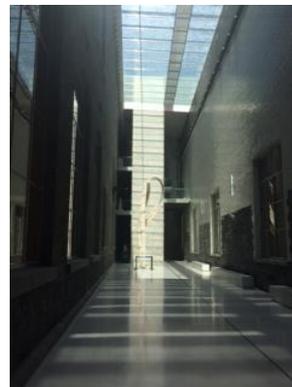

Welcome to the National Gallery of Ireland

Accessibility Statement - June 2017



This access statement does not contain personal opinions as to our sustainability for those with access needs, but aims to accurately describe the facilities and services that we offer our visitors.

If you require this access statement in an alternative format please contact us by phoning the Visitor Experience Team on + 353 1 6615133 or emailing visitorexperience@ngi.ie

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1 Welcome and introduction

Our mission is to care for, interpret, develop and showcase art in a way that makes the National Gallery of Ireland an exciting place to encounter art. We aim to provide an outstanding experience that inspires an interest in and an appreciation of art for all. We are dedicated to bringing people and their art together.

The National Gallery of Ireland is committed to providing access to all visitors. We want to make your visit as easy and comfortable as possible. This guide is designed to help you find your way around the Gallery more easily and the floor plan shows you the location of ramps, lifts and amenities. It will also help you plan your visit by introducing the galleries, collections, displays and special exhibition areas as well as café and Gallery shop. In addition, there is a wide programme of lectures, tours, events and activities to help you make the best use of your time.

For additional information, prior to your visit please call + 353 1 6615133, Monday through Friday, 9:15 am to 5:30, email visitorexperience@ngi.ie or visit our website nationalgallery.ie. Once in the Gallery, questions about accessibility may be directed to the security personnel in the galleries or to the information desk staff.

Entrances on Merrion Square West and Clare Street are accessible for buggies and wheelchair users. The gallery is accessible by lift to all levels. Our security attendants and information desk staff will be glad to offer further assistance.

In accordance with section 26(2) of the Disability Act 2005, the National Gallery of Ireland has appointed an Access Officer. Christiaan Clotworthy is the Access Officer and is responsible for providing or arranging for, and co-ordinating assistance and guidance, to persons with disabilities accessing services provided by the National Gallery of Ireland and generally to act as a point of contact for people with disabilities wishing to access such services.

In accordance with section 38 of the Act a person may make a complaint to the Inquiry Officer of this organisation, if he/she considers that the organisation has failed to comply with sections 25, 26, 27 or 28 of the Disability Act. If, because of a difficulty, a person needs assistance making a complaint in relation to the failure of this organisation to provide accessible services, he/she can contact our Inquiry Officer who will try to assist them in making their complaint. In accordance with section 39(1) of the Act, Ms Sile Boylan has been appointed as inquiry officers for the organisation.

For further information contact

T: + 353 1 6615133

E: visitorexperience@ngi.ie

W: www.nationalgallery.ie

2 Getting to the National Gallery of Ireland

By Bus:

- Dublin bus offers many routes that pass close to the National Gallery of Ireland. All buses that service the City Centre are within walking distance of the Gallery. For the latest route details and timetable information see www.dublinbus.ie.

- Frequent bus routes operate from Clare Street, Merrion Square West, Nassau Street and the City Centre. Bus Numbers 4, 7, 7a, 7b, 7d, 11, 25, 25a, 25b, 25d, 26, 27X, 37, 38A, 38B, 38D, 39, 39A, 46A, 46E, 66, 66a, 66b, 67, 70, 84X, 116, 120, 145, 740, 757 all serve this area.
- [For additional help to plan a journey click here to access the Dublin Bus website.](#)
- [For information on the accessibility of Dublin Bus click here.](#)

By Rail:

- The nearest Dart station is Pearse Street station (10-15 mins walk away). For details of Dart timetables please refer to <http://www.irishrail.ie/home/> or phone 1850 366222.
- [For queries on access for people with disabilities click here](#) or phone 1850 366222. Please note that if you require assistance to access the Dart you will need to ring in advance of your journey.

