

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

## **Access Statement for Exeter's Underground Passages**

### **Introduction**

Situated in the heart of the city centre, Exeter's Underground Passages is a unique attraction, providing a fascinating insight into the medieval solution to the age old problem of providing fresh water and the opportunity to explore beneath the city's streets along passageways dating from the 14th century. The museum is situated on a slight hill with a gradual approach and is based over two floors with stairs and lift access to the Heritage Centre on the lower ground floor.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01392 665887 or email [underground.passages@exeter.gov.uk](mailto:underground.passages@exeter.gov.uk).

### **Pre-Arrival**

- Tours of the Underground Passages include a 10-minute film, 25 minutes underground, and an opportunity to explore the Heritage Centre which has a large display of interpretation, museum displays and interactive exhibits.
- All visitors should arrive at least 15 minutes prior to the start of their tour.
- Booking in advance is recommended, particularly during school holidays as tours are limited to a maximum of 15 people and spaces do fill up very quickly.
- All tours are guided
- All tour participants must wear a hard hat, which will be provided.

- The passages are constricted and not suitable for those with claustrophobia.
- Due to the nature of the medieval passages, wheelchair and pushchair access is restricted to the Heritage Centre exhibition only.
- Visitors should be aware of low vaults, uneven floors, and dark areas.
- Children must be accompanied by an adult at all times.
- Under 5's are not permitted to go into the Underground Passages but are allowed free access to the Heritage Centre exhibition only, and must be accompanied by an adult at all times.
- We are unable to take tours containing only one person.
- Due to the nature of the medieval passages, visitors are not allowed to take any bags (including handbags) with them on a guided tour. Secure storage is provided for all bags.

### **Car Parking and Arrival**

- The entrance to Exeter's Underground Passages is on Paris Street within the Princesshay Quarter. Paris Street is just off the main High Street as it joins Sidwell Street - head towards Exeter central bus station from the High Street and you will find the entrance to the Passages on the right hand side in between Next and the back of Zara.
- Sowton & Honiton Road Park & Ride service provides free car parking and a bus service from the car park which stops directly outside the entrance to the Passages. Alternatively, use City Centre parking facilities - the closest car park is Princesshay, which is 45 metres from the entrance to the Passages.
- If you are catching the Sowton or Honiton Road Park & Ride buses, the bus drops off directly outside the main entrance. The Matford Park & Ride drops off at the top of Fore Street, approximately 10 minutes walk from the Underground Passages. For other services, get off at Exeter Bus Station,

which is approximately 200 metres from the entrance to the Underground Passages, up a slight incline.

- The closest stations are Exeter Central and St James' Park, both around a 15 minute walk from the Passages.
- For services arriving at Exeter St Davids, take the H1 or H2 bus to the High Street, the Passages are approximately 5 minutes walk from this point. Alternatively taxi cabs are readily available at Exeter St Davids station.
- There is coach parking at the Exeter Bus Station, and the closest drop-off point is on South Street, approximately 20 minutes walk from the Passages. A coach drop-off point will be opening at the Bus Station soon.

### **Main Entrance, Reception and Ticketing Area**

- The main entrance and ticket area is situated on the ground floor with step free, level access, throughout.
- The area is evenly and well lit with overhead lighting from fluorescent lights.

### **Attraction (displays & exhibits)**

- The Heritage Centre exhibition is located down a flight of stairs or via a lift from the main entrance and has step free, level access throughout.
- Interpretation boards are all in large text and have pictorial representation where applicable. There are also translations of these boards available in French, German, and Italian.
- There are articles held in glass cabinets which may not be visible if the eye line is below 115cm.
- Limited seating is available in the Heritage Centre
- Lighting is generally bright and evenly lit with overhead halogen lighting, however some areas are more dimly lit.
- There are two interactive water displays available, with easy access from a seated position.

- Another interactive display is also available and easily accessed from a seated position.
- There is an interactive touch screen display available that can be accessed from a seated position.
- The video shown prior to tours is available with English, German and French subtitles.

### **Public Toilets**

- Public toilets are located on the lower ground floor in the Heritage Centre.
- It is a unisex accessible toilet with vertical and horizontal rails and an alarmed pull cord.

### **Shop(s)**

- There is a shop with a range of souvenirs, books, posters etc. which is located in the lower ground floor Heritage Centre. This is accessible both before and after tours.
- The shop is level throughout.
- A low level desk & counter is provided.
- There are tall and low display racks accessible from a seated position.
- Our staff are happy to provide assistance if required.

### **Additional Information**

- All of our staff receive regular training that includes disability awareness training
- We have a set of evacuation procedures - should you require it, someone will assist you with evacuation out of the building.
- Clear signage is used throughout the Heritage Centre and Main Reception.

## **Contact Information**

Address

(Inc 2 Paris Street Exeter Devon EX1 1GA  
postcode):

Telephone:

01392 665887

Email: [underground.passages@exeter.gov.uk](mailto:underground.passages@exeter.gov.uk)

Website: <http://exeter.gov.uk/passages>

Hours Of Operation: DURING SCHOOL HOLIDAYS ADVANCE BOOKING IS ESSENTIAL.

Local

Equipment Hire:

<http://www.exeter.co.uk/listing/120050-Exeter-Shopmobility/>

Local

Accessible Taxi: <http://appletaxisexeter.co.uk/>

Local

Public

Transport:

<https://www.stagecoachbus.com/localdefault.aspx?Tag=Exeter>