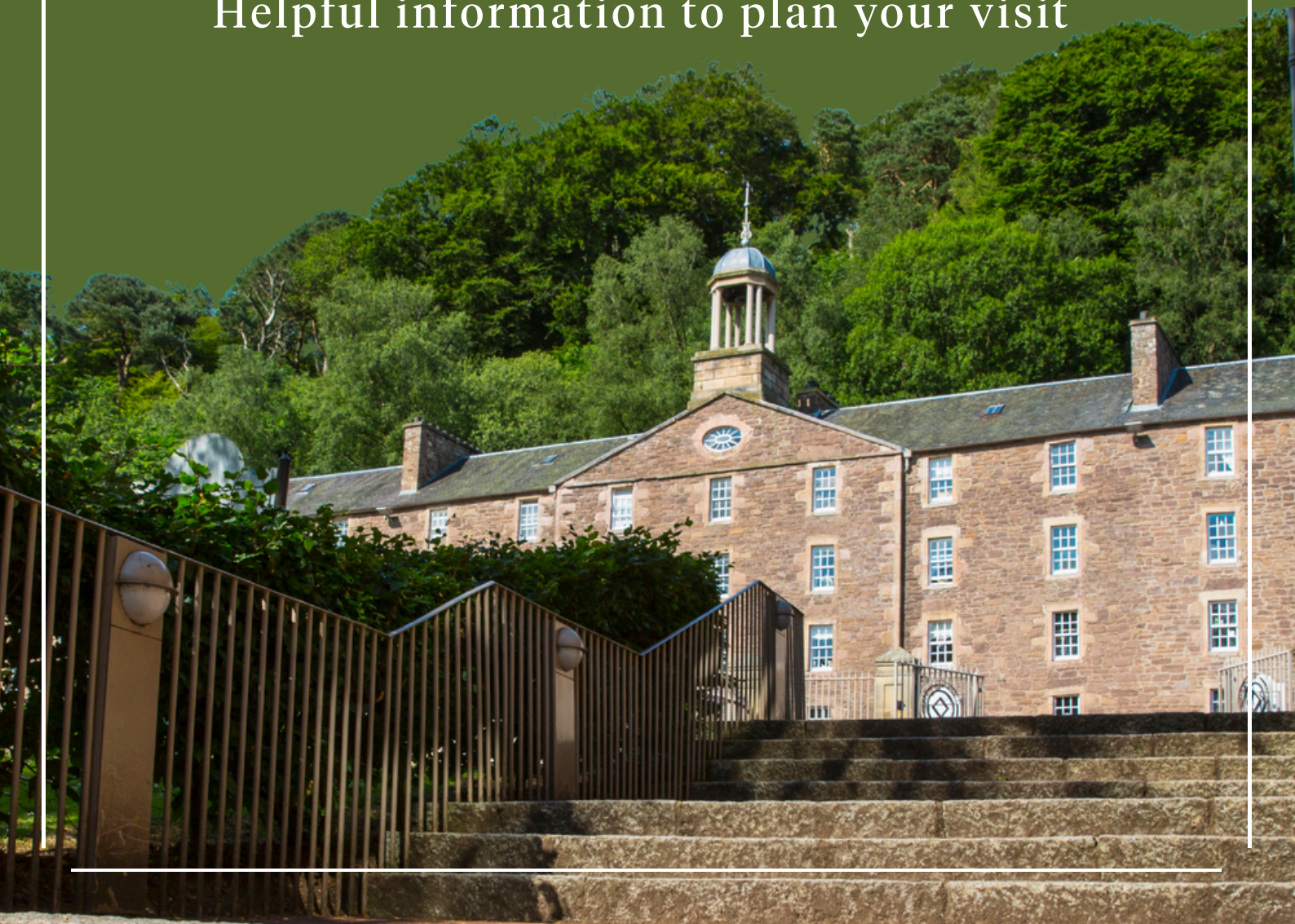


New Lanark Accessibility Guide



Helpful information to plan your visit



Access information for your visit

Planning Your Visit

New Lanark Visitor Centre welcomes all visitors. We regularly welcome people who use wheelchairs and those with a wide range of access requirements, and many areas of the site can be fully accessed and enjoyed.

