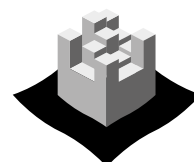


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# Visual Story

This information is to help you prepare for a visit to the Royal Albert Memorial Museum (RAMM) in Exeter.





# 1



## General information

The Royal Albert Memorial Museum (RAMM) is open at these times:

Monday	closed
Tuesday	10am to 5pm
Wednesday	10am to 5pm
Thursday	10am to 5pm
Friday	10am to 5pm
Saturday	10am to 5pm
Sunday	10am to 5pm

You do not have to pay to look around the museum.



# 2



## Getting there

There are wheelchair accessible parking spaces at the back of the museum. If you want to use one of the spaces you need to phone the museum on 01392 265960 to book a space. If you use one of the spaces, you can go into the museum by the Garden Entrance. There are several car parks near the museum. The nearest one is at The Guildhall Centre.

There are lots of buses that come in to the centre of Exeter and the museum is only a short walk from the High Street bus stops.



The closest train station is Exeter Central Station. When you get off the train follow signs for the Queen Street exit. The museum is only a short walk from the station along Queen Street.



After parking, or arriving by train or bus, you will walk along some busy pavements to get to the museum entrance.



There is a flight of steps to get into the museum. If you do not want to use the steps, there is a lift.



This is the entrance to the lift. If you want to use the lift, press the green button to the right, inside the doors. If you need help, use the intercom on the wall to the left of the lift door.



# 3

## When you come in

The museum staff will welcome you. You can get a floor plan from reception. The floor plan is a map which shows you where everything is in the museum.

This is the door into the museum from Queen Street.



This is the desk you will see if you come in to the museum by the Garden Entrance from the accessible parking spaces.



There are lockers near the entrance desk where you can put things which you don't want to carry around the museum. You might want to put your coat in a locker. You will need a £1 coin for the locker and you will get this back when you leave.



# 4

## Useful information

### Toilets

There are toilets and accessible toilets on the Ground Floor and also on the First Floor. The floor plan shows where you can find them.



### Quiet room

If you need to go somewhere quiet for any reason, ask a member of staff. They can take you to a quiet place.



A member of staff



A volunteer



### Staff in the museum

As you go through the museum you will see staff or volunteers in some of the rooms. They wear a RAMM badge around their neck. If you need help please speak to a member of staff or a volunteer.



In each room there is a book of Close Up Captions for you to use, it lists all the things on display in that room.



School groups often visit the museum. It can be noisy when they are visiting. The museum is usually quieter after 3pm.



If you hear a loud bell start ringing, that means we all have to leave the building. Follow a member of staff or these signs.





## The Ground Floor

There are lots of rooms to look around and objects in cabinets to look at. The floor plan can help you find your way.



In some of the rooms there are usually noises and films playing.

In the Making History section in room 2 there is a film screened on the wall with sound and seating available.

In room 4 there is also a film with sound displayed on a TV screen and there are 3 Grandfather clocks that make a sound every hour.





## The Cafe

The museum has a cafe on the Ground Floor.  
Use the floor plan to help you find your way.



## Level 1

You can use the stairs or  
a lift to get to Level 1.



## Level 1

The stairs to Level 1 at the Queen Street entrance.

Level 1 has more rooms to explore and objects to discover.



## Room 12

This room can be noisy as there are often children doing activities here.



There is also a xylophone in room 12 which people are allowed to play.

In rooms 17 and 18 there are noises of insects and birds. There is also a video and interactive screen.

There are 3 rooms which are for temporary exhibitions and they have different pieces of art in them every 8-12 weeks. Check the RAMM website before you visit to see what's on.

# Visual Story

This information was produced by the Heritage Ability project. The Heritage Ability project is run by Living Options Devon (registered charity number 1102489).



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**ARTS COUNCIL ENGLAND**



LOTTERY FUNDED



ACCREDITED MUSEUM



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Admission  
is free

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[www.exeter.gov.uk/ramm](http://www.exeter.gov.uk/ramm)

