



# Access Statement

Department		North Wales Science (Xplore!)	
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## **Finding us**

- Xplore! Science Discovery Centre, 17 Henblas Street, Wrexham, LL13 8AE
- 01978 293400
- [info@xplorescience.co.uk](mailto:info@xplorescience.co.uk)
- [www.xplorescience.co.uk](http://www.xplorescience.co.uk)

## **Public Transport & Parking**

There are good public transport links to Wrexham from across North Wales and North West England. Wrexham has two train stations, Wrexham Central (0.4 miles from Xplore!) and Wrexham General (0.5 miles from Xplore!). Wrexham also has a bus station located 0.3 miles from Xplore!

There is no parking available on site at Xplore! but we are situated in Wrexham town centre close to several public car parks. The closest parking to Xplore! is at Ty Pawb located opposite our Chester Street entrance and is payable upon return to the car park. There is also parking available at WCBC operated car parks at Waterworld (0.2 miles from Xplore!), St George's Crescent (0.2 miles from Xplore!) and Market Street Short Stay (0.1 miles from Xplore!). For up-to-date parking information including locations and prices, please see [http://old.wrexham.gov.uk/english/travel/car\\_parks/town\\_centre\\_carparks.htm](http://old.wrexham.gov.uk/english/travel/car_parks/town_centre_carparks.htm)

## **Arrival at Xplore!**

We have two entrances here at Xplore! located on Chester Street and Henblas Street in Wrexham. Our Chester Street entrance has a shallow ramp leading into the centre from the door and our Henblas Street entrance has level access.

Throughout our entrance and reception area, we have:

- Automatic entrance doors
- Level access
- Reception, admissions and help desk at the same height.
- Payment taken by cash or card (contactless and chip and pin)
- Hearing loop

## **Café**

Our café is open to Xplore! visitors and members of the public. Our café has self-service drinks, food and snacks and we do ask that visitors place any litter or recycling, etc. in the bins provided but our staff are on hand if assistance is required. The café is made up of tables and chairs which can be moved if additional access is required. Our café can be accessed from the reception area and the shop.

## **Shop**

Our shop sells a wide variety of STEM themed gifts, toys, kits and more. Due to the varied nature of this, our stock is displayed at different heights throughout the shop area. There is a clear path around the whole shop area allowing access to all stock and the café. Our staff are on hand if assistance is required. There is a separate entrance to the shop as well as access from the exit gate of the exhibition.

## **Exhibition**

Our exhibition area is accessed through electronic gates. These are controlled using an access pass that you will be given on arrival and there are two gates, one standard width gates and one wider gate for access by visitors with mobility issues, wheelchairs and prams and buggies. The exhibition exit is via manual gates leading to the shop area. Our staff are always on hand if assistance is required.

Throughout the exhibition area we have level access flooring. The flooring is smooth and painted grey with contrasting areas and patterns of different colours. Our theatre is carpeted in one solid colour.

Some of our exhibits use motors and other pieces of equipment that can be loud. In general, our exhibition sits at around 80db (with no visitors). An average vacuum cleaner operates at around 75db.

Our exhibition also has:

- Several seating areas
- Lockers of varying sizes and heights (These require a deposit of £1 which is returned when the key is returned)
- A buggy and wheelchair park (located next to our indoor picnic area)
- A picnic area for families and school groups. This area is made up of moveable tables and benches.
- Exhibits of varying heights, some of which use loose pieces. These are attached to the exhibits where possible.
- Low light area. This is situated next to our theatre and contains exhibits that rely on low light levels. The floor is level but we do ask visitors to be extra cautious within this area. The doorway may not be suitable for all wheelchairs or mobility aids.
- Some exhibits use magnets. The magnets pose little risk to pacemakers and hearing aids but should be kept at least 6 inches away from them as a precaution.

We also have a theatre and two workshop rooms. These areas are only available for access by Xplore! visitors when booked into a show or workshop. The floor is level and one solid colour. Our staff are happy to move furniture round as required. Please be aware that the lighting in these rooms can be adjusted depending on the activities at the time.

## **Toilets**

Our toilets are situated towards the back of the exhibition area. We have several cubicles available in both the ladies and gents toilets. We also have a baby changing facility, disabled toilet and we are in the process of completing a fully accessible changing facility with a ceiling hoist and changing bench. Our toilets are for the use of Xplore! customers only, there are public toilets located at Ty Pawb and on Henblas Street. There are also unisex toilets in the reception area available for use by Xplore! café customers who are not visiting the centre.

## **Other important information**

- Floor to ceiling windows with varying printed images and patterns.
- Xplore! welcomes assistance dogs. We are happy to provide drinking water on request and staff will be happy to give details of the nearest green space for toileting.
- Xplore! is breast feeding friendly and visitors are welcome to feed in the café and exhibition area. We have also provided a comfortable chair in the baby changing facility if more private feeding is preferred.
- Xplore! recognises and supports the hidden disabilities sunflower scheme. <https://hiddendisabilitiesstore.com/about-hidden-disabilities-sunflower>
- We offer complementary admission for carers. Please provide a form of ID on arrival at Xplore!
- Many of our staff have received training to become Dementia Friends and have undertaken additional training in dementia awareness.
- We have clear evacuation procedures including for those visitors with mobility issues, wheelchair users, hidden disabilities and requiring any other type of assistance.

If you have any questions regarding this statement or access to Xplore! please get in touch by contacting 01978 293400 or emailing [info@xplorescience.co.uk](mailto:info@xplorescience.co.uk)