By Luas:

- There are currently two Luas Lines that operate in the City Centre (Green and Red Line) with a new Cross City Line due to be open in December 2017.
- The nearest Green Line stop to the National Gallery is the St. Stephen's Green stop.
- The nearest Red Line stop to the National Gallery is the George's Dock stop. Access to the Gallery is across the pedestrian bridge over the Liffey and along Lombard Street East and along Westland Row.
- [For further information on accessibility of the Luas click here.](#)

By Taxi:

- Taxis are available throughout Dublin and can be flagged down on most streets. The fare varies depending on where you are coming from.
- There are extra charges for additional passengers, luggage, animals (other than a guide dog). All information regarding charges is available from the taxi driver.
- Ask the taxi driver to estimate the fare before getting into the car, if in doubt.
- For details on accessibility of Taxis see <https://www.nationaltransport.ie/taxi-and-bus-licensing/taxi/operating-an-spsv/additional-rules-of-operation-for-taxis-and-wheelchair-accessible-taxis/>

By Road:

- The National Gallery of Ireland is located on Merrion Square West, Dublin 2 which is located in the Centre of Dublin City. On street pay and display car parking is provided on Merrion Square and there are 2 blue badge parking bays located on Merrion Square at the main entrance gate. Blue Badge holders can park for free.
- For Google Maps and Sat Nav use Merrion Square West.

3 General accessibility

3.1 Car parking - Merrion Square Entrance

- There are 2 blue badge parking bays located on Merrion Square at the main entrance gate.
- Parking is free for Blue Badge holders.

- The surface of the car park is level and access is provided to the footpath.
- The accessible bays are 2,400mm wide by 4,800mm long. There is a 600mm wide transfer area provided at the sides of the bays.
- Level access is provided at the side of the car parking spaces. Please note there is no dropped kerbs at the head of the bay.



3.2 Clare Street Entrance

- There are no accessible parking bays provided at the Clare Street entrance.

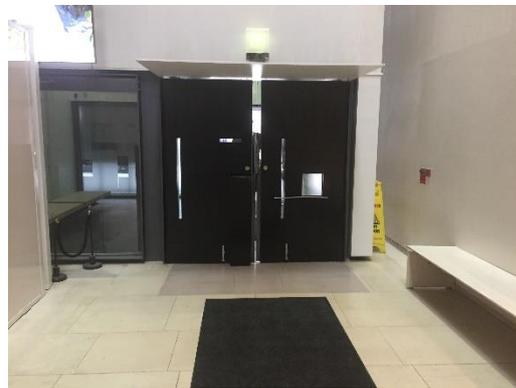
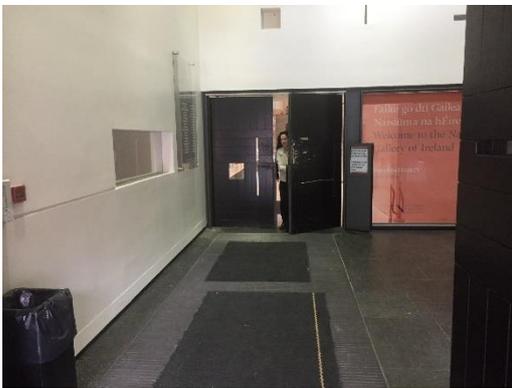
3.3 Merrion Square Entrance

- The main entrance is approximately 40m from the main gates which are located on Merrion Square.
- The approach route from the gate to the main entrance is graded.
- Level access is provided at the Merrion Square entrance.
- The entrance on Merrion Square West is accessible for buggies and wheelchair users.
- The clear width of the door opening, when fully open is 1,100mm.
- The entrance is located under the main portico and therefore it is covered/sheltered.
- The area is well lit.
- Staff are on hand to provide assistance at this entrance.
- The main entrance door is a set of double manually operated doors.
- There are safety markings provided on the glazed doors to avoid people walking into them by accident.
- Well-designed matwells are in place at the entrance foyer.



