



Accessibility Information for Dippy on Tour at Norwich Cathedral

Extending a Christian welcome to all has been an integral part of Norwich Cathedral's mission since 1096, long before the term 'accessibility' was first used. We aim to build accessibility into everything we do and to make continuous improvements as our resources permit. We seek to anticipate the differing needs of our visitors, volunteers and staff as far as can be reasonably expected.

Where we cannot respond to a particular need, reasons will be given. Our ancient fabric is governed by strict heritage legislation and some physical adaptations are impossible to undertake. Mindful of those constraints, we strive to be as inclusive as we can be, to enable all who wish to reach and appreciate all areas of the Cathedral and to take part in all our services and activities.

Parking

Limited parking is available for vehicles bearing an official Blue Badge. Disabled parking permits will be issued by the Close Welcomers for a duration of two hours on a first-come, first-served basis.

If you will need to be dropped off close to the entry for Dippy on Tour, please either phone 01603 218300 or email dippy@cathedral.org.uk and they will make the necessary arrangements for you to be able to do this.

Queuing

At busy times queuing is likely to be necessary as, for everyone's safety, we will need to control the numbers of people in the exhibition.

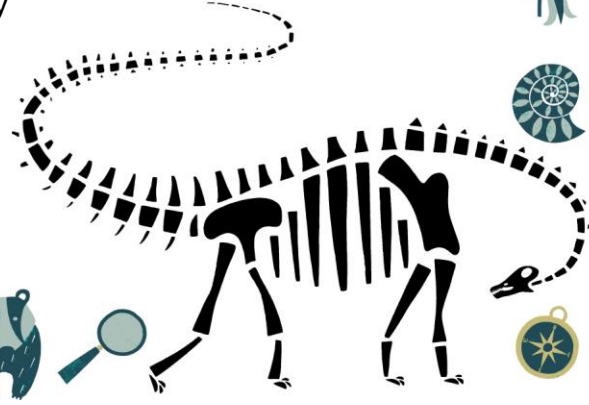
If you find queuing difficult, we will have a limited number of fixed arrival time-slots to enable you to enter the exhibition without queuing. To book one of these slots please either phone 01603 218300 or email dippy@cathedral.org.uk.

The Visitor Route

If Covid regulations require it, we will be asking people to wear face coverings. However, if you say you are exempt, please be assured that this will be accepted without question. Similarly, if regulations require it, we will be asking visitors to hand sanitise, but if for health reasons you prefer not to do this, this will be accepted.

There is level access through the Cloister and stair access from the Cloister. We apologise that our lift in this location is currently out of order due to damage caused by flooding. Please see the section below for further details.

At the exit there is stair access into the Cloister or level access via the South Door.





Please be aware the floor in the Cathedral, after hundreds of years of footfall, can be slightly uneven in places.



There is level access to the toilets, including an accessible toilet.



We apologise that the lift to the Refectory Café and the Cathedral Library is currently out of order due to damage caused by severe flooding. Please see the section below for more details.



There is level access to pop-up refreshment stalls in the Cloister and in The Close.

Wheelchair Accessible Lifts

Please note that due to damage caused by flooding, both of the Cathedral's lifts are currently out of order. We are working hard to ensure that the lifts are fixed as soon as possible and, in the meantime, will be offering an alternative accessible route through the Dippy exhibition. For the latest information, please call the Cathedral reception on 01603 218300.



Whilst our lifts can usually take most wheelchairs and motorised buggies, they are not designed to accommodate the larger style buggies. The dimensions of the lifts are as follows: width of door 900mm; width of cabin 1100mm; and depth of cabin 1400mm.



N.B. We have a small number of wheelchairs available for free loan to visitors for use within the Cathedral and Close. Please either phone 01603 218300 or email dippy@cathedral.org.uk in advance of your visit to book one of these.



People who are blind or have visual impairment



The light levels throughout the exhibition are generally good. Care is needed on the uneven floors (including some tombstones) and steps. Wherever possible we have edged the steps with a contrasting colour.



