

Welcome to the National Gallery of Ireland

Accessibility Statement – January 2019

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 1 661 51 33 or emailing accessibility@ngi.ie



National Gallery of Ireland, Merrion Square West, Dublin 2.

T: +35316615133

E: accessibility@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 in conjunction with the floor plans which show 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 1 661 51 33, Monday through Friday 9:15 to 17:30, email accessibility@ngi.ie or visit our website www.nationalgallery.ie. Once in the Gallery, questions regarding 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. Please ask for assistance as you may find the doors heavy. The Gallery is accessible by lifts at 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 two appointed Access Officers, Sile Boylan and Brina Casey. Sile and Brina are responsible for providing, arranging for, and coordinating assistance and guidance to persons with disabilities to access services provided by the National Gallery of Ireland and generally to act as a point of contact for people with disabilities regarding such services.

In accordance with Section 38 of the Disability Act 2005 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 the Inquiry Officer for the organisation.

For further information, contact

Phone: +353 1 661 51 33
Email: accessibility@ngi.ie
Website: www.nationalgallery.ie

2 Getting to the National Gallery of Ireland

The National Gallery of Ireland is located on Merrion Square West, Dublin 2 which is located in the centre of Dublin City. The following sections provide information on ways to travel to the National Gallery of Ireland.

2.1 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 around Clare Street, Merrion Square, Nassau Street and the City Centre. Bus routes serving these areas include; 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.

[For information on the accessibility of Dublin Bus click here.](#)

2.2 By Rail:

The nearest Dart station is Pearse Street station (6 minute walk via Westland Row and around Lincoln Place). For details of DART and train timetables please refer to www.irishrail.ie/home or phone 1850 366 222.

[For information on the accessibility of Irish Rail click here](#) or phone 1850 366 222. Please note that if you require assistance to access the Dart you will need to ring in advance of your journey.

2.3 By Luas:

There are currently two Luas Lines that operate in Dublin City Centre;

Green Line – The nearest stop to the National Gallery is the Dawson Street Stop (6 minute walk). Access from this stop is north along Dawson Street, right on to Nassau Street, continuing on to Clare Street where the Clare Street entrance is on your right.

Red Line – The nearest stop to the National Gallery is George's Dock Stop (15 minute walk). Access from here to the Gallery is via the Sean O'Casey pedestrian bridge over the river Liffey, along Lombard Street East continuing on Westland Row and around Lincoln Place – either right to Clare St entrance or left to the Merrion Square Entrance.

[For information on the accessibility of the Luas click here.](#)

2.4 By Taxi:

Taxis are available throughout Dublin and can be flagged down on most streets. The fare will vary depending on where you are coming from. There are extra charges for additional passengers, luggage and 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 further information on the 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/>

2.5 By Car:

On street pay and display parking is provided on Merrion Square and there are 2 Blue Badge parking bays located outside the main entrance gate on Merrion Square West. Blue Badge holders can park for free. See Section 2.5.1.1 for further details.

When using Google Maps and/or Sat Nav search for Merrion Square West, Dublin.

2.5.1 Car parking

2.5.1.1 Merrion Square

There are 2 Blue Badge parking bays located on Merrion Square West at the National Gallery of Ireland 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 on both sides of the bays.
- Level access is provided at the side of the car parking spaces. Please note there are no dropped kerbs at the head of the bays.



Image 1 - Accessible Parking Bays 1



Image 2 - Accessible Parking Bays 2

2.5.1.2 Clare Street

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

3 General Accessibility

The following sections provide information on the general accessibility, within and about, the National Gallery of Ireland.

3.1 Merrion Square Entrance

The following information details provisions in place regarding the Merrion Square Entrance:

- The main entrance is approximately 40m from the main gates, located on Merrion Square West.
- The approach route from the gate to the main entrance is graded.
- Level access is provided at the entrance.
- The entrance 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.
- 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.
- Staff are on hand to provide assistance at this entrance.

3.2 Clare Street Entrance

The following information details provisions in place regarding the Clare Street Entrance:



Image 3 - Merrion Square Entrance



Image 4 - Merrion Square Entrance Doors

- There is a controlled pedestrian crossing located at the main entrance.
- Level access is provided from the public footpath to the entrance.
- The entrance 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.