3.4 Clare Street Entrance

- There is a controlled pedestrian crossing located at the main entrance.
- Level access is provided from the public footpath leading to the entrance.
- The entrance on Clare Street is accessible for buggies and wheelchair users.
- The outer entrance doors are held open with a clear width of 1,700mm.
- A canopy is provided at the Clare Street entrance
- The area is well lit.
- Staff are on hand to provide assistance at this entrance and the main entrance doors are held open.
- The main entrance doors are manual.
- The entrance is covered/sheltered.
- The internal lobby doors are 900mm wide and manually operated.
- Fixed seating is provided in the main foyer opposite the Information Desk.



3.5 Information Desks

There are two information desks located within the Gallery:

- Level 0 at the Clare Street Entrance.
- Level 1 at the Merrion Square West Entrance.

The following is in place at both information desks:

- Level access is provided to gain access to the information desks.
- The information desks have been designed for both standing and seated users.
- Information desks are fitted with hearing induction loops.
- Adequate lighting is provided at both information desks.

- Magnifying glasses, pen and pad of paper are available from the Information Desk
- Staff and volunteers are on hand to provide assistance at this entrance.
- Audio guides are available on request.
- Dog bowls with water are available for guide and assistance dogs.
- Tactile/sensory boxes are available.
- Accessibility Maps are available to assist in getting around the Gallery.
- Both areas are well lit with plenty of natural light.
- Seating is provided for guests.



Clare Street – Information Desk

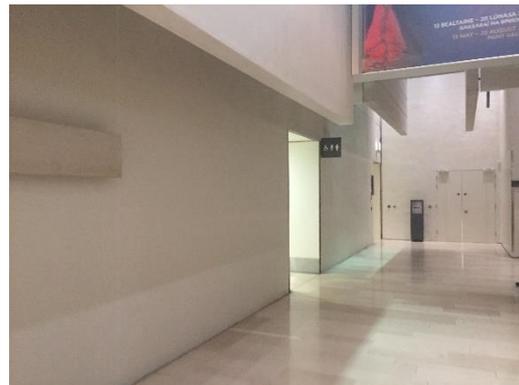


Merrion Square West – Information Desk

3.6 Getting around the Gallery

- We have fully accessible lifts, giving access to all public areas. The gallery is accessible by lift or platform lift to all levels.
- Staff are on hand throughout the gallery to provide assistance on request.
- Signage is provided throughout the Gallery and maps are available on our website and at the Information Desks located at the Merrion Square Entrance and the Clare Street Entrance.
- There are a number of platform lifts located in the Gallery spaces to overcome changes of levels.
- Stairs within the Milltown Wing have been designed for ambulant disabled users.
- The main stairs in the Millilumen wing is fitted with a number of handrails and there is a lift located close by.
- The majority of doors around the Gallery are held open to allow ease of access throughout the Gallery space.

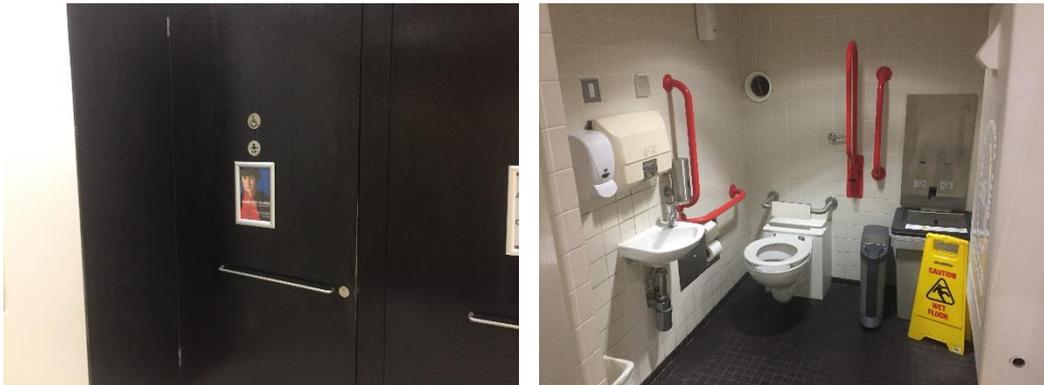
- Circulation spaces around the Gallery are well maintained and free from obstruction.
- Seating is provided around the Gallery.
- We endeavour to make your visit as accessible as possible though this may not always be possible due to unforeseen circumstances and facility issues.



