

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 Castle Street, past Exeter Library, 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.”

Mike Ellis, manager of Shopmobility Exeter

Plan your visit

Our [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.

The RAMM [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. We have also produced a Visual Story specifically for our LEGO exhibition Brick by Brick which you can download [here](#).

Digitally explore our galleries further using [Google Street View](#). Details of our Covid-19 safety measures can be found [here](#).

For your comfort

Lifts and level access ensure that the displays can be enjoyed by everyone. Wheelchairs 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.

Wheelchair access on site

There are two lifts in the museum. There is level access on each floor with ample space to manoeuvre between displays. Some doors open automatically.

Working dogs

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

Accessible toilets

There are accessible toilets on both levels of the museum.

The closest accessible Changing Place toilet is located in Princesshay shopping centre on the ground floor of St Stephen's House at the back of Nationwide in Catherine Square, adjacent to Lloyd's Lounge. Please click [here](#) to find a map (this will open on the Princesshay website).

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. You can access this on your own phone or tablet with the museum's free Wi-Fi. 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.

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](#).

Close-up captions

All of the captions that are displayed beside the objects in the galleries are also available in digital close-up caption form.

Relax

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