

Access Statement

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Welcome

Bletchley Park, once the top-secret home of the World War Two Codebreakers, is now a vibrant heritage attraction. Step back in time to experience the stories of the extraordinary achievements of the men and women who worked here.

A place of exceptional historical importance, Bletchley Park is also the birthplace of modern computing and has helped shape life as we know it today.

The 12-acre public area is comprised of a park with a variety of World War Two and earlier buildings and a small lake. There are a number of small inclines throughout the site.

We offer a variety of facilities and services for those with access needs, including allocated parking for disabled and elderly visitors, step-free access throughout the site, and induction loops at public counters.

At a glance

Level Access

- There is level access throughout most of the site except for
 - ramp access to enter Block B
 - a platform lift to enter The Intelligence Factory.

Hearing

- A hearing loop system is available at
 - the Admissions desks
 - the shop counter
 - the information desk
 - all café counters
 - the Multimedia Guide collection desk
 - the counter in the Porters' Lodge.
- Most videos have subtitles
- Transcripts of audio recordings are available.
- Multimedia guides are available with BSL
- Soundscapes are used around the site

Visual

- Audio descriptions are available for some of our exhibitions either through our website or on handheld guides
- Large print guides are available
- Braille books of our interpretation boards are available for The Intelligence Factory
- Some exhibitions have low lighting

General

- We have a complimentary ticket policy for personal assistants
- Staff have disability training.
- Visit our Interactive Map for sensory maps relating to light, sound and crowds

BLETCHLEY PARK

Getting here

Bletchley Park is located beside the town of Bletchley near Milton Keynes. The postcode is MK3 6EB. If using a Sat-Nav, enter Sherwood Drive Bletchley.

The nearest railway station to Bletchley Park is Bletchley, which is approximately 0.2 miles from the entrance to the park.

There are several local taxi or hire car companies such as Fenny Cabs (01908 787787).

The nearest bus stop is situated outside Bletchley train station (around 0.2 miles from Bletchley Park), which the 25 and the 24 Bus routes pass through hourly.

We do not offer a collection bus service.

The paths and streets surrounding Bletchley Park are smooth and paved. There is a busy road a short distance from the gates into the park, and a shallow incline on the road approaching the front gates.

BLETCHLEY PARK

Car Parking and Arrival

Bletchley Park has a large car park onsite with 487 parking spaces available. 18 of these spaces are reserved for disabled or elderly visitors. The car park is approximately 70 metres from the museum entrance. We do not charge for parking.

The car park is open-air and is on a slight slope. Different sections have different surfaces, including gravel, tarmac and grass. The route from the car park to the main entrance can include any of these surfaces, and the route from the parking allocated to disabled or elderly visitors comprises gravel and tarmac.

Artificial lighting in the car park is provided by streetlamps with halogen and fluorescent bulbs.

There are electric car charging points in the car park - please ask staff about these.



BLETCHLEYPARK

Visitors with access needs can be dropped off directly in front of the entrance, where there is no kerb. Please inform the member of Staff at the gate if you would like to drop someone off, or if you require assistance.

BLETCHLEY PARK

Main Entrance

The visitor entrance is open and accessible during our museum opening hours. The main entrance has five steps and has handrails on either side. Adjacent to the entrance steps, there is a shallow ramp which has a handrail on one side.

The entrance door is an electric-assisted manual door that opens inward with a large automatic 'disabled' button placed clearly beside it. The clear door opening width is 105cm.



Ticketing/Admissions

The Admissions area is located at the entrance in the Visitor Centre (Block C). The whole of the Visitor Centre (Block C) is step-free.

There is no seating available in the Admissions area, but there is seating available throughout the rest of the Visitor Centre.

The Visitor Centre's floor is treated concrete. The whole building is evenly lit by natural, LED and fluorescent lighting. However, the introductory exhibition has low light levels in some areas due to a film being shown in the space.

There is a low table that pulls out of the Admissions desks by user request. These desks are 97cm high and the Visitor Assistants can move freely behind and around them to assist visitors.

There is a complimentary ticket policy for carers.

BLETCHLEY PARK

There is a hearing loop system for people who are deaf or hard of hearing available at the Admissions desks, the shop counter, the information desk, all café counters, the Multimedia Guide collection desk and the counter in the Porters' Lodge.

Wheelchair loans and water bowls for assistance dogs and guide dogs are available on request at the Admissions desks.

These are not currently advertised on signage.

The Visitor Centre information desk and Roll of Honour information kiosk are at a low height that is easily accessible for wheelchair users.



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Attraction (displays, exhibits, etc.)

All display areas of Bletchley Park have step-free access. The Intelligence Factory and Block B are the only parts of the park not located at ground level.

- A platform lift for wheelchair-users and scooter-users is available in Block A to enter *The Intelligence Factory* exhibition, which is then at ground level.
- A ramp is located outside the entrance to Block B for step free access to the lower level of the building, the Block B Museum. The Learning Department on the upper floor of Block B has a platform lift for wheelchair-users and scooter-users who are part of an organised Learning or School visit.

