

Accessibility Statement for The Royal Mint Experience

This Accessibility Statement aims to describe the facilities and services The Royal Mint Experience offer all our visitors. It enables individuals with accessibility requirements, their family and friends to make informed choice on a location best suited to their circumstances and life style. This includes not just wheelchair users but people with hearing loss, visual or mental impairment, older people, and families with young children and more.

This statement includes details of location and directions , opening times, booking and checking in systems, parking facilities and arrival, main entrance and foyer, exhibition, factory side, gift shop, catering, facilities, external spaces, security checks, maps or floor plans, emergency evacuation procedures, additional information and future plans



Level Access and Automatic Doors



Mobility Impaired Walker



Seat Available



WC Standard














Hearing System



Parking 2 Stars

Facilities

-  Baby changing facilities
-  Coach parties accepted
-  Credit cards accepted (no fee)
-  Disabled toilets
-  Facilities for groups

-  Facilities for educational visits
-  Gift shop
-  On-site catering
-  On-site light refreshments
-  Public toilets
-  Regional Tourist Board Member
-  Welcome Host
-  Wheelchairs available
-  Accepts groups
-  Facilities for conferencing
-  Facilities for corporate hospitality
- First aid room

1. Location and Directions:

By Car

- Exit junction 34 of the M4, take the exit signposted to Llantrisant
- Follow the road through two sets of traffic lights and continue to the first roundabout
- At the first roundabout, take the second exit and continue through two sets of traffic lights to the second roundabout
- At the second roundabout take the second exit
- Continue to the next roundabout taking the fourth exit
- Continue straight on and take the third left to arrive in The Royal Mint Experience car park

For Sat Navs or GPS navigation devices, the postcode is: CF72 8YT

From London - 2 hours 45 mins

From Birmingham - 2 hours 15 mins

From Oxford - 2 hours 5 mins

From Bath - 1 hour

From Bristol - 1 hour

From Swansea - 45 mins

By Bus - The nearest bus stop is Ely Valley Road, Ynysmaerdy Industrial Estate, which is approximately a ½ mile, (0.8km), 5-10 minute walk from The Royal Mint Experience.

By Train - The nearest train station is Pontyclun, approximately 4 miles (6.4km) away, with hourly connections to Cardiff Central.

For route planning: www.traveline.cymru

Or Call Traveline Cymru on 0300 200 2233 for assistance with planning your journey.

We advise booking a local taxi firm from Pontyclun to complete your journey. We can provide local taxi firms so please call 0333 241 2223 for assistance.

2. Opening times:

The Royal Mint Experience is open to visitors 7 days a week throughout the year. However, please check in advance for seasonal changes.

Open daily, seven days a week.

1st April - 31st October

1st tour - 9.45am

last tour - 4.30pm

1st November - 31st March

1st tour - 10am

last tour - 4pm

Please allow at least two hours for your visit. Please check opening hours prior to your visit.

Gift shop is open from 9.30am – 5.30pm.

Café is open from 9.30am – 5.00pm.

3. Booking and check-in systems

Tickets can be booked online or by telephoning 0333 241 2223. The ticket prices include the guided factory experience and entry into the exhibition.

Special Assistance

We extend a warm welcome to all visitors, but due to the nature of the tour we do have a restriction on the number of wheelchair users that can be accommodated in any one group. We ask that wheelchair users and any other visitors with special requirements please call 0333 241 2223 (Monday - Friday 9 am - 5:30pm) to make their booking and secure a free carer ticket where applicable. On booking please advise us on any special accessibility requirements. We will endeavour to inform you on busy and quiet times during the opening hours so you can plan your visit accordingly.

Blue Peter Badge Holders

We offer Blue Peter badge holders free entry to The Royal Mint Experience with 1 full paying adult or carer. Badges are valid only for children aged 6-15 years. You will need to show your Blue Peter Badge on arrival.

Group Visits

For group bookings of 15 or more people, please visit our Group Visits page on www.royalmint.com/experience

School Visits

For school visit bookings, please visit our School Visits page on www.royalmint.com/experience

4. Parking facilities and arrival

Our large free car park is located within 50 metres approx of entrance. The entrance to the car park is off a relative busy single band road. Speed bumps to the entrance and exit from the car park are in place. There is a 5 miles per hour speed limit throughout the car park. There are designated tarmacked parking bays for guests with disabilities (signage available on the tarmac and on the plaque). Designated parking for coaches available on site. The surface from the car park and pathway leading to entrance is solid. The route from the parking area to the entrance has a ramp and is going over a solid bridge. A fresh water stream is running adjacent to the build. The pathway and the car park are well lit in the evenings. The visitor center is surrounded by a metal fence for security reasons.



