

**Access guide and visual story**  
**Black and White House Museum**  
**2025**

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## **1. Access Policy**

Herefordshire Museum Service aims to develop and deliver museum services that allow people the freedom to explore, enjoy and participate in their heritage in a way that respects and attempts to fulfil their particular needs and desires. Herefordshire Museum Service aims to create equality of access for everybody by minimising or eliminating barriers to access.

### Feedback

We value your feedback to help identify improvements we can make. Contact us with any suggestions on how we can support you and your requirements, and we will aim to accommodate your needs. For further information email [herfordmuseums@herefordshire.gov.uk](mailto:herfordmuseums@herefordshire.gov.uk) or call 01432 260694.

## **2. Introduction**

The Black and White House Museum is a listed 17th Century timber-framed building. It is in High Town, Hereford's city centre. Due to the age of the building it is not fully accessible to wheelchair users and people with mobility issues.

### Level Access

- The ground floor has level access throughout. The rest of the building is only accessible via stairs, which are uneven. There is a virtual tour of the upper floors available in the ground floor.

### Visual

- There are Braille labels and tactile images for the blind and people with visual impairments.

### Assistance Dogs

- Assistance dogs are welcome.

### Toilets

- The museum does not have toilets.
- The nearest public toilets are at Maylord Orchards Shopping Centre, Goal Street and Hereford Town Hall. All are a 3 minute walk from the museum.

## **3. Opening Hours**

The museum is open:

- Tuesday to Saturday from 10am to 5pm.
- Sunday from 11am to 4pm.
- Bank holidays from 10am - 4pm

### Admission charges

- Aged 16+: £3.50
- Ground floor only: £1.50

No charge for:

- Students: identification is required.
- Children under 16 must be accompanied by a paying adult
- Carers and support workers go free

## **4. Getting Here**

### Address:

Black and White House Museum, High Town, Hereford HR1 2AA

### Walking from Hereford City Centre

- The Black & White House Museum is in heart of the city centre in the main area of High Town.

### Bus

- The Black and White House Museum is accessible by bus numbers 76, 76A, 81B, 454, A, B, C and D.
- The closest bus stops to the Black and White House Museum are at Maylord Orchards shopping centre, St Peter's Square and the City Bus Station on Bewell Street.
- The closest Zipper stops are Number 5 Shirehall and Number 6 Maylord Orchards.
- Bus times are available at Traveline using Plan Your Journey:  
<https://www.traveline.info>

### Train

- The nearest train station is Hereford Train Station.
- Some of the buses above can be taken from near the station.
- Alternatively it is an 11 minute walk from the station to the Black and White House Museum.
- Accessibility information about the station is available the National Rail website: <https://www.nationalrail.co.uk/stations/hereford/>

### Driving (A438 from Ledbury)

- For SatNav use the postcode for your chosen car park - see below for details
- Hereford city centre can be reached on the:
  - A488 from Ledbury and Wales.
  - A49 from Leominster and Ross-on-Wye.
  - A465 from Abergavenny and Bromyard.

## Parking

- There is no parking at the Black and White House Museum.
- The museum is located in the city centre pedestrianised area.
- There are many public car parks in the area.
- The nearest car parks are:
  - Maylord Orchards
    - For SatNav use postcode HR1 2DT.
    - It is a 3 minute walk to the Black and White House.
  - Goal Street
    - For SatNav use postcode HR1 2HU.
    - It is a 3 minute walk to the Black and White House.
- Information on car parks is available on Herefordshire Council's website:  
<https://www.herefordshire.gov.uk/directory/20/council-car-parks/category/19>

## **5. Arrival**

- The surface around the museum is mostly monoblock with some paving or stone slabs.
- There is public street lighting around the building.
- There are two entrances to the Black and White House Museum



*Image of the St Peter's Street entrance*



*Image of the High Town entrance*

## **6. Getting into the building**

### St Peter's Street entrance

- This is the smaller entrance.
- It has railing on either side as you approach the doors.
- The railings are 94cm wide.
- It has a step of 8 cm high from the pavement
- There is a rubber matt in front of the step.
- The doorway is 72cm wide.
- The door opens inwards.
- If the door is closed turn the handle and push to open it.
- The floor changes between pavement slabs to flagstone.
- There is access to the reception, shop and ground from this area.