Bletchley Park uses a variety of interpretation methods, including:

- Multimedia Guide (neck-induction loops available) which is available in English, French, German, Spanish, simplified Mandarin and British Sign Language (BSL)
- Audio description tour available on handheld guides available on request
- Videos, most of which have subtitles
- Audio points (text transcripts are available for most exhibitions)
- Guided tours (Williams Sound FM Receivers that enhance sound for both hearing aid users and non-hearing aid users are available on 12 noon and 2 pm tours).
- Guidebook available in English, French, German and simplified Mandarin
- Braille booklet of text panels available in The Intelligence Factory

BLETCHLEY PARK

- Digital and manual interactives
- Audio-visual presentations
- Set dressed areas
- Text and graphic panels
- Dressing up areas
- Occasional live demonstrations and themed events

Soundscapes play around the outdoor parts of the site, including noises of bus horns, motorbike engines and planes. Music and background sounds are used as interpretation throughout the site, including in the Huts and the Mansion.

We have some slightly darkened galleries on the site showing films in Hut 11, Hut 11a, Hut 8, and Block C. The large-format film in Hut 11A, visible from the entrance, has bright moving images which may cause disorientation or trigger headaches in visitors who experience migraines. The *D-Day* exhibition comprises a small pre-show gallery leading to a large, immersive film auditorium which is completely dark during each 12-minute showing. The *D-Day* film has flashing lights and flickering shadows which do not strobe. It is loud in places – ear defenders can be borrowed from the staff member at the auditorium entrance. The film is always staffed, so if you need to leave during the show, please approach the uniformed staff member who can open the automatic exit door for you.

BLETCHLEY PARK

There are designated spaces for wheelchair users between the benches in the middle of the auditorium.

The majority of doors are either propped open, have Stewards manning them, or have push-button opening mechanisms. The doors that do not have assistance are of a medium weight.

The most narrow doorway on site is the entrance to Hut 3, which is 75cm wide. The hallway of this hut is 100cm wide.

Hut 3 and Hut 6 have accessible entrances at the side.

There is seating located throughout the site, both indoors and outdoors although in the winter, much of the outdoor seating is removed. The Huts have the fewest seating areas.

There are a variety of floor surfaces around the site. Outdoor surfaces include tarmac, gravel and grass. Indoor surfaces include wooden floorboards, treated concrete and short pile carpet.

BLETCHLEY PARK



The lighting around the site depends on the kind of exhibition in that area and what interpretation has been used. Lighting levels are consistent within each exhibition but vary between exhibitions.

Lights are primarily fluorescent tubes or LED bulbs. Some areas are partially lit, augmented by interactives or videos.

Public Toilets

There are seven public toilet areas available on site. They are located in the Visitor Centre (Block C), The Intelligence Factory, D-Day, Hut 8, Hut 1, Hut 4 and the Mansion.

There are unisex accessible toilets located around the site, including the Visitor Centre (Block C), The Intelligence Factory, D-Day, outside Hut 4, in Hut 8, and behind the Mansion.

There are toilets (including one unisex accessible) toilet upstairs in Block B and in CHQ for use by Learning and School groups only.

Details of accessible toilets

	Door clearance	Level entry to toilet?	Space next to toilet	Transfer side	Grab bars?	Red alarm cord?	Lighting	Floor	Height from floor to seat	Other
Block C (near information desk) x2	75cm	✓	64cm	Left side/ right side	At toilet, sink and door	✓	LED, fluorescent and natural	Treated concrete	45 cm	Lever taps on sink.
Block C (near Café) x2	75cm	✓	113cm /93cm	Left side/ right side	At toilet, sink and door	✓	LED, fluorescent and natural	Treated concrete	45cm	Lever taps on sink.
Hut 4	90cm	✓	80cm	Left side	At toilet	✗	Fluorescent and natural	Linoleum	45cm	Lever taps on sink. No automatic door.
Hut 8	78cm	✓	100cm	Left side	At toilet, sink and door	✓	Halogen and natural	Slip-resistant linoleum	45cm	Lever taps on sink.
Behind Mansion	90cm	Small ramp	120cm	Left side	At toilet	✗	Fluorescent and natural	Tile	53cm	Lever taps on sink. No automatic door.
D-Day	95cm	✓	95cm	Left side	At toilet, sink and door	✓	Halogen	Linoleum	46cm	Lever taps on sink.
The Intelligence Factory	90cm	✓	120cm	Left side	At toilet, sink and door	✓	Halogen and natural	Treated concrete then linoleum	46cm	Lever taps on sink

Block B upstairs	74cm	✓	85cm	Left side	At toilet and sink	✓	LED, fluorescent and natural	Slip-resistant linoleum	47cm	Lever taps on sink.
CHQ										

Baby changing facilities are located in accessible toilets in Block C, Hut 4, Hut 8, and behind the Mansion. There is a space available for nursing mothers who wish for some quiet private space, with rocking chair and footstool, in the Block C First Aid room - please ask staff for access. Nursing is welcome throughout the site.

Catering

There are four catering facilities at Bletchley Park.