3.7 Public Toilets Level 0, Millennium Wing

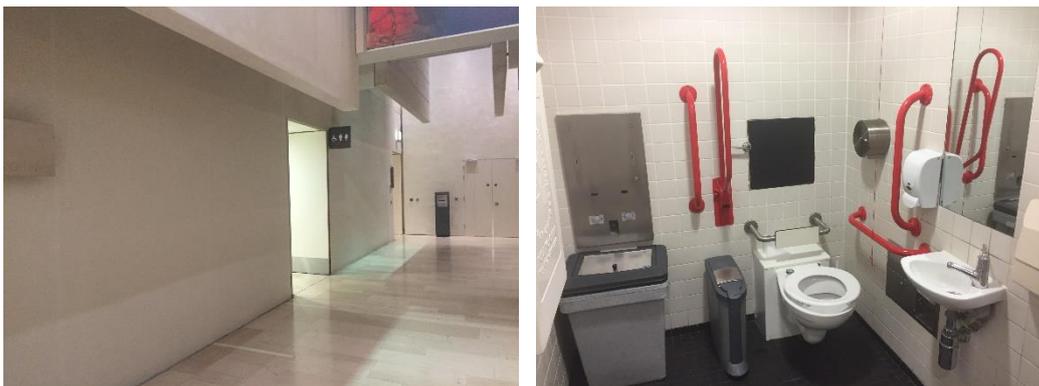
- Designated accessible facilities are located off the main foyer of the Millennium Wing at the Clare Street entrance.
- There is an international symbol of accessibility on the door leading to the accessible WC.
- The width of the door is 900mm
- The room is 1,500mm wide and 2,000mm long.
- There is clear space for wheelchairs to transfer on and off the WC.
- Right hand transfer is provided onto the WC.
- Height of WC from floor to seat is 480mm. There are also visually contrasting grabrails provided.
- There are emergency pulls in all of the accessible toilets
- Non-slip tiled flooring is in place.
- Lever taps are provided in the accessible WC.
- There is an emergency pull cord in the accessible WC and this is located adjacent to the toilet.

- There is a baby changing table provided in the accessible WC.



3.8 Public Toilets Level 1, Millennium Wing

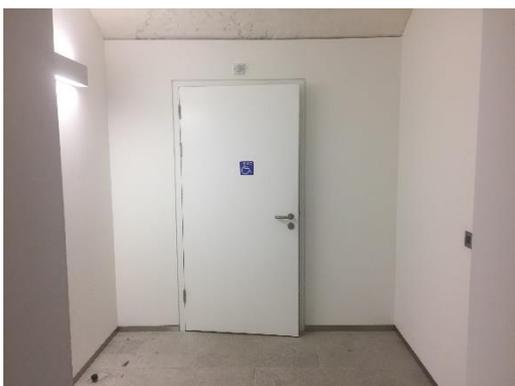
- Designated accessible facilities are located off the main foyer of the Millennium Wing at the Clare Street entrance.
- There is an international symbol of accessibility on the door leading to the accessible WC.
- The width of the door is 840mm.
- The room is 1,600mm wide and 3,400mm long.
- There is clear space for wheelchairs to transfer on and off the WC.
- Left hand transfer is provided onto the WC.
- Height of WC from floor to seat is 500mm. There are also grab rails.
- Non-slip tiled flooring is in place.
- Lever taps are provided in the accessible WC.
- There is an emergency pull cord in the accessible WC and this is located adjacent to the toilet.
- There is a baby changing table provided in the accessible WC.



