



Accessibility Guide for National Memorial Arboretum

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Contact for accessibility enquiries: Welcome Desk Team



Welcome

The National Memorial Arboretum is the Nation's year-round place to remember and is a space that all the family can enjoy. The Arboretum is an inspirational living landscape where families, friends and comrades celebrate lives lived and remember lives lost.

Situated at the corner of the National Forest, our 150-acre Arboretum is home to around 25,000 young and over 400 memorials. People from all walks of life are represented, with memorials to the Armed Forces, emergency services and civilian organisations.

The memorials are rich in design and symbolism with stories just waiting to be discovered.

Watch the video: [Drone Film of the National Memorial Arboretum](#)

At a Glance

Level Access

- There is level access from the main entrance to:
 - The Restaurant
 - The Coffee Shop
 - Dining areas
 - The Arboretum Grounds
 - The Land Train
 - Far East Prisoners of War Exhibition
 - Welcome Desk
 - Remembrance Centre Accessible Toilets
 - Gift Shop
 - Landscapes of Life Exhibition
 - Millennium Chapel
 - Learning Centre
 - Aspects Building
 - Aspects Building Meeting Rooms: Alder, Chestnut, Hornbeam and Willow
 - Arboretum Grounds
 - Armed Forces Memorial
 - Far East Prisoner of War Building
 - Aspects
- There is level access from the car park to:
 - Children's Woodland and Picnic Area

Hearing

- We have a hearing loop at the Welcome Desk, Restaurant, Gift Shop, Chapel, Land Train and Aspects.
- Some staff have BSL and accessibility 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.

- The Menus in our Restaurant are shown on a wall mounted video screen and individual options are shown on printed cards or boards at the serveries and in chilled cabinets.

General

- We have a complimentary ticket policy for personal assistants.
- Some staff have accessibility awareness training.

Getting here

Croxall Road
Alrewas
DE13 7AR

Travel by public transport

- You can get to National Memorial Arboretum by train.
- The nearest train station is Lichfield Trent Valley . The train station is 5 miles / 8.1 km from National Memorial Arboretum.
- Lichfield Trent Valley station is located approximately five miles from the Arboretum. Lichfield City Station is approximately six miles from the Arboretum. Burton upon Trent railway station is approximately eight miles from the Arboretum. All are a short taxi drive away.
Taxi information: The Arboretum does not take any responsibility for taxi service availability or quality of service.
Other taxi services are available.

Travel by taxi

- You can get a taxi with City Cars, Lichfield by calling 01543 255440. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Station Taxis, Burton upon Trent by calling 01283 585858. The taxi company has a wheelchair accessible vehicle.
- Details of how to reach us can be found on the 'Getting Here' page of our website, thenma.org.uk. An alternative website to assist in planning a journey by public transport is available at www.traveline.info. Where public transport is used there may be a requirement to walk from the village of Alrewas to the Arboretum which is approximately a 20-minute walk.

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.
- Thirty accessible parking bays are available on a first come, first served basis (15 disabled bays and 15 wide bays for disabled/ family use) On special event days

alternative parking arrangements may apply, please visit our website or contact us on 01283 245 100 for further information and advice. The Arboretum's Car Park B, with a gravel surface, is located one hundred metres from the Remembrance Centre. This car park may not be suitable for wheelchairs or mobility scooters.



Front of the Remembrance Centre at the National Memorial Arboretum



Car Parking Bays for Disabled Visitors

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is wide enough to accommodate both wheelchairs and mobility scooters.



Main entrance

- The main entrance has level access.
- The door is 1500mm wide.
- The main door is side hung and automatic.
- Access via two sets of doors is necessary; both are automatic. On occasions, when they do not operate automatically, volunteers are available to assist.

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.



The Landscapes of Life Exhibition features low level lighting in parts.



Ticket/ information desk

Welcome Desk

- From the main entrance to the desk, there is level access. The route is 1500mm wide, or more.
- The door is 1500mm wide, or more.
- The desk has a low section.



