mm wide, and the door width is also 800mm.

The narrowest part of the route is the doorway into the gallery.

Environmental Conditions

The gallery benefits from natural and artificial lighting, creating a well-lit space.

The floor is carpeted and smooth, with wide walkways around the central display.

The gallery is typically quiet, although one display features a phone with a recorded message visitors can listen to.

Seating and Amenities

The first-floor toilet is accessible from this gallery.

Seating is available throughout the space.

Inside the Running the Home Gallery, which includes displays of domestic items from the past.



Getting Around Inside

Childhood Gallery

Access

Level access is available from the main entrance to the gallery, with lift assistance. The route from the lift to the gallery is at least 800mm wide, and the door is also 800mm wide.

The narrowest part of the route is the doorway from the lift, which opens directly into the gallery.

Environmental Conditions

The gallery has no natural light and may appear dim in some areas.

The floor is carpeted and smooth but has a slight incline and may creak.

The nursery rhyme "Twinkle Twinkle Little Star" is played in the background.

Seating and Features

The gallery features interactive displays, including a short tunnel.

Seating is not provided in this space.

Inside the Childhood Gallery which has snakes and ladders on the floor and displays of toys around the outside.



Getting Around Inside

The Landing

Environmental Conditions

The Landing has no natural light.

The floor is carpeted and smooth.

Seating

There is a choice of seating, including window seats.

The first floor landing which has a tabletop display case and paintings hung on the wall.



Getting Around Inside

Education Room

A view of the Education Room. It is set up with a large table surrounded by chairs in the centre.



Access

Level access is provided from the main entrance to the Education Room, with a lift available. The route from the lift to the room is at least 800mm wide, and the door is also 800 mm wide.

Use of Space

The Education Room is not typically accessible to the general public. It is primarily used for school groups and events during school holiday periods.

Equipment such as stacked chairs may be stored around the edge of the room.

Environmental Conditions

The room receives both natural and artificial light.

The floor is made of lino, smooth with a slight incline, and may creak.

Traffic noise and sounds from people in Castle Park may be audible if the windows are open.

Getting Around Outside

Castle Park

A photograph of the Cafe in the Park. There is a takeaway window, outdoor seating and a door leading to indoor seating.



Access

Level access to the gardens from the main entrance is enhanced by a permanent ramp. The route through the gardens is sloped and at least 830mm wide.



A view of Hollytrees Museum from the sensory garden, which is to the right as you exit the building.

Picnic Areas

While Castle Park does not have a dedicated picnic area, numerous benches are available outside Hollytrees Museum, around Colchester Castle, and throughout the park for general use.

Getting Around Outside

Castle Park, Continued

A photograph of some of the decorative flower beds inside Castle Park.



Park Features

Castle Park is a large public space featuring a sensory garden, children's play area, fishpond, bandstand, and café. Public toilets are available, and Colchester Castle Museum is nearby.

Lower Castle Park, located further away, includes a boating lake.



A photograph of Colchester Castle, which is about 200m from Hollytrees Museum.

Mobility

While Castle Park does not have a dedicated picnic area, numerous

benches are available outside Hollytrees Museum, around Colchester Castle, and throughout the park for general use.

Getting Around Outside

Castle Park, Continued

A photograph of the Castle Park bandstand. In front of it is a wide path lined with benches.



A view of the path alongside Colchester Castle, which is lined with benches.

Customer Care Support

Staff Training

Many museum staff members have undergone awareness training based on the social model of disability.

A specialised team of Access Champions has received more detailed training to assist visitors with disabilities better.

Additional Accessibility Services

The museum offers various services to support visitors with accessibility needs.

Accessibility Tools Available

Hidden Disabilities lanyards and sheet magnifiers are available for visitors to borrow while in the museum.



A photograph showing a Hidden Disabilities card and lanyard being worn by a person in a striped top.