5. Main entrance and foyer

“Main entrance” signs available from the car park to the visitor centre to direct visitors. Entrance to the visitor centre is done through double automatic doors and is well lit. Screens displaying the visitor centre opening and tour times are attached to the walls visible from the entrance. The white walls are in contrast with the dark grey floor. The floor is level and covered with anti-slip tiles. The Admissions desk is situated on your left within 7m from the entrance. The area is well and evenly lit. There is a low counter desk suitable for wheelchair users. Contrast markings on clear surfaces such as glass doors.

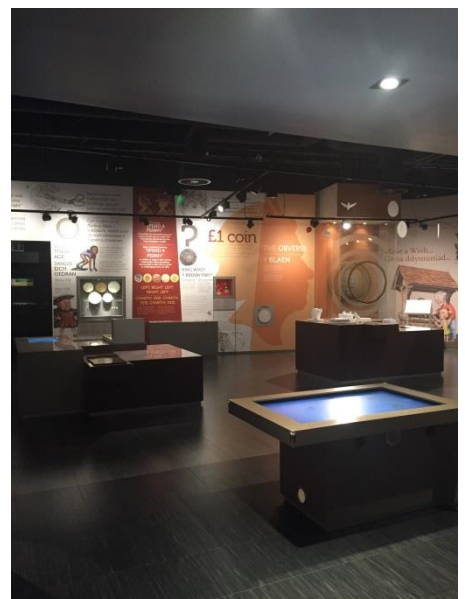
Please check in 15min before your tour time. A booking reference number is needed in order for your receipt to be printed out. Please show the printed receipt/ticket to the tour guide when requested. Information about your tour and other offers will be given to you on arrival.

For group visits, a host will greet you and direct you to an available waiting point. A short 5min talk will be delivered and will include information about the tour (1,1/2 hours to 2 hours), emergency evacuation procedures, facilities and other offers.



6. Exhibition

Large print interpretation panels and audio visual stations are strategically set around the Exhibition. There is seating points at intervals throughout the attraction. Wheelchairs are available on request and are free of charge. There is clear signage and a good colour/tonal contrast for visually impaired visitors. The displays are situated at suitable height for wheelchair users / children. Routes/pathways suitable for wheelchair users or visitors with limited mobility. The floor throughout the Exhibition is light grey and anti-slip. The exhibits are well highlighted by spotlights. There are displays throughout the Exhibition and the Circulating Coin Factory that can be touched and others that must not be touched (signage available). Interactive touch screens with bright light and tactile manual games are available. The Pre-show is set as a cinema style with chairs available for all visitors, is well lit before and after the video and dark during the recording. The introduction video has got welsh subtitle with bright images and loud sound. The Pre-Show has got a hearing loop system. The next Exhibition zone has got an interactive table where the history of the Royal Mint is projected on a miniature layout of buildings. Low level benches are available for sitting. In the "Create your own coin design" corner there is a desk with crayons, pencils and paper to use. A round cinema style room is located halfway through the Exhibition with limited sitting. The film shows "the life of a coin" on a concave large screen with bright images and loud sound. There is a 1,1/2 min countdown until the start of the video. The room is dark all throughout and the floor is carpeted. A Tour Guide is available to assist all visitors in the Exhibition.



7. Factory side

The Circulating Coin Factory has got 4 rooms. Tactile exhibits (coin blanks, machinery and parts) are available in the first room. A large screen is set on one of the walls that displays the “life of a coin” and runs at the same time as the tour guide explains the process of making a coin. The second and third room have got large glass panels that enable the visitors to see into the working factory where coin striking, telling (counting) and packaging machines are displayed. A large touch screen and other display screens are attached onto the back wall in Room 3. The rooms are soundproofed although as part of the tour, the host will allow visitors to experience the noise of the coins being handled in the factory. This is done shortly by opening small windows. The last Room has got a striking coin machine where visitors are able to strike their own coin by pressing a metal brass button. The machine is enclosed and surrounded by see-through plastic panels. No visitors are allowed in the enclosed area. The process of striking a coin is straight forward and is explained to visitors in detail. A water cooling machine is available for guests. Next to the machine there is a photo opportunity area where visitors can have their own photo taken surrounded by crates of £1 coins. No flash is used on the camera. A map around the world is displayed in this room where different countries are highlighted to emphasize overseas work relationship. The floor throughout the Circulating Coin Factory is anti-slip and flat with an easy access for wheelchair users. All rooms are well lit and soundproofed. All visitors are accompanied by staff at all time. Due to security we are unable to show photos of the inside of the Circulating Coin Factory.

