



## 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](mailto:enquiry@horniman.ac.uk) - we'll be happy to help.

[Come visit us video](#)

## 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.

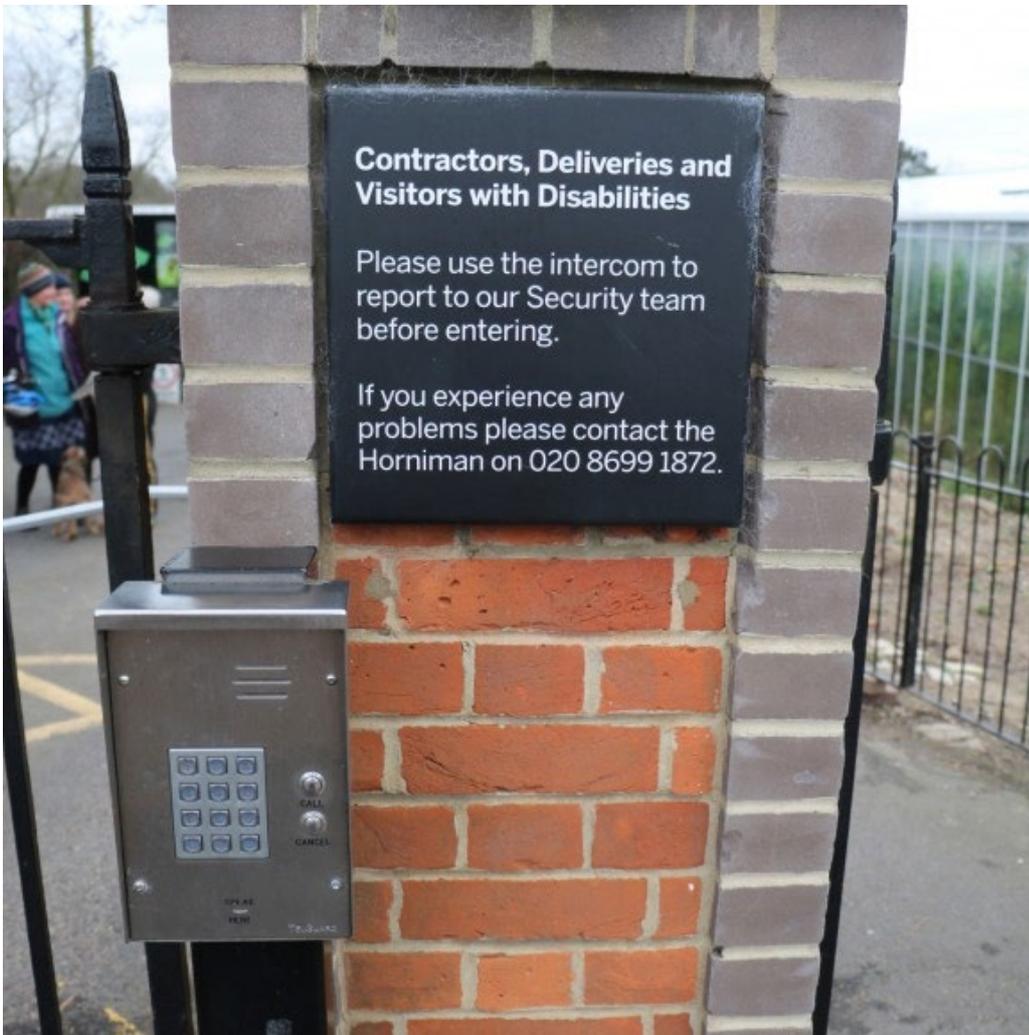
An accessible step-free route is also available. The lift will only be available for visitors in wheelchairs and those with access needs.

## 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](mailto:enquiries@horniman.ac.uk) in advance.

Watch this film which shows [how to get from the Horniman Drive entrance to the Blue Badge parking](#).

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](#).

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.

## 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, as well as the [Aquarium](#) and [Butterfly House](#).

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

Many of our interactive exhibits 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

This accessibility statement applies to [horniman.ac.uk](http://horniman.ac.uk) and [webshop.horniman.ac.uk](http://webshop.horniman.ac.uk)

This website is run by Horniman Museum and Gardens. We want as many people as possible to be able to use this website and for it to be a useful tool for all. For example, that means you should be able to:

- change colours, contrast levels and fonts
- use a zoom to enlarge the text
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand. [AbilityNet](#) has advice on making your device easier to use if you have a disability.

## **How accessible is our website**

We know some parts of this website are not fully accessible, for example:

- some parts of the navigation and headings may not always appear in the most logical order if you are using assistive technologies to navigate the page, and it is not possible to skip to the main content when using a screen reader.
- many PDF documents aren't fully accessible to screen reader software, particularly older PDF resources.
- our video and audio content do not have descriptive text transcripts or audio description tracks.
- some of our online forms are difficult to navigate using just a keyboard or via a screen reader.
- some components within our webpages do not work as well as they should at higher screen magnification settings.
- there are some contrast issues between the text and background colours on some webpages.
- we use a third-party services to power our newsletter sign up form, donation forms and the webshop for buying tickets. Some elements of these service may not be accessible to those using keyboard navigation or assistive devices.

