



Access

Welcome to the Horniman! We have lots of information to help you plan your visit and know what to expect in advance.

The Horniman would like to make visiting as accessible as possible for all of our visitors.

Find lots of information below to help you plan your visit and answer any questions you may have. We have also created a series of films which show you how the Horniman is on a typical day, in terms of visitors, lighting and noise levels. [Watch them on our YouTube channel.](#)

If you have any queries or require any assistance ahead of your visit, please phone 020 8699 1872 or email enquiry@horniman.ac.uk - we'll be happy to help.

Come visit us video: <https://www.youtube.com/watch?v=eL5NEtrI2T8>

Before Arriving

Please see the [Plan your Visit page](#) to see a map of the area and details of public transport routes to the Horniman.

Visiting Safely

Please wear a mask or face covering if you are able to (children under 11 are exempt).

Hand sanitiser stations will be located throughout the Museum, and additional cleaning of doors and touch points will take place regularly throughout the day.

Extra staff will be on hand in the Museum to provide help and assistance. They will be wearing face coverings. Please follow social distancing guidelines throughout your visit, including when speaking to our staff.

Visitor route

Visitors must follow the one-way route around the Museum. This will give you the opportunity to visit all the galleries currently open.

You must only use the designated up and down stairways to change levels.

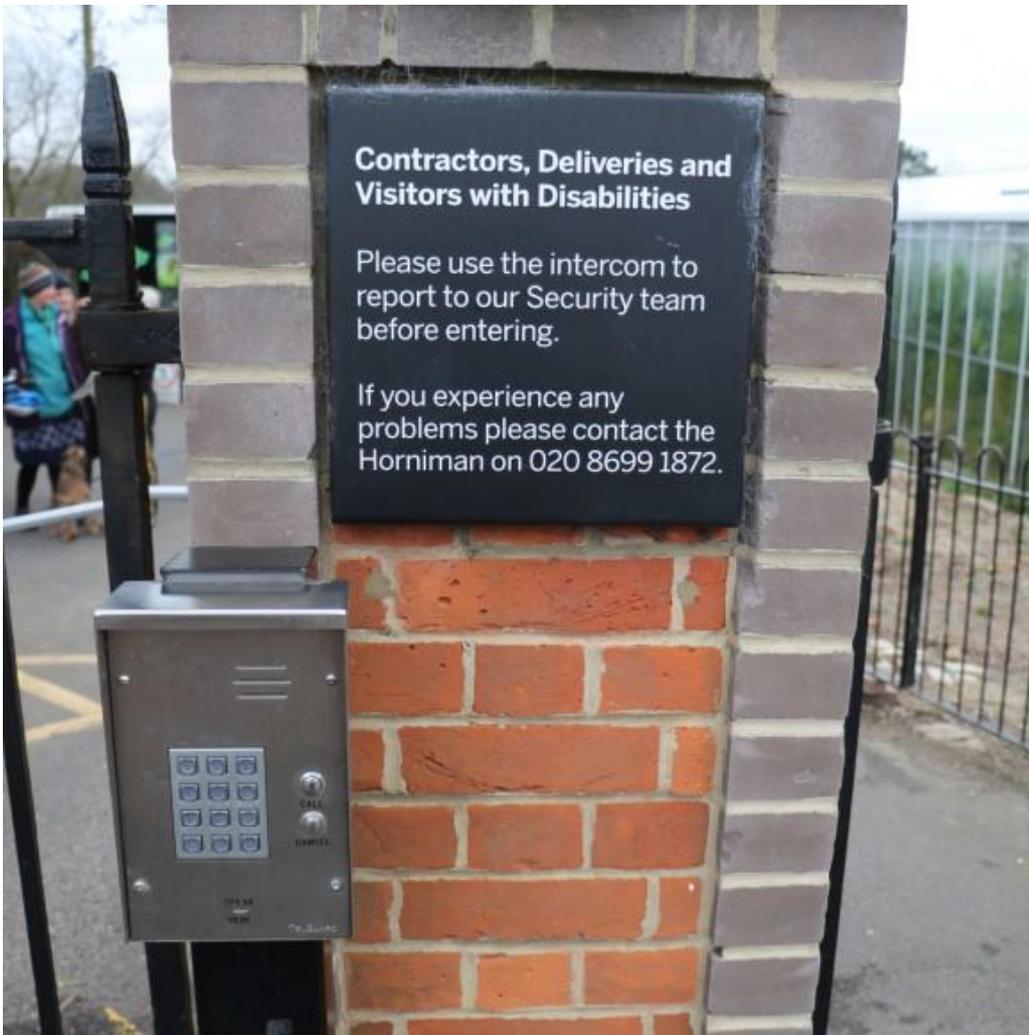
An accessible step-free route is also available. The lift will only be available for visitors in wheelchairs and those with access needs.

Car Parking and Arrival

There are limited spaces for car and mini-bus parking available on the Museum site for Blue Badge Holders.



To enter the site you need to go to the Horniman Drive entrance - please use postcode **SE23 3BT** when using a SatNav or GPS.



There is a buzzer on the right-hand side, please press it to ask Security to enter.

If the buzzer is too high, please call 020 8699 1872 or email enquiries@horniman.ac.uk in advance.