Welcome Desk with lowered counter for wheelchair users

Things to See and Do

- We have a complimentary ticket policy for personal assistants.

The Arboretum Grounds

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is wide enough to accommodate both wheelchairs and mobility scooters.
- Some display information is low, for wheelchair users. There are seats.
- There are 150 acres of landscaped grounds at the National Memorial Arboretum, accessible via roads, firm paths and grassed areas. Access from the Remembrance Centre is via automatic doors. One set of these doors is operated by push buttons at a height suitable for wheelchair and mobility scooter users. The doors open onto Heroes' Square, a flat paved area. The square leads to The Boyes Garden where there is a slope 2000mm wide with a gradient of 4.5% leading into the grounds. The slope leads to Millennium Avenue and the Aspects Building. Wooden benches are located throughout the grounds. There are three portable chemical toilets suitable for disabled users located beside the Shot at Dawn, Millennium and Christmas Truce shelters. Visitors can familiarise themselves with these locations using a Visitor Map available from the Welcome Desk or signs located in Heroes' Square and our shelters.



Access slope from Heroes Square to the Arboretum grounds and the Aspects Building

The Land Train

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is wide enough to accommodate a wheelchair or mobility scooter. Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- The Arboretum offers an up to 50-minute guided Land Train tour of the site. A recorded commentary describes memorials and Arboretum features during the tour. A hearing loop is provided. Tickets are available from the Welcome Desk. There is designated wheelchair access to the Land Train via a ramp. Please ask the Land Train operator for assistance onto the ramp and into the carriage. A step may be required to access other carriages, this step can be provided on request from the land train operator. Walking aids and mobility scooters are left at the Land Train

stop. There are normally two Land Trains in operation. Ramp access may vary from that shown below.



Land Train access ramp



Land Train access ramp in stowed position

Far East Prisoners of War Exhibition

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1500mm wide, or more. The door is 1500mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- The Far East Prisoners of War Exhibition is accessed from Millennium and Giffard Avenues. There are access steps to the front of the building and a ramp to the left side. Access via this ramp may be restricted for larger mobility scooters. There is a disabled toilet to the inside right rear of the building. There are no staff or volunteers guides permanently located at this building.



Disabled toilet in the Far East Prisoners of War building

Public toilet

Remembrance Centre Accessible Toilets

- There are two accessible toilets for disabled visitors in the Remembrance Centre. These toilets are not accessed using RADAR key.
- From the main entrance to the public toilet, there is level access. The route is 1500mm wide, or more.
- The toilet door is 900mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1700mm in front of the toilet. The toilet seat is 490mm high. The toilets have handrails.

Changing Places Facility



A Changing Places facility is available in the Remembrance Centre and is

accessed using a RADAR key. A RADAR key is also available at the Welcome Desk, and visitors with specific queries regarding our Changing Places Toilet are advised to speak to our Welcome Desk Team. The Changing Places Facility includes a ceiling hoist system, shower, privacy screen and easily accessible toilet with grab rails.

Additional Toilet Facilities

Baby change facilities are available in one of the disabled cubicles, this cubicle is 1300mm wide at the right side and 1300mm at the front and is fitted with a drop-down baby changing table. A second baby changing facility, with a fixed changing station, is located in the accessible toilet in Heroes' Square to the left of the Coffee Shop.

A wide pan bariatric toilet is available in the male toilets and two wide pan bariatric toilets are available in the female toilet facilities.

There is a disabled toilet in Heroes' Square, to the left side of the Coffee Shop. A low level illuminated button suitable for access by wheelchair users opens the door automatically if the toilet is vacant. From inside the toilet the door can be locked/unlocked by an illuminated button on the left side wall. The door can also be locked/unlocked by the knob on the inside of the door.

There are three portable chemical toilets suitable for disabled users located beside the Shot at Dawn, Millennium and Christmas Truce shelters. Visitors can familiarise themselves with these locations at the Orientation area within the Remembrance Centre. They are also shown on the Orientation Guide available from the Welcome Desk.



