

Museum Access Statement

The museum was founded in 2003 and was set up to cover the history and use of large engines in the 20th century. The museum houses a wide range of working exhibits with engines running daily.

A selection of smaller engines runs all day from 10:30 until 5:00, larger engines are started as people come and go. What is there to see and do at Internal Fire?

Highlights of the museum include:

- The oldest daily working Diesel engine in the world;
- Large engines up to 30 tons running every day
- Working vintage telephone exchanges for the visitors to try
- 4000hp Proteus jet engine
- Crafts in the Café certain months in summer check website
- Draw the engines for the kids
- Amateur Radio station available to license holders

General access provision

The museum buildings are all on a single level making them 100% accessible to wheelchair users.

There is a large car park and the museum has a standard wheelchair available if required.

Opening hours

The museum is open Wednesday Sunday 10:30am 5.00pm (last admission at 4pm) Easter until the end of October, open 7 days in August and all Bank Holidays. Special events are held, these are listed on the website or details can be obtained by phoning the museum office on 01239 811212.

Plan your visit

A number of resources are available to enable you to plan your visit. You can:

- check out the Internal Fire Museum web pages
- request a museum leaflet from the museum or from the museums reception
- ask a member of staff via the museum office.

Please contact the museum staff directly if you need additional help in arranging your visit.

Arranging a group or party visit to the museum

It is important that group or party visit organisers book their visit to the museum in advance. This ensures that our buildings do not get too overcrowded at any one time. To book a self-guiding party or group visit please contact the museum by email, phone or fax giving the following details:

- date of visit
- number of students/adults in your group or party (if there are more than thirty students/adults it would be best to divide the group into two and stagger the visit over two time slots)
- age range of students/pupils visiting the museum
- anticipated time of arrival
- contact name and telephone number of group or party organiser
- any other special requirements.

Object Identification Service

The curatorial staff are able to offer a free object identification service to enquirers. If you have an object that you would like identified you will need to make an appointment in advance to bring your object to the museum. Curatorial staff are not always available on site to answer enquiries from visitors who have not made an appointment in advance. Please note that museum staff are not able to value objects for members of the public.

General enquiry service

Museum staff are happy to answer public enquiries about objects in the museum collection or the history of objects in general. Collection information is also available online through the museum website, some levels of access will require you to register this is free and no personal data other than email address is held.

Local transport links

Tanygroes is reasonably well served by public transport. There is a bus service past the museum from Cardigan to the South and Aberaeron and Aberystwyth to the North.

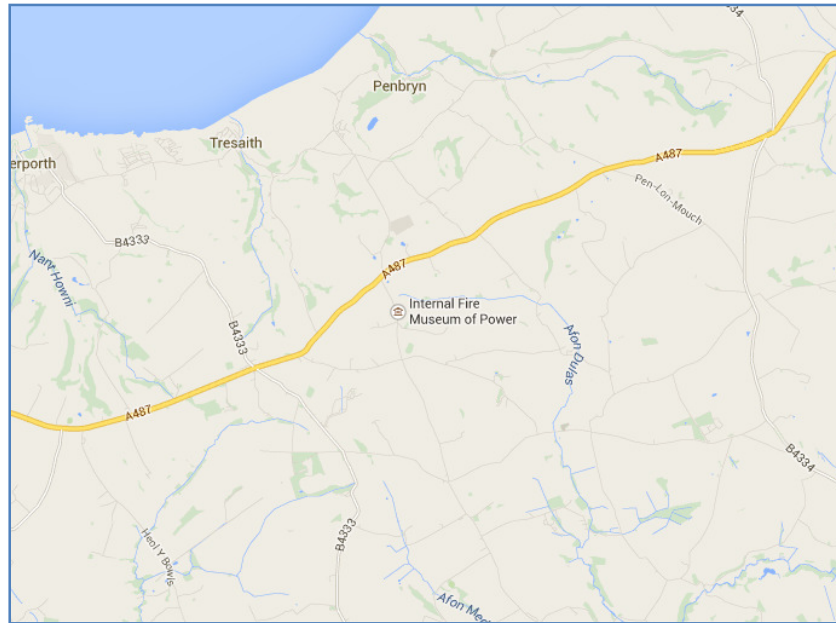
There are railway stations in Carmarthen and Aberystwyth with bus or taxi available from both.

Bus timetables vary, contact the museum for current timetables.

The location of the museum

The Museum is situated one mile north of Tanygroes just off the A470. The museum is well signposted from the main road with the entrance 300yds down the side road.

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Car parking

The museum has a large surfaced car park with overflow parking in the field next to the museum.

Meeting visitor needs and requirements

The museum service is keen that all visitors get the most from their visit and find the visit an enjoyable and educational experience. The museum can offer the following services and facilities to visitors:

- safe storage of prams and pushchairs for visitors while on site
- quiz sheets for visitors (please note that the number and variety of quiz sheets available has had to be reduced while gallery modifications are in progress.
- New quiz sheets will be prepared in 2012
- sales point at the reception desk selling a range of souvenirs and pocket money items at reasonable prices
- toilets - the museum has a fully accessible toilet to current regulations within the building
- the museum has a café selling drinks, snacks and toasted sandwiches. We do not prepare meals
- On duty front line staff in all buildings are able and willing to assist visitors at all times. Our duty receptionist will be pleased to help you find what you need within the museum.

Access to museum objects in store

Many objects in the museum collections are not on public display. Limited access is available on request providing there are sufficient staff on duty/ It is the museums policy to make its stored

collections accessible under supervision to enquirers and researchers. The museum does not currently have a Library Room where researchers can study objects from the collections but it is hoped to provide this service next year (2015). The museum service maintains a computer database catalogue covering a large percentage of the objects retained in the collections. The database is available on-line to enquirers and staff will be happy to explain the system. Appointments to access stored items in the collection can be made by telephone, email or letter. Proof of identity may be required prior to permission being granted to access particular categories of object in the collection.

Photographic images of objects in the museum collections

The museum provides photographs of most of the objects online but use of these images is limited to non-commercial without agreement from the museum.

Photography and filming on the museum site

The museum is happy to allow outside organisations and institutions to use the museum and its buildings for film or photography shoots. Sufficient lead-in time should be allowed to ensure that agreements and terms and conditions can be drawn up in advance. Fees will be payable for commercial filming and photography on site and copyright restrictions may apply. Any person or institution conducting filming or photography on site must be able to offer proof in advance that they have the required level of personal and public liability insurance cover. The museum reserves the right to refuse permission for filming and photography to take place on site.

Front of house staff

The museum offers a safe and pleasant environment for all visitors. Front of house staff are employed to keep you safe and to assist you during your visit.

No smoking

We operate a No Smoking policy within our buildings and close to our entrance and exit doors. Visitors are encouraged to dispose of cigarette ends safely.

Emergency procedures

The museum service takes Health and Safety very seriously. Staff are trained to evacuate visitors speedily from the building in an emergency situation.

CCTV

The museum uses high-level security systems. All visitors are recorded on CCTV from the time they enter the museum premises until they leave the site. This ensures the safety of museum visitors, buildings and exhibits.

Dogs

Dogs of all types are allowed on site if accompanied by their owner.