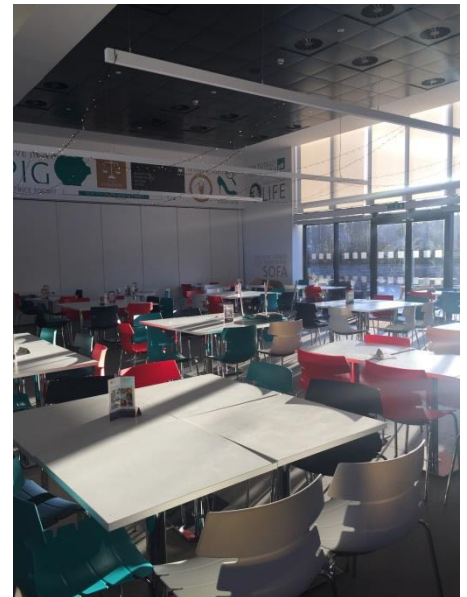
8. Gift shop

The Admissions/Reception area incorporates a shop with a range of souvenirs and collectable items. It can be accessed prior to entering the tour and when leaving the Exhibition area. The shop floor is level and anti-slip with an ample surface for large wheelchair or pushchair manoeuvre. There are tall display racks and low units accessible from a seated position. All prices and details about the items are displayed. The retail items are highlighted by spotlights. Some high value products are displayed in locked glass bays but can be accessed by a member of staff. Two large display screens are attached to a wall where photos taken in the Factory Room are displayed. There are 3 double sided glass columns in the middle of the retail area. Other mobile bays are located throughout the shop. There is ample space between the mobile bays for wheelchair or pushchair users. Music is displayed throughout the retail area. A low level desk and counter are provided. Staff can provide assistance if required. The tills have got small screens that display prices and the total of purchases.



9. Catering

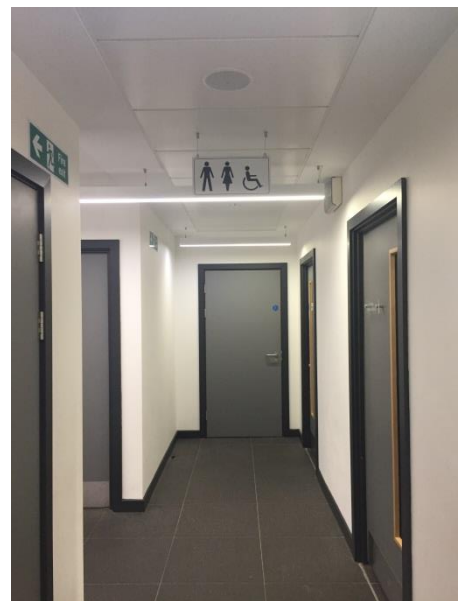
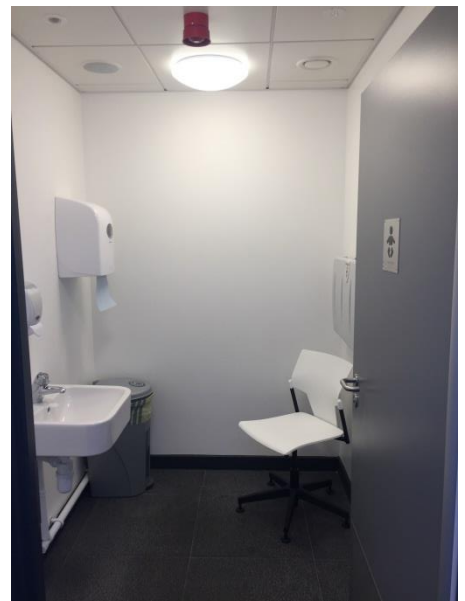
The visitor centre Café is situated just on the right hand site 7metres away from the entrance. The floor is low level with anti-slip tiles. There is ample space in the middle of the Café to allow for a wheelchair or a pushchair. Service is a combination of counter service and table service. The tables are white with a 30cm height from the floor and the chairs are multi-coloured with a 19cm height from the floor and a back support. Baby wooden high chairs are available. There is a printed large white on black menu displayed by the café counter. The crockery used is white ceramic and the cutlery is standard. The Café is open plan, spacious, with just over 90 spaces and well lit. Glass double doors lead to an outdoor open plan patio. The food is displayed on the Café counter: sandwiches, fillings etc in cool displays and hot food (breakfast and lunch) on hot plates. The hot plates are visible and contrast with the rest of the counter. Special dietary requirements can be catered for, including vegetarian and gluten free. Cold drinks available in standing fridges next to the café counter for visitors to help themselves. Hot drinks are available on request and the milk and condiments are displayed on a separate bay for visitors to use. A mobile bay is located between the Café counter and the sitting area where other items are displayed for self-service. A short distance (3metres) is between the Café counter and the sitting area.