## **If you need website information in a different format or would like assistance before your visit**

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email – [enquiry@horniman.ac.uk](mailto:enquiry@horniman.ac.uk)
- call - 020 8699 1872

We'll consider your request and get back to you as soon as possible.

If you cannot view the map or address on our [plan your visit page](#), call or email us for directions.

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

When you visit, you will find that our Ticket Desk has audio induction loops and can provide advice on how to best enjoy your visit.

## **Reporting accessibility problems with [horniman.ac.uk](http://horniman.ac.uk)**

We have undertaken an access audit and are currently working with our auditors and developers to systematically correct and improve non-accessible parts of the site as soon as possible (see below for list).

If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact our Digital Team via [web@horniman.ac.uk](mailto:web@horniman.ac.uk).

## **Enforcement procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

## **Technical information about this website's accessibility**

Horniman Museum and Gardens are committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) A and AA standards. Although we aim for full compliance, there are some areas where we do not meet this, and have listed these issues below.

We are currently working to fix these issues where indicated and will be updating this statement with the status of fixes and timescales as we work through them. We have also explained where we believe resolving issues would be a disproportionate burden to the Horniman.

## **Non-compliant issues to be fixed**

These are the details of content and features which are non-accessible, as well as which parts of the WCA Guidelines they relate to. We are working to correct these issues by December 2020.

- Some headings and sub-headings may not appear logically when using assistive technologies to navigate the page. (WCAG Level A 2.1: 2.4.1 and WCAG Level AA 2.1: 2.4.6)
- Videos do not have descriptive text transcripts or audio descriptive tracks, and some videos do not have captions for sounds that are not spoken. (WCAG Level A 2.1: 1.2.1 / 1.2.2 / 1.2.3 and WCAG Level AA 2.1: 1.2.5)
- Many PDFs are not tagged or have sufficient alternative text to make them accessible, including titles and headers. (WCAG Level A 2.1: 1.3.1 / 1.1.1 and 2.4.2)
- An error with the Cookie Notice means this is announced to screen readers when it has been dismissed from the page. (WCAG Level A 2.1: 4.1.2)
- When viewing the code behind the site, some markup is not consistently used, for example: making it hard to see where emphasis to the text is given, like bold. (WCAG Level A 2.1: 4.1.2 and 1.3.1)
- Some of the HTML code behind the site contains errors which may make it hard to navigate and read with assistive technologies. There are some parts of the site where the ARIA framework has been incorrectly implemented with no identified landmarks, which impacts how the site is read on screen readers. (WCAG Level A 2.1: 4.1.1, 4.1.2 and 1.3.1)
- The language of the page is not defined on some of the JSON downloads from the collections and some PDFs. (WCAG Level A 2.1: 1.3.1)
- Some pages have links with identical link text, or are missing alternative text, which can be difficult for those using screen readers to understand the context of. (WCAG Level A 2.1: 2.4.4)
- The Contact Us form does not have an auto-complete attribute, and some error messages do not tell you how to fix the problem (for example if you enter an incorrectly formatted email address). Some elements of the form are not grouped correctly. (WCAG Level A 2.1: 1.3.1; and WCAG Level AA 2.1: 1.3.5 and 3.3.3)
- Some pages have duplicate page titles. (WCAG Level A 2.1: 2.4.2)
- Some page styling makes it difficult to see the outline of some page elements - like links - when using focusing tools, and the tab order is not logical for keyboard users. (WCAG Level A 2.1: 2.4.3 and WCAG Level AA 2.1: 2.4.7)
- If using custom page styling, some features of the pages like parts of the navigation, buttons and text may overlap or disappear when adjusting the spacing. (WCAG Level AA 2.1: 1.4.12)
- Some elements, like the menus in the footer, are not grouped and lack the correctly associated labels when using assistive technologies. (WCAG Level A 2.1: 1.3.1)

- Some buttons and frames, like videos and maps, are not properly titled within the page code and are not possible to bypass. Pages like the What's On have elements which lack clear labelling and alternative text. (WCAG Level A 2.1: 1.1.1 and 2.4.1)
- The Collections search and Shareable Link in the Collections area lack correct text labels making them hard to read with assistive technologies. (WCAG Level A 2.1: 1.1.1)
- When zooming in to 200% and above some menu items are lost, and page elements overlap. (WCAG Level AA 2.1: 1.4.4)
- Image and text links need to be combined to provide a unique destination link. (WCAG Level A 2.1: 1.1.1)
- Some images have too much alternative text, while decorative images should have no alternative text as they are not informative. Images which are used as jump links in the Learning Resource Section should include their purpose, not just the alternative text. (WCAG Level A 2.1: 1.1.1)
- Some parts of the navigation, text and elements of the page, like buttons, do not have a high enough colour contrast ratio, and the colour elements of the homepage need to be set. (WCAG Level AA 2.1: 1.4.3 and 1.4.11)
- Parts of the website are not navigable with keyboard and tabbing alone, in particular the collections search, header menu and calendar elements. It is also not possible to dismiss the second layer of navigation menu by keyboard alone. (WCAG Level A 2.1: 2.1.1 and WCAG Level AA 2.1: 1.4.13)
- Some icons are not pronounceable to a screen reader, and the scroll sideways arrow and magnifying search icons do not have an accessible name. (WCAG Level A 2.1: 4.1.2 and 1.1.1)
- There is no 'Skip to main content' option for assistive technologies to repeat content across most pages. (WCAG Level A 2.1: 2.4.1)

