



## Information for Visitors with Mobility Needs

### Planning Your Visit

New Lanark Visitor Centre welcomes everyone. However, the location of the village in a steep-sided valley beside the Falls of Clyde, though picturesque, is not ideal terrain for wheelchair-users and visitors with mobility needs. This guide should help you to plan your visit whether you are an individual or group.

**Group visits:** Please read the following information **before** making a booking. If possible, group leaders should visit the village in advance to assess its suitability. A complimentary ticket can be requested for this purpose.

**Bookings Office:** Telephone: 01555 661345 or e-mail: [visit@newlanark.org](mailto:visit@newlanark.org)

### Advance Booking

A visit by a large number of wheelchair users **should be booked in advance**. This allows us to allocate a fairly quiet time for your visit, and allows our bookings office to advise you on the best route around the Visitor Centre.

### Wheelchair Borrowing Service

The Visitor Centre offers a free manual wheelchair loan service should you require one for your visit. Please **telephone the Bookings Office in advance** of your visit to book one of **4 manual wheelchairs** that we have available. (Sat/Sun Telephone: 01555 665876). Visitors using this service should report to the Main Visitor Centre Reception in the Institute on arrival to collect the chair.

### Induction Loop Systems are available in the Visitor Centre

- For the *Annie McLeod Experience Ride* in Mill 3
- In the Robert Owen School Theatre
- At the Main Visitor Centre Reception in the Institute, and at the Gift Shop and Mill Pantry service counters.

### Wheelchair Accessible Toilet Facilities

- The Mill Pantry cafeteria in Mill 3 (Level 3 is accessible via main ramp)
- Robert Owen's School (Basement by accessible entrance)
- Visitor Centre Reception foyer in the Institute

### Access Route to the New Lanark Roof Garden for Wheelchairs

- Enter Mill 3 and use the ramp system to Level 4 (Textile Machinery)
- Proceed through the double doors at the far end of the Mill floor to the lift.

## Coach and Car Parking

The **main Visitor Centre car park** is located at the top of a fairly steep hill. Parking spaces in the village itself are limited.

**Coaches:** If the distance is too great for passengers to travel from the main car park, the driver is permitted to drop off (and pick up) passengers with mobility needs down in the village. The coach must **return to park in the main car park** for the duration of the visit. Coaches can usually find space to turn around in the village at the turning point by the Counting House or in the Hotel car park.

**Blue Badge holders** may park in the village in designated parking spaces:

- There are four in front of the Institute: Visitor Centre main entrance
- There are four at the front entrance of the New Lanark Mill Hotel.

**Non-badge holders** who are unable to negotiate the footpath back to the car park may also park in the village but, where possible, the driver should drop off (and pick up) passengers and **return to park in the main car park** for the duration of the visit. This avoids congestion in the village, especially at peak times. We must always maintain access for emergency vehicles. At quieter times there should not be any problem in finding a parking space.

## Getting around the Visitor Centre Exhibitions

The Visitor Centre consists of various mill buildings with exhibitions on different floors. The floors of the main building Mill 3 are linked by a **series of ramps** with automatic opening doors. These ramps are designed to allow wheelchair access to all levels, but please note that they **do slope**, and some people may find it too arduous to go through without assistance. There is also a lift to take visitors to the upper floors of the Institute building at the start of the exhibition route. The lift holds a maximum of 8 people standing (630 kg) and provides audio alerts to floors and door movement.

To understand the layout of the Visitor Centre, and its exhibitions, refer to the **Brief Guide** and the **colour map** of the village issued with your booking form.

As well as the main Visitor Centre, your **Passport Ticket** allows entry to the following exhibition areas in the village:

- **Robert Owen's School**  
(fully accessible to visitors with mobility needs with lift access to all levels & basement entrance),
- **Millworkers House**  
(two low steps into building, roll-a-ramp available)
- **Period Village Store**  
(two low steps into building, ramp available).
- Please note that **Robert Owen's House** has restricted access with a narrow wheelchair entrance. A **virtual tour** of the House is available in the *Saving New Lanark Exhibition* in the School (Situating on the first floor accessible via lift).



Roll-a-ramp at the Millworkers House

If you wish to visit these areas please ask the staff on duty for advice & assistance.

## Top Recommendation: Robert Owen's School for Children

For groups with elderly visitors or with a number of wheelchairs a visit to Robert Owen's School building is an **excellent option**. This building has four excellent exhibition/attractions (all accessible by lift) that can be accessed with ease. This may be more suitable than the *Annie McLeod Experience Ride*. Also, this building is only a short distance from Mill 3, where the Mill Pantry Cafe, Gift Shop and Edinburgh Woollen Mill are located.