1. Coffee shop in the Visitor Centre (Block C) - open all year round
2. Café in Hut 4 – open weekends and school holidays.
3. Tea room in the Mansion Dining Room – open selected days
4. Kiosk in Hut 1 – open during the summer

Seating in Block C, Hut 4 and the Mansion Dining Room comprises low tables and armless chairs. Tables have a clear underneath height of 70cm-73cm. Areas are well lit, using fluorescent tubes, LED lightbulbs, and natural light. The Kiosk, open in the summer, does not have a seating area but benches are located on the nearby lawn.

We cater to a variety of dietary needs in all our cafes, including gluten free, dairy free, vegetarian, and vegan. Allergy information can be found on labels and provided on request

More details of the individual facilities are below.

BLETCHLEY PARK

Coffee shop in the Visitor Centre (Block C)

- The coffee shop serves hot and cold drinks, cakes, sandwiches and soup.
- There is no door and it is open to the rest of the room. The floor is level and made of treated concrete. There is ample space around the furniture.
- The coffee shop has counter service. Trays are available.
- The cutlery in the Block C coffee shop is made from wood, and the wooden table tops are pale brown. Disposable takeaway cups and plates, not crockery, are provided.

Café in Hut 4

- The café in Hut 4 serves hot food, sandwiches, soup, and hot and cold drinks.
- The clear door opening widths for Hut 4 are 154cm, with ramp access, and 87cm.
- The floor is level with ample space around the furniture.
- Hut 4 has counter service. Hot food, once ordered, is delivered to the table.
Suggested queue for those in wheelchairs is on the right.
- The floor surface in Hut 4 is slip-resistant vinyl and linoleum.
- The cutlery in Hut 4 is stainless steel, which provides a high contrast with the wooden table tops. Crockery is off-white or beige. Disposable takeaway cups are available.

BLETCHLEY PARK

Mansion Dining Room

- Afternoon tea is available in the Mansion Dining Room most weekends year-round. This must be booked in advance. Please see Bletchley Park's website for details.
- The floor is level with ample space around the furniture. The Dining Room has a short pile carpet.
- Afternoon tea in the Mansion is table service. Crockery is off-white or beige with floral patterns.
- If you have any dietary restrictions and you would like to have afternoon tea, please inform staff when booking.

Hut 1

- The Kiosk at the end of Hut 1 is open in the summer.
- It serves cold drinks and ice creams out of a doorway.

BLETCHLEY PARK

Shop

The shop is located in the Visitor Centre (Block C), which is accessible by a ramp. The shop is level throughout and is open to the rest of the Visitor Centre.

There are large spaces around any fixtures to allow for wheelchair or pushchair access. There is a low counter for those who are unable to use the higher counter easily. There is a hearing loop system and signage on the shop counter.

The display racks are wooden shelving units. Some are freestanding and some are wrapped around pillars. 1940s background music is played in the shop at a low level.

Staff are available to give assistance at all times.



BLETCHLEY PARK

Grounds and Gardens

The public area of Bletchley Park is a 12-acre site with a large amount of outdoor space, including lawns, a lake, tarmac and gravel surfaces. A large portion of the site is flat, however there are shallow inclines and uneven surfaces throughout the park. All parts of the grounds are accessible without steps.

The narrowest footpath in the grounds is the pathway around the lake, which is 1.4 meters wide, and made of gravel and sandstone tile. The surfaces of other paths are primarily tarmac.

From March to October there are benches and picnic benches around the lake and on the lawns around the park at regular intervals. In the summer, deckchairs are available. There is no seating in the Stableyard and the Garages.



Additional Information

Evacuation procedures: As the site is almost entirely step-free, wheelchair users are able to follow standard evacuation procedures. The exception is upstairs in Block B, used by Learning and School groups only, where a wheelchair lift is available. In the event of an emergency, a member of the Learning team will be on hand to control the lift. We have a limit of 3 wheelchair users upstairs in Block B at a time for this reason. There are no specialist evacuation procedures for visually impaired and hearing-impaired visitors. Stewards are on hand throughout the site to provide assistance when necessary.

Working, assistance and guide dogs: We welcome all assistance dogs and guide dogs. We have a designated area for use as a run/toilet area for dogs which Visitor Services staff can direct you to. We offer portable water bowls at the Admissions desk.

Mobility scooters: While mobility scooters are welcomed into the site, we do not have an area where mobility scooters or battery powered wheelchairs can be charged.

Future Plans

- We will install dog mess bins for assistance dogs and guide dogs.
- New exhibitions are being designed with access in mind. Subtitles are included in all new films. Audio transcripts are produced for new exhibitions. Width of routes is ensured at 120cm or more in new exhibitions, where possible.
- We are increasing light levels in our darker exhibitions, where possible, and warning about low light levels.
- We are investigating Audio Description at specific locations on site.
- We will update our interactive map as soon as possible with sensory information in new areas.
- We will undertake a full access audit of the visitor areas by the end of 2024 and will begin actioning recommendations in 2025.

Last updated February 2023