3.9 Level -1, Milltown Wing – Unisex accessible WC

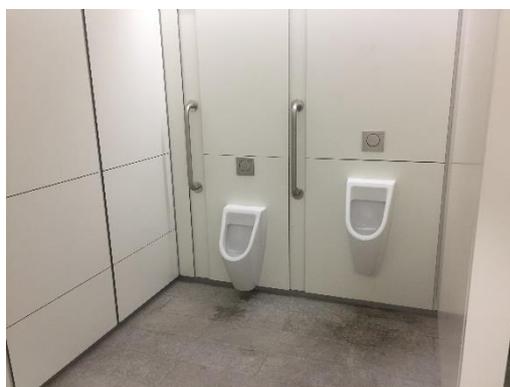
- There are male and female public toilets and a unisex accessible WC located at -1 level of the Milltown Wing.
- Access to the unisex accessible WC is via the lift at level 0 of the Milltown Wing. The lift is located adjacent to the Merrion Square entrance.
- There is an international symbol of accessibility on the door leading to the accessible WC.
- The width of the door is 900mm.

- The room is 1,620mm wide and 2,200mm long.
- There is clear space for wheelchairs to transfer on and off the WC.
- Left hand transfer onto WC
- The height of WC from floor to seat is 480mm. There are also visually contrasting grab rails and a visually contrasting seat.
- There is an emergency pull cord in the accessible WC and this is located adjacent to the toilet.
- There is a visual and audible fire alarm provided within the accessible WC.
- Lever taps are in the accessible toilets and sensor taps in all public toilets
- The floor surface is tiled and slip resistance.



3.10 Level -1, Milltown Wing – Public Toilets

- Male and female WCs are also located at -1 level of the Milltown Wing.
- Access to the public toilets is via the lift at level 0 of the Milltown Wing. The lift is located adjacent to the Merrion Square entrance.
- Access is also provided via a number of stairs. These stairs are designed with handrails and visual contrasting nosings.
- Both male and female WCs are fitted with 1 No. Ambulant disabled Cubicle and a number of standard cubicles.
- The male WC is also fitted with an ambulant urinal which is fitted with a number of grabrails.
- Access doors leading to the washrooms are 800mm wide.



3.11 Changing Places Bathroom

- There is a changing place facility located at -1 level of the Milltown Wing.

- Access to the unisex accessible WC is via the Glass lift at level 0 of the Milltown Wing. The lift is located adjacent to the Merrion Square entrance.
- The width of the door leading to the Changing Place facility is 1,000mm wide.
- The room is 4,500mm wide and 2,620mm long.
- The changing place facility is fitted with a ceiling track hoist and changing bench.
- The WC is designed to allow assistance and centrally located within the room
- The height of WC from floor to seat is 480mm. There are also visually contrasting grab rails and WC seat provided within the room.
- There are emergency pulls in the changing place facility.
- Non-slip flooring is provided within the room.
- Sensor taps are provided in the changing place facility.
- The room is fitted with coat hooks and a colostomy changing shelf.