Image of one of three accessible toilets in the Remembrance Centre



Shop

Gift Shop

- From the main entrance to the shop, there is level access. The route is 1000mm wide, or more. The door is 1500mm wide.
- The route through the shop is 800mm wide, or more.



Gift Shop counter with lowered section for ease of access

Place to eat and drink

The Restaurant

- From the main entrance to the dining area, there is level access. The route is 3000mm wide, or more. To get to a table, there are no steps.
- Menus are shown on a wall mounted video screen and individual options are shown on printed cards or boards at the serveries and cabinets.
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), low fat, low potassium, low sodium, high fibre and vegan specific diets.
- The Restaurant seating and servery are accessible to wheelchair users. Seating can be moved where required. Menu options are displayed on a wall-mounted video screen and printed signage at the front of the servery. Children's portions and high chairs are available. Bottle warming facilities are also available in the Restaurant, contact a member of our Foodservices Team for assistance. Where possible all food produce is locally sourced. Special dietary requirements are catered for, visitors are advised to contact the Arboretum on 01283 245 100 before their visit, or contact a member of our Foodservices Team for further information.



View from centre of the restaurant towards entrance showing ample access for wheelchairs and mobility scooters



View towards main servery showing ample space for wheelchairs and mobility scooters



Main restaurant seating area showing flexible furniture configuration

Place to eat and drink

The Coffee Shop

- From the main entrance to the dining area, there is level access. The route is 1500mm wide, or more. The door is 1500mm wide.
- To get to a table, there are no steps.
- Menus boards are available at the counter and cabinets
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), low fat, low potassium, low sodium, high fibre and vegan specific diets.
- The Coffee Shop seating and service are accessible to wheelchair users. Seating can be moved where required. Menus boards are available at the counter and cabinets. Children's portions and high chairs are available. Bottle warming facilities are also available in the Restaurant, contact a member of our Foodservices Team for assistance. Where possible all food produce is locally sourced. Special dietary requirements are catered for, visitors are advised to contact the Arboretum on 01283 245 100 before their visit, or contact a member of our Foodservices Team for further information.

Landscapes of Life Exhibition

- From the main entrance to this area, there is level access. The route is 940mm wide, or more.
- The door is 940mm wide.
- There is a clear contrast between the floors and walls. Exhibition content is positioned at a height appropriate for wheelchair users. Portable, lightweight, foldable seats are available in the Landscapes of Life exhibition..



Entrance to Landscapes of Life exhibition through an automatic barrier

Millennium Chapel

- From the main entrance to this area, there is level access. The route is 1500mm wide, or more.
- The door is 800mm wide.
- The Millennium Chapel has double doors, the right side is 800mm wide, the left door is 900mm wide and assistance may be required to open this normally fixed door. Arboretum volunteers are available to offer assistance with entry to the chapel at 10.50am prior to the Act of Remembrance. At other times assistance can be provided by asking at the Welcome Desk or by any available volunteer.

Learning Centre

- From the main entrance to this area, there is level access. The route is 1500mm wide, or more.
- The door is 1500mm wide.
- Access to the Learning Centre is by pre-booking groups only. Entry is via a double set of automatic doors separate from the general public entry. There is one disabled toilet in this area, the door is 800mm wide. The toilet has a left approach with 120mm side width and 1500mm front approach. The toilet seat height is 490mm from the floor. There are four standard toilet cubicles with 800mm door width.

Aspects Building

- From the main entrance to this area, there is ramped or level access. There is a permanent ramp. The route will accommodate both wheelchairs and mobility scooters.

- The door is 1500mm wide.
- Unless otherwise indicated the Aspects Building is reserved for pre-booked events and is not open to general visitors.
- The Aspects Building is accessed from Millennium Avenue via four steps to the front and a ramp to the right side. This ramp is 24.66 meters long, two meters wide, and has a gradient of 2.4%. The ramp is suitable for wheelchair and mobility scooter access.