10. Facilities

Wheelchairs are available on request. Lockers for visitor's belongings require £1 coin to be accessed. A baby changing room is provided 10metres away from the Café. A first aid room is available for emergencies, first aid kits and AED located at attraction and at least 3 first aiders are available on site at all times.

The public toilets are situated on the ground floor within 7-10metres away from the Cafe and 30metres away from the Admissions desk. They incorporate an accessible set of 4 cubicles and 4 sinks for ladies toilets. The men's toilets are separate. They are well lit (automatic sensor) and the floor surface is non-slip. A separate standard unisex disable WC facility is situated opposite the men's toilets. It is 265cm long and 150cm wide. There is a standard toilet with a grab rail, a toilet tissues dispenser and a hand dryer. Wall mounted and drop down rails are available. The sink is not placed higher than 74cm and the tap type is lever. The emergency call system is via Red Alarm Cord. Disposal facilities are available within the toilet. There is a mirror positioned at a lower level. A second disable toilet is available outside Pre-Show for visitors on the tour. A set of 2 unisex separate toilets are available outside Pre-Show. Signage for toilets is visible from the entrance.



11. External spaces

An outdoor patio is available just outside the Café. There are metal tables, plastic chairs and 4 wooden picnic benches. During warm seasons there are patio umbrellas above the picnic benches.

During the tour the visitors will be walking an aprox 50metres pathway from the visitor centre to the Coin Circulating Factory. The pathway is in open air and is going across an internal strip road. Designated crossing points are visible. Umbrellas are available for visitors to use on wet days. There is a cross metal fence along the pathway. The ground is level with concrete slabs. Due to security we are unable to show photos of the inside on the Royal Mint