The following exhibitions and attractions are located in the School:

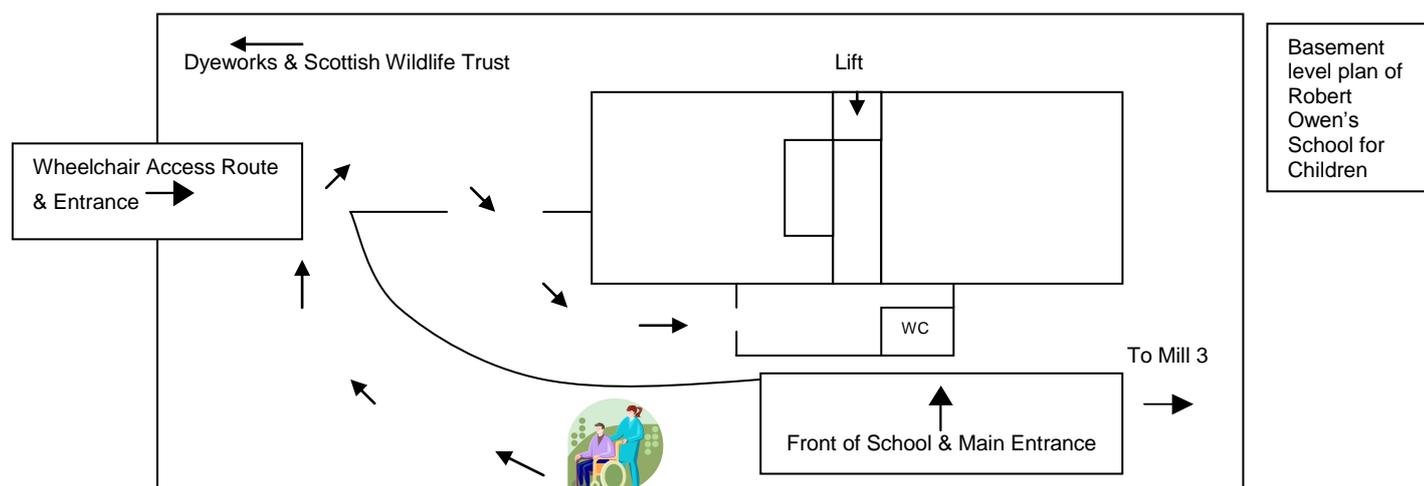
- **Film show** – *Harmony in the Future* – Meet Harmony from 2200 as she travels back in time to find out about Robert Owen and life at New Lanark in the 1800s. This audio-visual presentation is shown in our comfortable theatre. Induction Loops are available.
- **Historic Classroom** – step back in time in our reconstruction 1820s classroom complete with large globe, slates and pencils.
- **Saving New Lanark Exhibition** – find out about the village restoration project and test your knowledge on the touch screen computers. You can also explore the building and contents of **Robert Owen's House** in a virtual tour.
- **Interactive Gallery** – a unique sensory soft play area where the colours and sound change with movement. Visitors are asked to remove their shoes before exploring the room.

## Transport access

Coaches and cars are permitted to drop off and pick up at the School building. This avoids a long walk from the Village Square. The group leader should still report to the main reception desk in the Institute at some point during the visit.

## Wheelchair access

Wheelchair users can enter this building via a side door at basement level. This entrance is situated on the left hand side of the building, down a short slope leading towards the Dye-works. To enter, press the pad on the post outside the door to alert the receptionist to open the door for you. The wheelchair accessible toilet is also located on this level, close to the entrance. The lift (to all floors & exhibitions) is found to the rear (see diagram below).



## The Annie McLeod Experience Ride

The **Annie McLeod Dark Ride** is one of the main attractions in the Visitor Centre. It is an **audio-visual ride** that takes visitors in 2-person cars through a **darkened area** enhanced with **bright lights** and **special effects**.

To avoid disappointment, we recommend that if you or a member of your group is a wheelchair user you **contact us in advance** to arrange a reconnaissance visit. Otherwise, it is difficult to anticipate every problem that might arise on site.

Please consider the following:

- **Suitability:** The ride **may not be suitable** for some visitors, particularly those suffering from **epilepsy, claustrophobia** or **nervous disorders**. Visitors with additional needs should be accompanied on the Ride. The Ride can be by-passed. Just ask our Ride Team.
- **Getting on and off the ride**  
The standard ride car is suspended from overhead tracks, 15cm above the floor. When transferring onto or from the ride, **there is a strict 25 second** time limit before the car moves away automatically. While our staff can assist in steadying the car they cannot lift people on and off. **We strongly recommend that wheelchair users bring along someone to help them transfer.** We offer free entry to every essential carer.
- **Wheelchair adapted car:** There is 1 car on the ride that has been specially adapted to accommodate a wheelchair. It **cannot accommodate all types of wheelchair**. The maximum size chair capacity is 71cm (chair width) X 48cm long (wheel base between axles). Also there is only room for the wheelchair on the adapted car. Therefore, a wheelchair user would be **unaccompanied**.
- **Ride duration & waiting time:** The Ride lasts for approximately **12 minutes**, and for **Health & Safety reasons no more than 2 wheelchairs are permitted** in the ride loading area at any one time. As there is 1 adapted car, additional wheelchair users need to wait until the car has completed 1 full circuit and returned to the ride start before reloading.
- For groups with more than 2 wheelchairs arrangements should be made in advance to schedule the Ride accordingly.



Standard Ride Car



Wheelchair Adapted Car



*We hope you enjoy your visit to New Lanark*

*Contact our Education & Access Officer if you have any further queries or concerns:*

[education@newlanark.org](mailto:education@newlanark.org)