A large print version of the Dippy Visitor Guide is available from the Welcome Desk; please just ask one of our Welcome Volunteers. A pdf copy of this leaflet can also be requested in advance by emailing dippy@cathedral.org.uk



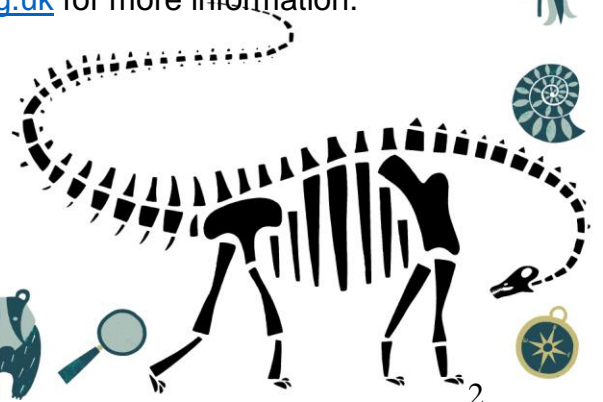
A downloadable audio description of Dippy is available at <https://www.nhm.ac.uk/take-part/dippy-on-tour/dippy-on-tour-audio-description.html>



Special audio described tours of the Dippy Exhibition are also planned. Please either phone 01603 218300 or email dippy@cathedral.org.uk for more information.



Dippy cannot be touched but by special arrangements we can allow you to touch a copy of Dippy's head. To arrange this, phone or email as above. We would appreciate as much notice as you can give us to arrange this.





People who are hard of hearing or deaf



We apologise that, as of yet, none of our volunteers are trained in sign language. Clear signage is in place to help you move easily around the site and written text is available to help you understand the exhibition.



If it would assist your communication, please ask any volunteer wearing a face covering to remove this so they can better communicate with you.



As we expect the exhibition to be popular, it is likely the cathedral may be quite noisy. Volunteers will endeavour to compensate for background noise, including suggesting relocating a conversation to a quieter part of the exhibition.



Assistance dogs

Assistance dogs are welcome. Water for dogs will be available at the Welcome Desk; please ask the Dippy Volunteer on duty.



Visitors with additional intellectual needs

Across the exhibition we have used a range of different styles of interpretation aimed to communicate with wide range of intellectual backgrounds.



For those who need a quieter and/or less busy environment to enjoy the Dippy Exhibition, we have arranged three **Autism-friendly Relaxed Dippy** sessions. These will take place:



Thursday 19th August: 10am-12 noon
Saturday 11th September: 9.30am-11.30am
Thursday 14th October 1pm-3pm



These sessions are free but, to help control the numbers attending these sessions, you will need to book in advance via www.cathedral.org.uk, where there will also be further information about Relaxed Dippy.



Refreshments

Jarrold, the Cathedral's catering provider, will be providing a range of food and drink outlets. As standard, they will be providing vegetarian, vegan and gluten free options. If you have other dietary needs, it is advised that you speak to a member of the Refectory staff, who will do their best to help.

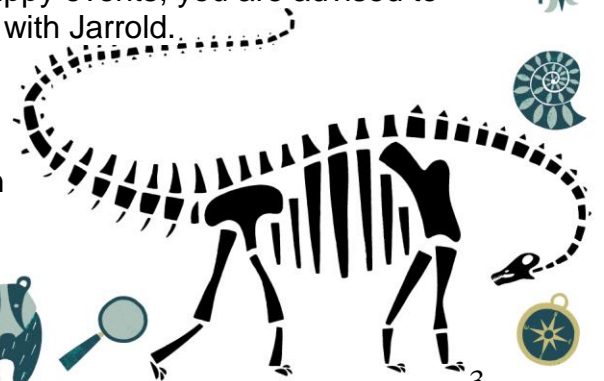


For those with particular dietary needs attending Dippy events, you are advised to speak to the organiser of your event who will liaise with Jarrold.



Worship

All are welcome to all of our services. Large print copies are available for all orders of service and an induction loop is installed. With the exception of





St Andrew's and St Catherine's Chapels, space can be made for wheelchairs.



At services of Holy Communion, please inform one of the stewards or vergers if you are unable to go up to the altar, so that we can make arrangements to bring communion to you.



Similarly, inform the stewards or vergers if you will require a gluten-free wafer. The vergers can be contacted in advance on 01603 218325.



Incense is used at major Christian festivals including at Festal Evensongs, and will linger in the atmosphere for some time after the service. If you think this may affect you then please speak to our Vergers and they will be able to confirm at which services incense is being used.



Helping you make the most of your visit

If you have other particular needs to help you enjoy the Dippy on Tour exhibition, then please contact our reception team via 01603 218300 or dippy@cathedral.org.uk to discuss your requirements and we will do our best to assist.