Watch this film which shows how to get from the Horniman Drive entrance to the Blue Badge parking:

<https://www.youtube.com/watch?v=mHxF1qXAGko>

Please be aware that the path from the parking bays provided to the main entrance of the Museum is on a downward slope. Watch this film to see the route from the Blue Badge Parking to the Museum entrance:

<https://www.youtube.com/watch?v=p5UXY0RRjTg>

Here is a downloadable pictorial guide about how to enter the site in a vehicle and where to park. If you are using a transport provider, we recommend printing this off and giving it to the driver.

[Instructions for Entering and Leaving the Gardens in a Vehicle - PDF](#)
(25kb – opens online)

[Instructions for Entering and Leaving the Gardens in a Vehicle - Word Document](#)

(111kb – opens online)

Main Entrance

The Horniman is fully accessible from the main public entrance on London Road.



The path from the main gate to the Horniman entrance is approximately 150 meters long and is uphill. There are benches along the route.

The main entrance is to the right.

There are two sets of automatic glass doors at the entrance.

Please do not use the Clocktower entrance. This is for staff and deliveries only, and is not accessible for wheelchair users.

You can walk the route from the London road entrance in this short film:

<https://www.youtube.com/watch?v=x70zz8clwUQ>

Main entrance Reception and Ticket Desk

Inside the main entrance there is a staffed Ticket Desk. Staff here are happy to offer assistance.

Wheelchairs can be borrowed, free of charge, from our Ticket Desk. All our wheelchairs will be sanitised following use.

Buggies should be left in the designated area inside the main entrance. They can be collected on the way out. Please note that you cannot leave your buggy anywhere else in the Museum and that the main visitor route contains stairs.

Tickets

Entrance to the Horniman Museum and Gardens is free.

There is a charge for visiting [Permian Monsters](#), our current family-friendly exhibition.

Carers accompanying disabled visitors visit for free, but must book a ticket. See the [ticket information](#) page for more details.

Facilities

The Museum and Gardens are wheelchair friendly with accessible toilets in Gallery Square

The Gallery Square toilets will be open and managed on a household-in household-out basis. They will be cleaned regularly throughout the day.

The Museum does not provide hoists or adult changing rooms.

A lift gives access to all the exhibition areas.

See the [plan your visit](#) page for more information about the facilities at the Museum including the Shop and Café, lift access and wheelchair hire.

Lighting levels

Some galleries have low lighting. Torches and magnifying glasses are available from the Ticket Desk to assist with reading. Gallery staff are also happy to help.

Exiting the Museum

You will need to leave the Museum via our Education Centre, as visitors cannot enter and exit through the same door.

This is an accessible, and step free route.

Shop

A pop-up shop selling a range of popular products and gifts can be visited on the way out of the Museum. Contactless payments are preferable.

Please sanitise your hands when you enter and try to only handle products that you intend to purchase.

Horniman Gardens

The Gardens have concrete paths throughout. Some of the paths are very steep and on wet or frosty days may not be suitable for wheelchair users or anyone who is unstable on their feet.

The ground on the Nature Trail is uneven and can be muddy in rainy weather, so is not suitable for wheelchair users or anyone unstable on their feet.

Find out more about the Gardens:

- [Grasslands Gardens](#)
- [Sunken and Display Gardens](#)
- Rest of the [Gardens](#)

Closures

The Aquarium, Natural History Gallery Balcony, Nature Base, Music Gallery Hands on Space and the Hands on Base will remain closed initially but we plan to open them when all the necessary distancing and safety measures are in place.

Many of our interactive exhibits, including the fish projection in the Oceania section of the World Gallery, will not be available or have been adapted for your safety. Our popular volunteer-led handling trolleys will return again once it is safe to do so.

The toilets at the main entrance and the cloakroom will be closed. Please follow safety measures when using the Gallery Square toilets.

Website Accessibility

The Horniman is committed to providing a website that is accessible to the widest possible audience, regardless of technology or circumstance.

We are actively working to increase the accessibility and usability of our website.

- This website endeavours to conform to level A and AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines. We make every effort to ensure that all the content on our site meets this standard.
- We are making every effort to ensure that we don't exclude any users. For example: we use alternative text descriptions and decorative graphics have null alternative attributes.
- URLs on the site are human friendly.
- We try to use clear and simple language.
- We have tested the colours we use in the design for contrast.
- The main text of our printed documents are available on the site, either as accessible HTML or in other formats such as PDF.

Please get in touch if you have questions, if you are having difficulties using the site, or would like to know more about what we are doing to make our websites accessible: enquiry@horniman.ac.uk

Change the way this site looks

You can change the way this website looks to suit your needs. The settings available differ from browser to browser, but most browsers offer some or all of the following:

- **Change the font size**
You can adjust the size of nearly all the text on this website by using the font size setting in your browser. This setting is found in the 'View' menu of most browsers.
- **Other text and colour changes**
Some browsers allow you to change the default font and background colours you use. These settings are usually found in the 'Options' or 'Preferences' menus.
- **Use a 'plain' layout**
Many browsers allow you to strip a web page of all layout and styling by turning off the website 'style sheets'. If your browser supports this setting you will most likely find it in the 'View' menu.

Keyboard access

Most browsers let you skip from link to link using the TAB key. The current

link will be highlighted. To move backward, hold down SHIFT and press the TAB key.

Our staff

Speak to one of our Visitor Hosts if you have a question – they wear the yellow lanyards