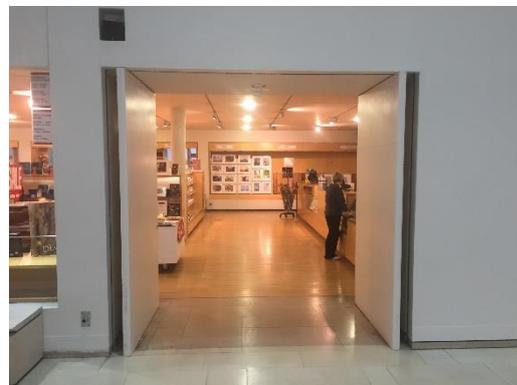
3.12 Café

- Access to the Café is off the main foyer of the Clare Street entrance.
- The Café servery area is located along a 1,800mm wide corridor.
- The servery counter is 750mm in height and staff are on hand to provide assistance. Trays are located at the start of the servery counter.
- The cafe is located to the right of the Clare Street entrance on Level 0.
- Loose seating is provided throughout the seating area of the Café. The minimum width of passage between tables and chairs is 750mm.
- The seating area in the café is well lit with good natural light throughout.
- We do strive to provide requirements for any dietary requirements and this can be discussed with staff members on duty.
- We provide high chairs for babies and small children and these are located in the kids area.
- A kids area is located next to the main café seating area.



3.13 Shop

- The Gallery Gift Shop is accessed to the left of the Clare Street entrance on Level 0.
- There are no further doors to enter the shop and it is level throughout. Payments and enquires are made at the counter which is located next to the entrance.
- There is sufficient space through the shop for wheelchair access, however assistance is available if required.
- All items for sale have bar coding price labels which may be difficult to read, however assistance is available within the shop.
- The shop is well lit throughout.
- Wooden flooring is provided within the shop.
- Hearing induction loops are provided at the cash desk.





3.14 Additional resources/information

We have a variety of resources available for visitors to use during their visit. These are available from the Information Desks. Resources include:

- Wheelchairs are available upon request.
- Large print maps and guides are available to download online (and will be zoomable).
- Magnifying glasses, pen and pad of paper are available from the Information Desk.
- Staff and volunteers are on hand to provide assistance.
- Irish Sign Language Tours and tours for blind or visually impaired visitors can be pre-booked. For further information on accessible tours please contact the Education Department on telephone number +353 1 6633505 or e-mail education@ngi.ie.
- Dog bowls with water are available for guide and assistance dogs.
- Tactile/sensory boxes are available.
- Accessibility Maps are available to assist in getting around the Gallery.
- Free Audio guides are available for adults and children at the Information Desks.
- Large text booklets are available in the Gallery spaces.
- There is a loop system in the gallery spaces, lecture theatre and gallery shop.
- Visitors with guide and assistance dogs are welcome to the Gallery.
- Induction loops are built into the walls of all gallery spaces. This will assist in terms of visitor information services and also during emergencies as the loop is also tied into the P.A. and evacuation system.
- Overall –the National Gallery of Ireland is a quiet gallery. The Gallery cafe and the foyer of the Millennium Wing are large spaces that echo and can be busy and loud during public programs. If your child is sensitive to noise, consider bringing noise cancelling headphones. Benches are located throughout the Gallery.
- For further information please contact us by phoning the Visitor Experience Team on + 353 1 6615133 or emailing visitorexperience@ngi.ie.

4 Access Policy and commitment to accessibility

The National Gallery of Ireland is currently developing a Universal Design and Accessibility policy which will indicate our commitment to maximising access for all people regardless of age, size or ability.

The Gallery is also committed to continuously improving the accessibility of Gallery and the service provided within. We are always looking for ways to improve the service we provide our visitors, so please contact us if you have any comments or suggestions about this

access guide or anything else that you think can improve your visit to the National Gallery of Ireland.

5 Contact Information

Contact Information Address: National Gallery of Ireland,
Merrion Square West,
Dublin 2,
Ireland.

Telephone: + 353 1 6615133
Minicom: n/a
Email: visitorexperience@ngi.ie
Website: www.nationalgallery.ie

Opening Hours:

- Monday - Saturday: 9.15 - 17.30
- Thursday: 9.15 - 20.30
- Sunday: 11.00 - 17.30

Admission to the General Collection is free.