- The entrance is covered/sheltered.
- The inner entrance doors are manually operating with a clear opening width of 900mm.
- Staff are on hand to provide assistance at this entrance

3.3 Information Desks



Image 5 - Clare Street Entrance



Image 6 - Clare Street Entrance Doors

There are two information desks located within the Gallery:

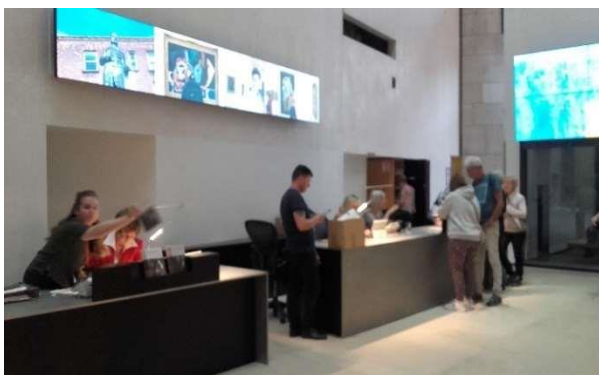
- On Level 0 at the Clare Street Entrance.
- On Level 1 at the Merrion Square Entrance.

The following is in place at both information desks:

- Level access is provided to the information desks.
- Desks have been designed for both standing and seated users.
- Information desks are fitted with hearing induction loops.
- Adequate lighting is provided as well as plenty of natural light.
- Magnifying glasses, pen and paper are available from the Information Desks.
- Audio guides are available upon 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.
- Staff and volunteers are on hand to provide assistance.
- Child sized noise cancelling headphones free to borrow
- Staff and volunteers are on hand to provide assistance.

Image 7 -Clare Street Information Desk

Image 8 -Merrion Square Information Desk



3.4 Getting around the Gallery

The following information details provisions regarding the circulation within the Gallery:

- Signage is provided throughout the Gallery and maps are available on our website and at the Information Desks (see Section 3.3 above).
- We have fully accessible lifts, giving access to all public areas.
- There are a number of platform lifts located in the gallery spaces to overcome changes of levels.
- Stairs in the Milltown Wing have been designed for ambulant disabled users.
- The main stairs in the Millennium Wing is fitted with a number of handrails and a passenger lift is located close by.
- The majority of doors in the Gallery are held in an open position to allow ease of access throughout the gallery spaces.
- Circulation spaces are well maintained and free from obstruction.
- Seating is provided throughout the Gallery.
- Staff are on hand within the Gallery to provide assistance where required.

We endeavour to make your visit as accessible as possible though this may not always be possible due to unforeseen circumstances and facility issues.

Image 9 -Stairs between Galleries



Image 9 - Stairs between Galleries



Image 10 - Platform Lift between Galleries

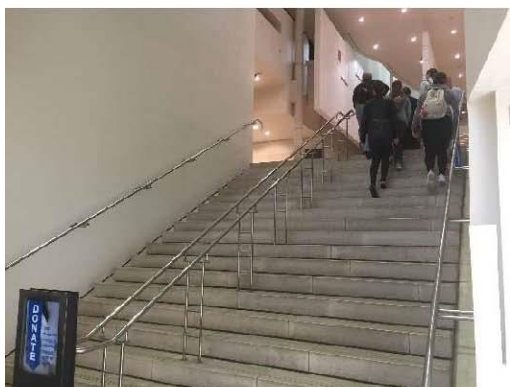


Image 11 - Millennium Wing Main Stairs



Image 12 - Millennium Wing Corridors

Image 10 -Platform Lift between Galleries

Image 11 -Millennium Wing Main Stairs Image 12 -Millennium Wing Corridors

3.5 Sanitary Facilities

3.5.1 Unisex accessible WC Level 0 – Millennium Wing

Designated accessible facilities are located off the main foyer of the Millennium Wing near the Clare Street entrance. The following information details provisions regarding Unisex accessible WC:

- There is an international symbol of accessibility on the door leading to the accessible WC.
- The width of the door to the WC is 900mm
- The room is 1,500mm wide by 2,000mm long.
- Right hand transfer is provided onto the WC with clear space for wheelchairs users to maneuver on and off.
- The height of the WC, from floor to seat, is 480mm.
- Visually contrasting grabrails are provided.
- Non-slip tiled flooring is in place.
- Lever taps are provided on the sink.
- An emergency pull cord is provided, located adjacent to the toilet.
- There is a baby changing table also provided within.

