

# ILKLEY MANOR HOUSE

## Accessibility Policy

### Policy Mission

***Ilkley Manor House is for everyone, and we want to make it easy for you to visit us. We will make Ilkley Manor House as accessible as possible for all our visitors, staff and volunteers, within the context of a listed mediaeval building***



### Background

We love welcoming visitors to the Manor House, but we realise that the setting and physical layout of the Museum might present challenges for some. We are constantly looking at ways of improving access and are committed to developing creative solutions which are sensitive to their surroundings.

This statement sets out the resources and facilities for visitors to the Manor House to enable you to prepare for your visit. It also explains some of our aspirations for improving accessibility in future.

### Getting to the Manor House

Ilkley is well served by road and public transport networks. The main railway and bus station is about one kilometre from the Manor House and there are safe crossing places along the way. For information about bus times and stops, please click [here](#).

## **Opening Hours**

The Manor House is currently open every weekend from 11am-4pm and at other times to support special events and exhibitions. Please ensure that you always check the website for opening times. Entrance is free.

## **Car and Cycle Parking**

The nearest carpark to the Manor House is [South Hawksworth Street Carpark](#), Ilkley, LS29 9DX. This contains 178 parking spaces with 16 disabled bays. There is also pay and display on-street parking around Ilkley town centre too.

There is currently very limited car parking at the Manor House itself so, if you need to park at the house, it would be helpful if you could phone ahead to see if we are able to reserve a parking space for you.

The Manor House has two cycle lock stations which can accommodate four bikes. These are situated in the courtyard of the house. There are additional cycle stands about 100m from the Manor House at the junction of New Brook Street and Church Street.

## **Outside Spaces**

There is ramped access to the outside courtyard and a flat surface surrounds the exterior of the Manor House. The road area around the Manor House and cottages is cobbled.

The Manor House is located on a natural slope above Riverside Gardens so if you are approaching the building from Riverside Gardens, please be aware that people accompanying those in wheelchairs will need to be strong and able pushers.

## **Access into the Manor House**

The Manor House is a mediaeval listed building with access split over two floors.

The ground floor is accessed via a heavy (manually operated) door and is accessible for wheelchair users. There is a doorbell to summon assistance if required. When the house is open normally the front door is open.

Wheelchairs and pushchairs are welcome on the ground floor of the Manor House and there is ramped access to the heritage room.

There are 18 steps to the first floor, which means access is unfortunately not possible for those completely confined to a wheelchair. We also regret that at present pushchairs cannot be taken upstairs.

There is a handrail on both sides of the staircase to the first floor and our volunteers will be happy to provide assistance with climbing the steps.

A description of the exhibitions taking place in the upstairs galleries will normally be provided via a film screened in the Buttery or main house body so that visitors who are unable to access the upstairs galleries will still be able to have some information about what is displayed upstairs.

The venue does not usually play ambient background music although we may occasionally play music as part of an event or special exhibition. Please let us know if this will be of concern to you before you visit.

The lighting levels are varied and there are no flashing lights.

## Large-print Guides

There are self-guided tours available in larger text, and stewards can provide additional information about the building and its history.

## Toilet Facilities

There are unisex toilet facilities in the Manor House accessed by a single step down. There are baby changing facilities accessible in the lobby of the toilets.

At present we regret that there is **no fully accessible toilet at the Manor House** although one is proposed as part of our longer-term plans for the house.

The nearest fully accessible toilet is in the South Hawksworth Street Car Park in Ilkley at LS29 9DX open from 8.30am – 5pm every day with a RADAR or NKS key. You will also find toilet facilities in nearby cafés such as [Outside the Box](#) and the [Black Hat](#).

## First Aid

There is a fully equipped first aid box in the Manor House and we are working towards there always being a qualified first aider on duty in the house. A number of our volunteers are qualified first aiders.

## Registered Assistance Dogs

Registered assistance dogs or registered assistance dogs in training are welcome in both the upstairs and downstairs of the house. We regret that other dogs are not allowed upstairs but well behaved dogs are welcomed downstairs if the house is not too busy.

## Staff and Volunteers Disability Access Awareness Training

Working with partner organisations, staff and volunteers we have plans for our volunteers to receive disability access awareness training, which will equip them to support blind and visually impaired visitors, deaf and hearing-impaired visitors, people living with dementia and people on the autistic spectrum. The training programme will be refreshed and updated from time to time, to make the Manor House as inclusive as possible.

## QR codes

The Manor House has a number of QR codes in the gardens around the Manor House that provide further information about the house and also include music that has been recorded especially for individuals with additional needs to enjoy.

## Aspirations for the future

We are currently in discussions with a number of groups in and around Ilkley who provide support to individuals with additional needs to explore what other adaptations we can make to the house and surrounding area to provide an inclusive environment and experience.

We are also planning to submit funding applications to enable us to implement the following:

- **Improved Disabled Access:** In the longer term we are planning to make the first floor fully accessible with the installation of a lift.
- **Sound:** To enable visitors to supplement and expand their experience through sound, we are planning to create immersive and engaging audio guides of the house and its history. We are also planning in the longer term to install an induction loop in the building.
- **Touch:** We hope to be able to provide door and exhibit signage in braille in future.
- **Memory:** We are working towards being dementia friendly and will work with organisations in this field to develop our offer. A number of our volunteers have received training on dementia awareness.
- **Signage:** We are planning to enhance signage both to improve access to the house and in the house itself.
- **Graphic Map:** We are also planning a graphic map indicating areas suitable for those with audio and visual impairment, areas mobility scooters can access, where assistance dogs can go, where there are stairs (reduced mobility) and where wheelchair access is provided.

**Policy review:** We will review this policy annually.

## Further Information

For further information about your visit, please contact the Manor House on +44 (0)1943 607 030 or email [admin@ilkleymanorhouse.org](mailto:admin@ilkleymanorhouse.org) Alternatively, access our website at [www.ilkleymanorhouse.org](http://www.ilkleymanorhouse.org)

*2 January 2026*