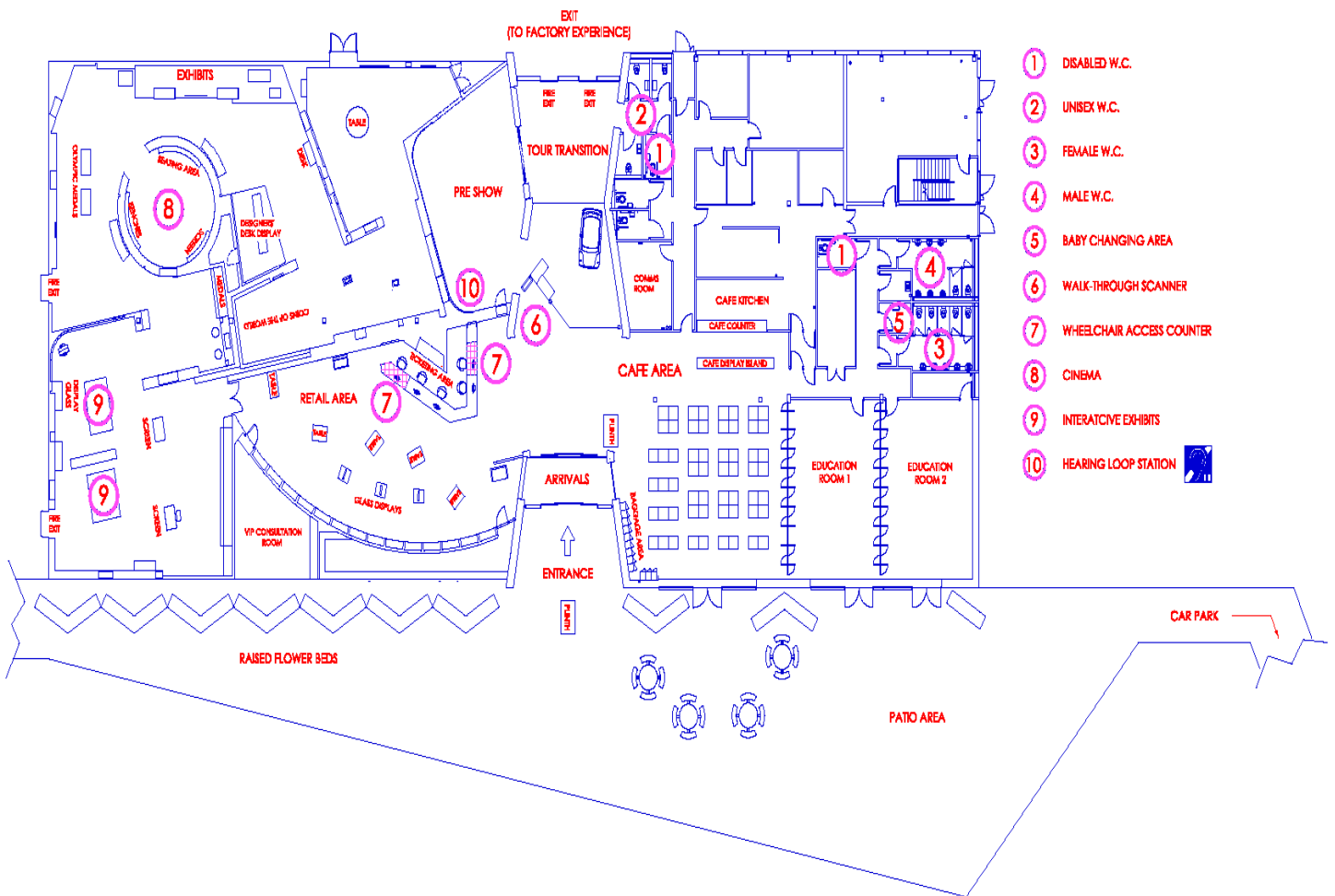
12. Security checks

All visitors are expected to go through a standard security check. A team of at least 3 security officers is present at all times. A free standing scanner device with a 70cm width is used to detect any metal items. The amount of radiation from the scan is very small. The scanner does not affect pregnant ladies or people with pacemakers although we do use the scanning “wand” on visitors with heart implants for their peace of mind. The scanner can discomfort people with hearing devices (depending on the hearing aid) because of the high pitch squeal but not severely or for long term. No motorised disable scooters are allowed through the scanner because of the 70cm width. All visitors are requested to present any belongings from their pockets before going through the scanner. All bags will be searched for any forbidden items.