*Image of the St Peter's Street entrance*



*Image of step at St Peter's Street entrance*

### High Town entrance

- The High Town entrance has flat access from street level.
- There is a hessian matt in the secondary entrance porch. .
- The doorway is 99cm wide.
- The door opens inwards
- If the door is closed press the bell to alert the staff.
- The floor changes between pavement slabs to flagstone.
- There is access to the reception, shop, ground and upper floors from this area.





*Image of High Town entrance*



*Image of High Town doorbell*



*Image of High Town entrance mat*

## 7. Getting Around the Building – Ground floor

### Reception and shop

- Access the reception from the St Peter's Street and High Town entrances.
- The route through the shop is 85cm or wider.
- The area is well and lit by ceiling spotlights.
- The flooring in this area is flagstones
- The desk has is medium height, there is no low section.
- There is a hearing loop at the desk.
- There is always a member of staff in the reception and shop.
- You can go into the History Room from this area.



*Image of reception and shop*

### History room

- The route through the History Room is 84 cm or wider.
- Some display information is at different heights in this room.
- There are Braille and tactile labels in this room.
- The room has ceiling lighting and natural light.
- There are displays cases, pieces of furniture and a large table in this room.
- There is seating in this room.

- The floor in this room is flagstones.
- There is access to the upper floor and the High Town entrance from this room.

### Staircase

- The steps in the staircase are uneven.
- The staircase comprises 16 stairs.
- The stairs turn 180 degrees between the ground and first floor.
- The staircase is 70 cm wide.
- There is a wooden handrail balustrade on the stairs.



*Image of the stairs at the ground floor    Image of the stairs as they turn*

## **8. Getting Around the Building – First floor**

The first floor can only be reached from the History Room.

### Dining Parlour

- Access the reception from the main and secondary entrance.
- The route through the Dining Parlour is 110 cm or wider.
- The room has ceiling lighting and natural light.
- The flooring in this room is wood.

- There is an interactive dining table and a display of 17<sup>th</sup> Century costume
- From this room you can go into the Activity Room or downstairs.

### Activity Room

- There is a small step of 10 cm down into the Activity Room from the Dining Parlour.
- The route through the Activity Room is 110 cm or wider.
- The room has ceiling lighting and natural light.
- The flooring in this room changes from wood to carpet.
- The activities are mostly aimed at young children including jigsaws with dressing up for all ages.



*Image of the Activity Room*

### Staircase

- The steps in the staircase are uneven.
- The staircase comprises 15 stairs.
- The stair has two 90 degrees turns between the first and second floor.
- The staircase is 70 cm wide.
- There is a wooden handrail balustrade on the stairs.



*Image of the stairs at the ground floor*



*Image of the stairs as they turn*

## **Getting Around the Building – Second floor**

The second floor can only be reached from the Activity Room.

### Old Bedchamber

- Access the Activity Room and first floor.
- The route through the Old Bedchamber is 110 cm or wider.
- The room has ceiling lighting and natural light.
- The flooring in this room is wood. It is uneven in places.
- From this room you can go into the childhood room or return back to the first floor.



*Image of Old bedchamber*

### Childhood Room

- The entrance to the Childhood room is 63cms wide
- The route through this room is 70 cm or wider.
- The room has ceiling lighting and natural light.
- The flooring in this room is wood. It is uneven in places.
- From this room you can go into the small bedchamber and the new bedchamber



*Image of access to Childhood room*



*Image of Childhood room*

### Small Bedchamber

- There is a small step into the small bedchamber 13 cms high
- Access the Small Bedchamber is from Childhood room.
- The route through the Small Bedchamber is 110 cm or wider.
- The room has ceiling lighting and natural light.
- The flooring in this room is wood. It is uneven in places.
- From this room you can go into the Childhood room



*The small bedchamber*



*Image of doorway to small bedchamber*

### New Bedchamber

- The entrance to the New Bedchamber room is 84cms wide.
- Access the New Bedchamber is from Childhood room.
- The route through this room is 110 cm or wider.
- The room has ceiling lighting and natural light.
- The flooring in this room is wood. It is uneven in places.
- From this room you can go into the Childhood room



*Image of New Bedchamber*



## **9. Emergency Evacuation Procedure**

**If you discover a fire break the nearest break glass points immediately.**

Please leave the building immediately, do not delay or engage in conversation.

Fire Assemble Point in front of WH Smith

Under no circumstance can you re-enter the building until the emergency service and front of house staff have given the all clear.