

Access

Our spectacular Victorian building is equipped with modern amenities and special accessibility features as outlined below.

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Museum opening times

We are open Tuesday to Sunday 10am – 5pm

We are closed bank holidays and Mondays

Getting in

Entrance to RAMM is via Queen Street or the Garden Entrance.

You can reach the Garden Entrance via two accessible routes

- via Upper Paul Street, which includes a short steep approach, or
- via Little Queen Street and Musgrave Row, which is level

Wheelchair users and people with mobility scooters, pushchairs and buggies can access the Garden Entrance using the ramp from the blue-badge parking area, or may use our lift at the Queen Street entrance. Small vehicles, including minibuses, can also use the parking area to drop passengers. To book blue-badge parking, please email museum.reception@exeter.gov.uk or call 01392 265960 during opening hours – 10am to 5pm Tuesday to Sunday (closed Mondays and bank holidays).

“I can’t tell you what a treat it is to be able to get around a building without obstacles. It’s been well thought out and will be a treat for disabled visitors.” Quote from Mike Ellis, manager of [Shopmobility Exeter](#)

Plan your visit

RAMM’s [Accessibility Guide](#) provides accurate measurements, descriptions and images of RAMM’s accessible features, helping you plan your visit with ease. This can be viewed online or downloaded as a word document. It is useful for visitors with a variety of access requirements.

RAMM’s [Visual Story](#) (2MB pdf file), with pictures and words, shows how to find the museum and the facilities available. It will be particularly useful for visitors with autism and their carers. Digitally explore RAMM’s galleries further using [Google Street View](#).

For your comfort

Lifts and level access ensure that the displays can be enjoyed by all. Wheelchairs and portable stools are available for visitors' use and there are accessible toilets and baby changing facilities on both floors. You can collect a large print caption folder for each gallery on entry at Garden Reception, or you can access the captions using your own mobile device as you go around each gallery. Staff and volunteers are on hand to help.

Working Dogs

Assistance dogs are welcome at the museum. Our staff will be happy to provide drinking water for your dog.

Wheelchair access on site

There are two lifts in the museum. The lifts operate from the first to the ground floor only to maintain the one-way route around the building. There is level access on each floor with ample space to manoeuvre between displays. Some doors open automatically.

Accessible toilets

There are accessible toilets on both levels.

Carers

If a visitor requires an accompanying carer, the carer will be admitted to paying exhibitions and events free of charge. Please contact us on 01392 265960 to arrange a carer ticket or just let us know if you are buying a ticket from reception.

Hearing Access

There are hearing loops at both receptions, three exhibition galleries and in meeting rooms A and B. A portable loop is available and can be used throughout the museum for groups of three.

Visual Access

The trails and tours website includes a [museum trail featuring the key objects](#) with BSL, audio and subtitles. Access this on your own phone or tablet with our free Wi-Fi.

Videos with BSL, audio and subtitles

Our British Sign Language videos, with audio and subtitles, introduce RAMM, [our services and key objects](#). Plus join BSL video sensation Paul Valentine on a [tour of the galleries](#) - watch on your own device using the museum's free wifi, or

borrow a tablet from Garden Reception. You can also learn more about some of RAMM's most striking objects in our [17 key object](#) videos.

Relax

Ask for a folding chair at reception or take advantage of gallery seating. Go to the heart of the museum and enjoy drinks, snacks and meals in the Cafe at RAMM.