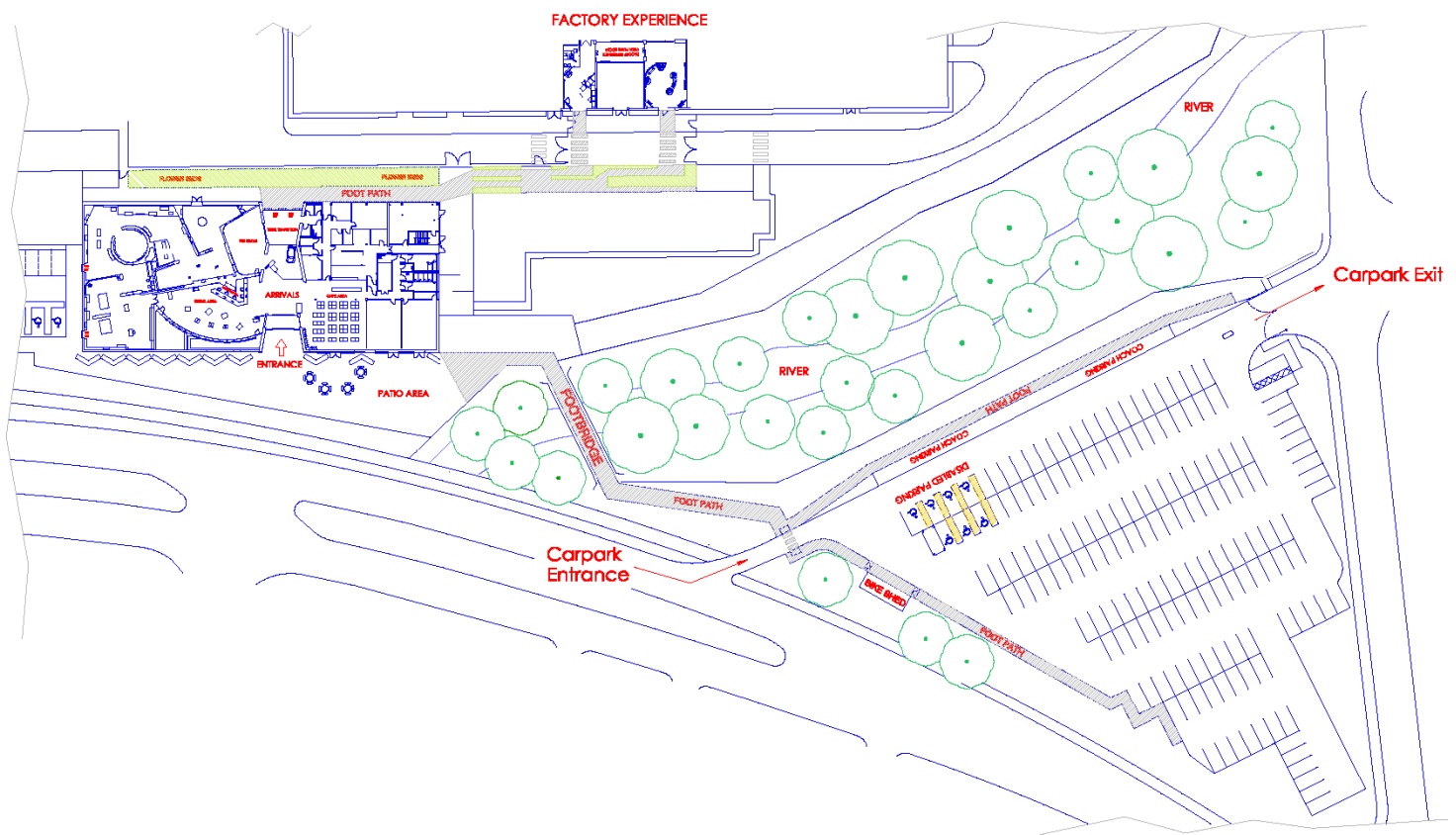


13. Maps or floor plans

Visitor Centre plan



Visitor Centre outside areas



14. Emergency evacuation procedures

All staff are trained in fire evacuation procedures and COMAH procedures. The tour guides are informing all visitors about the emergency procedures at the beginning of every tour. The fire assembly point is located close to the car park and well signed. Directions to the fire assembly point are well signed and displayed along the stone wall opposite the main entrance/exit. The attraction internal assembly point for the COMAH emergency situation is located in the Café and Factory internal assembly point is in Room 3. A two-way radio communication system is in place together with telephone and IT systems available on emergency cases. Fire exit signs, manual call points, fire extinguishers and fire evacuation instructions well displayed and accessible. Audio fire alarms in place.



15. Additional information

Assistance dogs are welcome and water for them is available on request. Details on local accommodation and places to eat available on request, please call for assistance. The attraction can be very busy therefore phone and online bookings are recommended. For quieter times please contact the reservations office. Please be aware that on busy times, the attraction could be noisy and crowded, please inform us in advance if a quieter corner or room is required. Depending on the number of visitors on a tour (aprox 25 people), there could be a waiting time while queuing for the security check. The lighting and sound in the Exhibition differ in different zones. At the moment the hearing loop is set in the Pre-Show only. Certain staff have got basic disability awareness training. A desk is available for visitors in the retail area for feedback. There is designated staff that follow an established process for evaluating, responding and acting on that feedback.

16. Future plans

We are curently undertaking a review of our interpretation methods and we are endavouring to make sustainable investment in terms of providing audio guides devices in different languages, adding english subtitles on the introductory video, revising the attraction website to make it more accessible, providing a well presented typed up script for people with audio disability.

We are developing relationships with organisations representing people with different needs in creating awareness and increasing understanding in assisting and delivering outstanding customer service.