New Lanark is set within a historic village in a steep-sided valley beside the Falls of Clyde. While this setting is an important part of the site's character, it includes slopes, uneven surfaces and changes in level that may affect how some visitors choose to move around. Many of the buildings are over 240 years old and were not designed for modern access requirements and needs. As a result, there are some areas where access may be limited.

This guide is designed to help you plan your visit, understand what to expect, and decide what will work best for you, whether you are visiting independently or as part of a group.

If you have any questions or would like support in planning your visit, please contact us. We are always happy to help.



Group Visits

If possible, group organisers are encouraged to get in touch in advance to help assess what will work best for their group. A complimentary familiarisation ticket for group organisers can be arranged on request.

Bookings Office

Telephone: 01555 661345

Email: trust@newlanark.org

Advance Booking

We recommend booking in advance if your group includes visitors with specific access requirements. This allows us to support you in planning a visit that is comfortable and enjoyable, and to advise on suitable routes.

Wheelchair Loan

Four manual wheelchairs are available to borrow free of charge during your visit. To ensure availability, we recommend booking in advance through the Bookings Office. On arrival, wheelchairs can be collected from the main Visitor Centre reception in the Institute building.

Hearing Support

Induction loop systems are available in the following areas:

- Annie McLeod Experience Ride (Mill 3)
- Audio-visual theatre in Robert Owen's School
- Visitor Centre reception

Toilets

Accessible toilet facilities are available at:

- Visitor Centre reception
- Mill Café (Mill 3, step-free access via ramp)
- Robert Owen's School (Level 1, accessible entrance)

Please note that the nearest Changing Places toilet facility is at the Harry Smith Complex, Thomas Taylor Avenue, Lanark, South Lanarkshire, ML11 7DG

Parking and Arrival

The main Visitor Centre car park is located above the village, approximately a 5–10-minute walk downhill. Visitors who may find this route difficult are welcome to be dropped off in the village before the driver returns to the main car park. This helps to reduce congestion and maintain access for emergency vehicles.

An electric shuttle bus operates between the Visitor Centre car park and the Visitor Centre reception to support visitors who may benefit from assistance travelling up and down the hill. This service is primarily intended for visitors with mobility needs. The shuttle bus runs at limited times, which vary seasonally. If you think you may need to use this service, we recommend contacting us in advance so we can provide up-to-date information and help you plan your visit.

Blue Badge parking is available in designated spaces:

- Outside the main Visitor Centre reception entrance
- Outside New Lanark Mill Hotel

Coach Access

Coaches may drop off and pick up visitors within the village. A turning space is available near the Counting House. Coaches should return to the main car park during the visit.

Getting Around the Visitor Centre

The Visitor Centre is spread across several historic mill buildings, with exhibitions located on different levels. In Mill 3 (the main exhibition building), floors are connected by a series of ramps with automatic doors. These provide step-free access, although some visitors may prefer assistance due to the distance and gradient

Additional Exhibition Spaces

Your Ticket also includes access to:

Robert Owen's School

- Fully accessible, with lift access to all levels

Millworkers' House

- Two steps at entrance; portable ramp available

Village Store

- Two steps at entrance; portable ramp available

Robert Owen's House

- Limited access due to narrow entrance

Staff will be happy to provide advice or assistance if you wish to visit these areas.



The Annie McLeod Experience Ride

The Annie McLeod Ride is an immersive audio-visual experience with moving ride cars, low lighting, and special effects.

We encourage visitors to consider whether the experience is suitable for them. Some visitors may prefer not to participate, particularly those who are sensitive to dark spaces, movement, or sensory effects. An alternative version of the story is available in the School theatre.

Access and Safety

For safety reasons, visitors must be able to transfer on and off the ride independently or with support from their companion. Staff can provide guidance but are not able to lift visitors.

A wheelchair-accessible ride car is available, although it may not be suitable for all wheelchair types. Only one wheelchair space is available per ride cycle, and waiting times may be longer.

We recommend speaking to staff on arrival to discuss the best option for you.

Assistance dogs

Assistance dogs are welcome throughout the site. However, they are not able to travel on the ride. Staff are not able to supervise dogs during the experience. Visitors may prefer to enjoy the story in the School theatre as an alternative.

Support During Your Visit

Our staff are here to help. If you need any assistance, information, or would like to explore alternative routes or experiences, please speak to a member of the team.

We are committed to supporting visitors to have a comfortable, enjoyable, and positive experience at New Lanark.