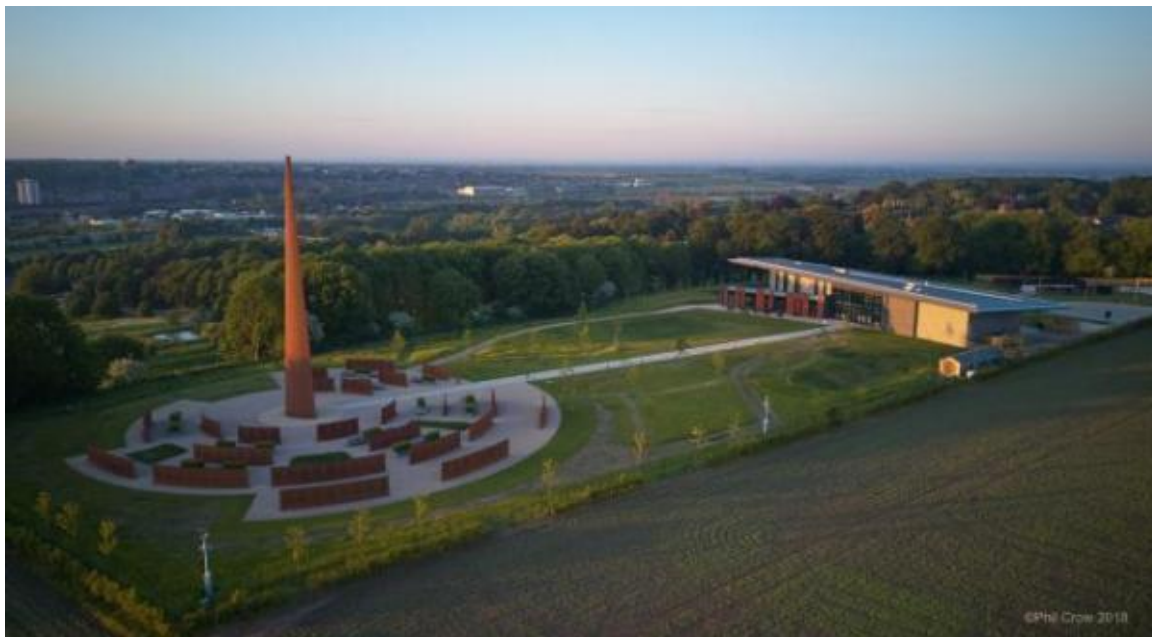




Accessibility Guide for International Bomber Command Centre

info@internationalbcc.co.uk, 01522 514755, www.internationalbcc.co.uk

Contact for accessibility enquiries: Nicky van der Drift



Welcome

The IBCC provides a world-class facility acknowledging the efforts, sacrifices and commitment of the men and women, from 62 different nations, who came together in Bomber Command during WWII.

The project also covers the stories of those who suffered as a result of the bombing campaigns and those whose survival was guaranteed by the humanitarian operations of Bomber Command.

The Centre includes the Memorial, Exhibitions, 9 acres of Peace Gardens and full visitor facilities.

Watch the video: [Opening film from the Heritage Lottery Fund](#)

At a Glance

Level Access

- There is level access from the main entrance to:
 - Dining Table
 - Reception and shop
 - Hub Cafe
 - Accessible Toilets
 - Changing Places facility
 - Atrium Shop
 - Operation Bomber Command Gallery
 - Home Fronts Gallery
 - Remembering Bomber Command
 - The Reception and Shop
 - Memorial Spire and Walls
 - International Peace Gardens
 - Lincolnshire Peace Gardens
 - Smoking Area

Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in Hub Cafe, Reception, Exhibition Galleries.
- Front of House staff have disability awareness training.

Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.

General

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Front of House staff have disability, dementia and autism awareness training.

Getting here

International Bomber Command Centre
Canwick Avenue
Lincoln
Lincolnshire
LN4 2HQ



Travel by public transport

- You can get to International Bomber Command Centre by bus and train.
- Stagecoach operate the 31 and 31x services from Lincoln's Transport Hub to Sleaford which stop on Canwick Hill, opposite the side gate to the Centre. There is a pedestrian entrance to the site opposite the bus stop which is not suitable for wheelchairs.
<http://www.stagecoachbus.com> Not available on Sundays. Stagecoach has a Disability Helpdesk to deal with any enquiries about accessibility on their services, contact 01522 580515 or Lincolnshire.DisabilityHelpDesk@stagecoachbus.com Brylaine also operate a service (IC5) between the City and Boston which uses the same stop.
<http://www.brylaine.co.uk/> Not available on Sundays. Please take care when crossing Canwick Hill as the road is busy. The bus stop is 0.10 miles / 50.4 km from International Bomber Command Centre.
- The nearest train station is Lincoln. The train station is 1.8 miles / 2.9 km from International Bomber Command Centre.
- Taxis are available from the station; all cabs on the station rank are wheelchair accessible.
Further details about the accessible facilities at Lincoln Central are available at www.nationalrail.co.uk/stations_destinations/LCN.aspx
- You can get a taxi with Lincoln Taxis by calling 01522 899899. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Mark's Specialised Transport by calling 01522 793816 . The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with TC's Mobility Transport by calling 01522 691119. The taxi company has a wheelchair accessible vehicle.



Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The route is 2900mm wide, or more.
- Cars are welcome to drop off limited mobility visitors right at the front door. For limited mobility drivers staff and volunteers are available, with advance notice, to assist visitors getting from the car park to the Centre



A view of the Chadwick Centre entrance and paths and drop off point

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 2900mm wide, or more.



Main entrance

- The main entrance has level access.
- The main door is sliding and automatic.
- The door is 1800mm wide.