The automatic sliding doors into the building open to 1500mm wide as visitors approach them. These doors lead to a lobby area and a further set of automatic sliding doors.

There is a disabled toilet with baby changing facilities in the Aspects Building. Additionally there are toilet cubicles with outward opening doors in the other public toilets, these are more user friendly for wheelchair users.

In addition to the entrance ramp and steps at the front of the building there is a temporary ramp that can be placed at the rear terrace exit in case of emergency.



Aspects Building viewed from Millennium Avenue, four steps in front, ramp to the right side



Ramp access to Aspects Building viewed from the front doors



Aspects Building entrance lobby with two sets of automatic sliding doors



Access route to toilets and meeting rooms viewed from the Reception Desk.



Aspects Building disabled toilet and baby changing facility



Outward opening doors in Aspects toilet facilities

Aspects Building Meeting Rooms: Alder, Chestnut, Hornbeam and Willow

- From the main entrance to this area, there is level access.
- Doors into the Alder, Chestnut, Hornbeam and Willow meeting rooms are inwardly opening. The doors are 87mm (34 inches) wide.

Getting around outside

Arboretum Grounds

- From the main entrance to the gardens, there is level access.
- There is a permanent ramp.

- The route is sloped, and will accommodate both wheelchairs and mobility scooters
- From Heroes' Square visitors can enter the grounds and the Aspects building via the Boyes Garden.
There is access via a slope with a gradient of 4.5%. This route also gives access to the Aspects Building. The Arboretum is largely flat and is serviced by level firm paths; other areas of the grounds are grassed.
An accessible buggy, that can accomodate wheelchairs is available. Contact the Welcome Desk for availability.



Slope from Heroes' Square into the Arboretum grounds.



Sloping pathway through the Boyes Garden leading to Millennium Avenues.

Picnic Area

Children's Woodland and Picnic Area

- From the car park to the picnic area, there is level access. You can bring your own food to the picnic area.

Armed Forces Memorial

- From the main entrance to this area, there is level access. There is a permanent ramp. The route will accommodate both wheelchairs and mobility scooters.
- Access to the Armed Forces Memorial is via smooth causeway and a flight of steps or the spiral Pilgrims' Way. The Pilgrims' Way has a gradient of 1.8%. Visitors who require access can be taken to the summit of The Memorial and returned to its base by buggy. Please contact a member of the team if further assistance is required. This service is subject to availability, and on busy days there may be a short wait.

Far East Prisoner of War Building

- From the main entrance to this area, there is level access. There is a permanent ramp.
- There is a four-meter ramp with a gradient of 6% to the side of the Far East Prisoners of War building. Alternatively there are three steps at the front of the building.

There is a turning space of 1200mm opposite the double door set that open outwards at the top of the ramp into the building. Visitors in wheelchairs or mobility scooters may require assistance to gain access.

The information panels provided have clear print. A video with sound plays in the building, the video depicts the experiences of a selection of WWII Far East prisoners of war.

The Far East Prisoners of War building houses an accessible toilet, with a vertical hand transfer and emergency cord.

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in Welcome Desk, Restaurant, Gift Shop, Chapel, Land Train and Aspects.
- We can provide mobility scooters for a £10 hire fee. We advise booking by calling 01283 245100. Subject to availability we can loan blankets to wheelchair and mobility scooter users.
- Whilst we welcome dogs into our grounds, dogs are not permitted onto scooters, golf buggies or the land train, excluding assistance dogs.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- Please contact the Welcome Desk for advice and assistance.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The alarm system when activated will cause all automatic doors to open. Staff members and volunteers will provide guidance and assistance in the event of an evacuation. Our fire assembly point is located at the Falkands Memorial.

Customer care support

- Some staff have disability awareness training.
- Some staff have BSL training.

Guide last updated: 24 July 2024