



## Museum Access Policy

Version number: 1.0  
Date: October 2025

## Document Information and Approvals

**Policy title:** Museum Access Policy

**Review frequency:** 4 Years

**Review due date:** October 2029

**Service owner:** Venues & Community Commercial Services

**Corporate Plan Theme:** Effective Council

## Document Approvals

Each revision requires the following approvals:

- Non-administrative updates: Strategic Leadership Team / Community and Wellbeing Committee.
- Administrative updates: Curator

	Title	Date Approved	Signature
<b>Head of Service</b>	Interim Assistant head of Venue & Community commercial Services		<i>HoS signature</i>
<b>Strategic Leadership Team</b>	Strategic Leadership Team		<i>CEX signature</i>
<b>Committee</b>	Community and Wellbeing		N/A

## Revision History

Version No.	Revision Date	Revisor	Previous Version	Description of Revision

## Impact Assessment and Consideration

Assessment Type	Required / Not Required	Date Completed	Impact Assessments and Considerations Comment	Completed By
Finance	Not required			
Legal	Required			
Equality Impact Assessment	Required	TBC		
Counter-fraud	Not required			

Health and safety	Not required			
Data Protection Impact Assessment	Not Required			
Climate Change	Not required			

## 1. Purpose and Access Statement

- 1.1. The museum is committed to welcoming all members of society regardless of sex, gender, age, social status, ethnic origin, ability, language, faith, location, wealth, and cultural or social background, by minimising or removing barriers to engagement with the collection. We recognise that access is a complex issue, and this policy is reviewed on a regular basis to maximise accessibility.

## 2. Scope

- 2.1. The policy covers the museum's physical space, engagement projects, and digital channels.
- 2.2. The primary physical space is in Grade 2 listed Bourne Hall in Ewell – part of a community building that includes a library, café, small theatre and rooms for hire.
- 2.3. Engagement projects include family festivals (e.g. reenactors for Festival of Archaeology), family workshops, adult workshops (e.g. willow weaving and mindfulness), talks, walks, visits to schools and schools visiting the museum, loan boxes to schools and community groups.
- 2.4. Digital channels include the museum pages on the council website and Museum social media channels.
- 2.5. The Museum maintains extended physical access to the collection through temporary exhibitions and loans to other museums, libraries and community venues, and is committed to supporting these partner organisations in promoting access.

## 3. Responsibilities

- 3.1. The museum curator and borough council are responsible for ensuring the museum meets its obligations under the Equality Act (2010) by doing everything possible to make the collection and services accessible to the widest possible range of people.
- 3.2. Every member of museum staff and volunteers is responsible for developing, delivering and maintaining physical and digital spaces in a way that is accessibility-forward and actively seeks to dismantle barriers to audience engagement, while ensuring the safety and longevity of the collection.

## **4. Commitment to Access**

The museum is committed to maximising access by, for example

### **4.1 The Physical and Sensory Access**

The core museum collection is on the first floor, accessible via a lift and stairs. There is parking for visitors including disabled spaces. A wheelchair are available and drop curbs are present at all pedestrian crossings. The exhibition galleries, café and toilets are level access, and the site has automatic doors, large-print signage and a hearing loop. On-site Museum engagement projects, such as school visits and talks, are held in the museum space.

### **4.2 Intellectual Access**

Phrasing and content of signage has been carefully considered to ensure maximum accessibility and simplicity of language. The museum operates a range of engagement activities suitable for participants of all ages, backgrounds and linguistic abilities. Specific schools sessions have been created for different age groups. Museum staff answer public enquiries on a weekly basis, on a range of topics.

### **4.3 Geographic Access**

Bourne Hall is easily accessed by two railway stations in Ewell and a number of bus routes.

To reach out into other communities the museum has a series of temporary displays and exhibitions.

### **4.4 Financial Access**

Access to the museum and gallery interactive displays is free at all times.

The Kids Club, walks and talks are low cost, and events provided free of charge during Heritage Open Days. The school service is free.

Some specialist events are more heavily chargeable to raise income against specific budgetary targets.

### **4.5 Technological Access**

Both digital and “low-tech” options are available across the service.

Reminiscence Boxes supplied to care-homes around the county include clear instructions for discussion sessions.

### **4.6 Cultural and Attitudinal Access**

The museum’s current and upcoming projects, around which exhibitions and revised engagement activities are developed, focus on a broad reach of general interest content.