The entrance to the Chadwick Centre



Access from the car park

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.
- Most exhibits have spoken commentary



The darkest exhibition gallery is Operation Bomber Command



Introductory film in Operation Bomber Command Gallery



Entrance to Operation Bomber Command Gallery

Lift

- We have 2 lifts.
- You can get a lift to all floors.

Lift to all floors

- The lift doors are 900mm wide.
- The lifts are 1000mm wide. The lift is 1400mm deep.
- The lifts say the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lifts show the floor number, at each floor.



Closed lift



lift interior

Ticket/ information desk - Reception and shop

- From the main entrance to the desk, there is level access. The route is 1200mm wide, or more.
- The door is 1200mm wide, or more.
- The desk has a low section.
- The accessible part of the Reception desk is 860mm high with 3400mm length



The Reception and Shop desk



Accessible area of Reception and Shop counter

Things to See and Do

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- We have performances with captions.
- We have a designated quiet space.

Operation Bomber Command Gallery

- From the main entrance to this area, there is level access. The route is 1200mm wide, or more. The door is 1200mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- Videos have subtitles.
- Every 30 minutes our immersive experience plays. This does contain flashing lights. Warnings are given on screen and audio.



One of our Talking Head screens. There are three in this gallery

Bar - Hub Cafe

- From the main entrance to the bar, there is level access. The route is 1200mm wide, or more.
- There is an accessible counter which is 900mm x 1400mm and a hearing loop. All tables have been designed to allow for use with wheelchairs



Public toilet - Accessible Toilets

- There are 4 public toilets for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1200mm wide, or more.
- The toilet door is 800mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 800mm at the side of the toilet. There is 1400mm in front of the toilet. The toilet seat is 500mm high. The toilets have handrails.
- There are accessible toilets on both floors of the building, 6 in total.



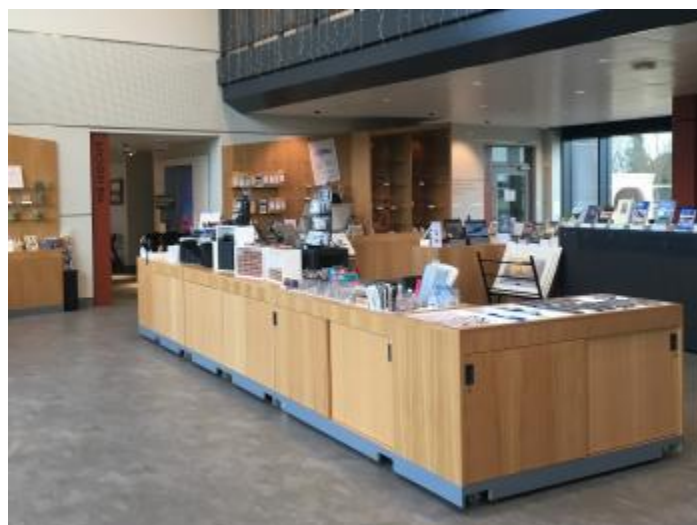
Disabled Toilet

Shop - Atrium Shop

- From the main entrance to the shop, there is level access. The route is 1200mm wide, or more. The route through the shop is 800mm wide, or more.



The Atrium Shop



The Atrium Shop

Place to eat and drink - The Hub Cafe

- From the main entrance to the dining area, there is level access. The route is 1200mm wide, or more. To get to a table, there are no steps.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free and vegan specific diets.
- The Cafe is able to cater for anyone with sufficient notice. Visitors are invited to email info@internationalbcc.co.uk with their dietary requirements.



Home Fronts Gallery

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 2000mm wide, or more. The door is 800mm wide.
- The lift takes up to 6 people at a time. The door to this gallery is from the lift lobby



The Home Fronts Gallery



The entrance from the stairs and lift to the Home Fronts Gallery

Remembering Bomber Command

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 2000mm wide, or more. The door is 800mm wide.

The Reception and Shop

- From the main entrance to this area, there is level access. The route is 1800mm wide, or more.
- The shop has a range of display units most of which are accessible to wheelchair users. Volunteer and staff are on hand to assist visitors with accessing items from shelves. The counter is built to be fully accessible. An induction loop system is available. All front of house staff and volunteers are trained in Dementia and Autism Awareness and are World Host qualified.



The Atrium Shop

Memorial Spire and Walls

- From the main entrance to this area, there is level access. The route is 2400mm wide, or more.

- The door is 800mm wide.
- The Spire and Walls are set in the Lincolnshire Peace Garden. They are fully accessible with wide paths.
Free guided tours are available



The Memorial Spire and Walls



Path to the Spire

Getting around outside

International Peace Gardens

- From the main entrance to the gardens, there is level access.
- The route is 2400mm wide, or more.



International Peace Garden entrance

Lincolnshire Peace Gardens

- From the main entrance to the gardens, there is level access.
- The route is 1000mm wide, or more.



side path to the Memorial

Smoking Area

- From the main entrance to the smoking area, there is level access. The route is 2400mm wide, or more.
- The smoking area has a shelter.
- The smoking area is located under the canopy of the building. That does provide some shelter

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in Hub Cafe, Reception, Exhibition Galleries.
- Evacuation Chairs at both lifts
- Dogs are welcome across the site. All dog owners are asked to clean up after their dogs

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.
- Staff have been trained for both evacuation and manual handling (in cases where visitors need to make use of evacuation chairs) There are designated safety officers for the site.

Customer care support

- Some staff have disability awareness training.
- We have other services for people with accessibility requirements.
- There are volunteers who will assist visitors to maximise their experience of the site and centre.
- All staff are trained in dementia awareness and autism awareness

Guide last updated: 20th June 2024