3.5.2 Unisex accessible WC Level 1 – Millennium Wing

Designated accessible facilities are located on the corridor between the main stairs and Room 11, Library & Archive Gallery. The following information details provisions regarding unisex accessible WC:

- 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 by 3,400mm long.
- Left hand transfer is provided onto the WC with clear space for wheelchair users to maneuver on and off.
- The height of WC, from floor to seat, is 500mm.
- Visually contrasting grab rails are provided.
- Non-slip tiled flooring is in place.
- Lever taps are provided on the sink.



Image 13 - Accessible WC Door

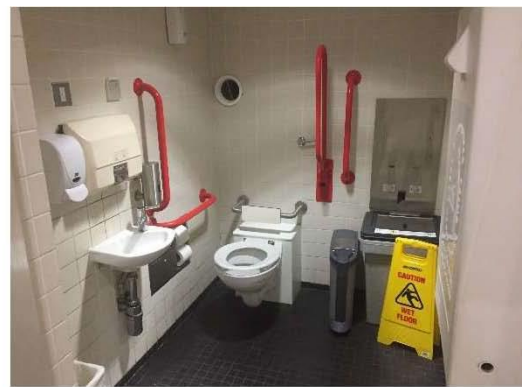


Image 14 - Accessible WC Layout

- There is an emergency pull cord provided, located adjacent to the toilet.
- There is a baby changing table also provided within.

3.5.3 Public Toilets Level 1 – Millennium Wing



Male and female WCs are also located at Level 1 adjacent to the unisex accessible WC through the same lobby area. The following information details provisions regarding the public toilet facilities:

- Doors leading to the WCs are 800mm wide.
- Sensor taps are provided at sinks.

3.5.4 Unisex accessible WC Level -1 – Milltown Wing



A unisex accessible WC is located below the Merrion Square Entrance at Level -1 of the Milltown Wing. The following information details provisions regarding unisex accessible WC:

- Access to the unisex accessible WC is via the lift at Level 1 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 by 2,200mm long.
- Left hand transfer is provided onto the WC with clear space for wheelchair users to transfer on and off

- The height of the WC, from floor to seat, is 480mm.
- Visually contrasting grab rails and a visually contrasting seat are provided.
- The floor surface is tiled and slip resistance.
- Lever taps are provided on the sink.
- There is an emergency pull cord located adjacent to the toilet.
- There is a visual and audible fire alarm provided within.

3.5.5 Public Toilets Level -1 – Milltown Wing

Male and female WCs are also located at -1 level of the Milltown Wing adjacent to the unisex accessible WC. The following information details provisions regarding the public toilet facilities:

- Access to the public toilets is via the lift at Level 1 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.
- Access doors leading to the washrooms are 800mm wide.
- 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 with a number of grabrails provided.
- Sensor taps are provided at sinks.

Image 21 -Ambulant Disabled Cubicle Image 22 -Ambulant



Image 19 - Access to Level -1 Accessible WC



Image 20 - Unisex Accessible WC Layout

Disabled Urinal



3.5.6 Changing Places Bathroom Level -1 – Beit Wing

There is a changing place facility located at -1 level of the Beit Wing below the Merrion Square Entrance reception area. The following information details provisions regarding the Changing Places Bathroom:

- Access to the Changing Places Bathroom is via the glass lift at Level 1 of the Beit Wing. The lift is located adjacent to the reception area at the Merrion Square entrance.
- The width of the door to the facility is 1,000mm.
- The room is 4,500mm wide by 2,620mm long.
- The WC is designed to allow assistance and is centrally located in the room with clear space on either side for wheelchair users to transfer on and off.
- The height of WC, from floor to seat, is 480mm.
- Visually contrasting grab rails are provided.
- Non-slip flooring is provided within the room.
- Sensor taps are provided on the sink.
- There are emergency pull cords provided in multiple locations.
- The facility is fitted with a ceiling track hoist and changing bench.
- Coat hooks and a colostomy changing shelf are provided.