## Disproportionate burden

We've assessed the cost and resources needed to fix the issues below and believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another assessment when the supplier contracts for each of the third-party services are up for renewal in 2021.

- **Webshop:** There are numerous accessibility issues with the Horniman webshop, which is built on a third party platform, including multiple issues with headers and navigation that is not easily tabbed, poorly labelled buttons and links which are only identified by colour, and form elements not being labelled or visible to screen readers. We will be discussing these issues and solutions with this supplier before December 2020.

- **Donate form (Donorbox):** Our donation forms found on the Donate, Project Coral and other fundraising pages are created using a third-party supplier (Donorbox), and the creation of our own donation mechanisms outstrips our digital development budget considerably at this time. This will be reviewed on a yearly basis when budgets are set and we will ask the supplier if they can meet the AA Access criteria by December 2020.
- **E-newsletters (Mailchimp):** Our e-newsletter and schools e-newsletters are created using a third party integration called Mailchimp. We will be asking if their embeddable forms can meet the AA Access criteria by December 2020.
- **Older PDF press releases:** The Horniman has numerous legacy PDF press releases which are not accessible but recreate what is available elsewhere in HTML page format on the site. We do not have the resource to retroactively make these PDFs accessible.
- **Collections online:** Our Collections records number in excess of 100,000 records online and more are added daily. These records often have duplicated titles, and images with the same alternative text as the image title. Due to the high volume of records to amend, we do not have the staff resource to manually change how these records are titled and how the alternative text is generated. We are however, looking at what may be automated to achieve greater accessibility by December 2020.

## **Content that's not within the scope of the accessibility regulations**

Some of the content included on our websites does not fit within the scope of the accessibility regulations. This includes:

- **Collections like scanned manuscripts and ledgers:** We have made transcripts and alternative text available where possible on manuscripts, ledgers and archival material, but this is not available on all of our text based digital collections.
- **Pre-recorded media published before 23 September 2020:** We will not be provided text transcripts or audio descriptions to non-essential video and audio created before this date, but all new content will include text transcripts or audio descriptions to help those with visual impairments understand what is happening in some of our videos and audio content. We will also be tackling essential video content created before this date, to be completed by January 2021.
- **PDFs and other documents published before 23 September 2018:** Some of our older non-essential PDFs documents and resources were published before 23 September 2018, and are therefore exempt from the accessibility regulations which [do not require us to fix PDFs or other documents published before 23 September 2018](#). Any new PDFs or Word documents we publish will meet accessibility standards. We will

also be tackling essential PDF content to be made accessible or converted to HTML pages completed by January 2021.

- **Live video:** Live video events which may be embedded on this site do not have captions. We do not have the resources to provide live captioning services during these events. Live video is [exempt from meeting the accessibility regulations](#).
- **Third-party content:** We use a number of third-party content on our website. The design and implementation of these are not under our control, and therefore they are exempt from the accessibility regulations. However, we make them accessible where we can and raise any other issues with these suppliers. For maps in particular, we always make location information available in an accessible way via an address, so that the map is not the only way of obtaining information. These include:
  - Social networks (embedded tweets and posts, as well as sharing buttons and feeds from sites like Pinterest)
  - Google maps and CityMapper (interactive maps)
  - Video and audio hosting sites (YouTube, Vimeo, Soundcloud and Audioboo).

## **What we're doing to improve accessibility**

We are developing an accessibility roadmap to show how and when we plan to improve website and content accessibility, including the non-compliance issues above, which will be available to download by end of October 2020.

## **Preparation of this accessibility statement**

This statement was prepared on 23 September 2020. It was last reviewed on 23 September 2020.

This website was last tested on 16 September 2020. The test was carried out by Zoonou.

We used this approach to deciding on a sample of pages to test:

- An example of each web page template type (ie, a blog, an event, an object record etc)
- Key areas of the site (homepage, contact us page, plan your visit etc)
- Pages that represented key user journey's through the site (what's on, access etc)
- Site functionality and forms (search box, events calendar, PDFs etc)

For more details about our website accessibility testing, please contact the Digital Team: [web@horniman.ac.uk](mailto:web@horniman.ac.uk)

## **Our staff**

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