Image 23 -Changing Places BathroomLayout 1

Image 24 -Changing Places BathroomLayout 2

3.6 Café

The Café is located on Level 0, off the main foyer at the Clare Street entrance. The following information details provisions regarding the Café:

- The servery area is located along a corridor 1,800mm wide.
- The counter



is 750mm in height with trays

located at the start of the counter and staff are on hand to provide assistance. • Loose seating is provided throughout the area. The minimum width of

passage between tables and chairs is 750mm. • The seating area is well lit with good natural light throughout. • A kids area is located adjacent to the seating area. • High chairs for babies and small children are available from the kids area.

We do strive to provide for many dietary requirements and should you have specific needs they can be discussed with staff members on duty.

Image 25 -Café Entrance Image 26 -Access to Servery Counter



Image 25 - Café Entrance



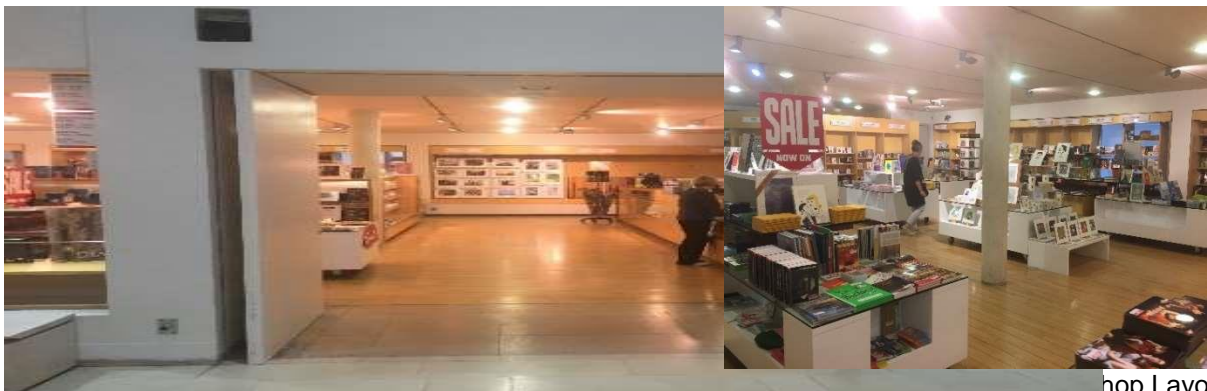
Image 26 - Access to Servery Counter



3.7 Shop

The Shop is located on Level 0, off the main foyer at the Clare Street entrance. The following information details provisions regarding the Café:

- There are no doors present, access is level, through a large opening in the wall and the wooden floor is level throughout.
- There is sufficient space through the shop for wheelchair access and 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.
- Payments and enquires are made at the counter which has provision of hearing induction loops and is located next to the entrance.



Shop Layout

3.8 Additional resources/information

We have a variety of resources available for visitors to use during their visit, which are available from the Information Desks at both entrances. Resources include:

- Wheelchairs are available upon request. • Maps and guides are available to download online with the ability to zoom in on areas for easier readability. • Magnifying glasses, pen and paper are available from the Information Desks. • 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 +353 1 663 35 05 or e-mail education@ngi.ie). • Dog bowls with water are available for guide and assistance dogs. • Tactile/sensory boxes are available on request. • 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 hearing induction loop system within the gallery spaces, lecture theatre and shop. These will assist in terms of visitor information services and also during emergencies as the loop is tied into the P.A. and evacuation system.
- Visitors with guide and assistance dogs are welcome to the Gallery. • There is a social guide available to download online ahead of your visit.
- In general the National Gallery of Ireland is a quiet gallery. The 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, there are free noise cancelling headphones available to borrow from the information desks.
- Benches/seating areas are located throughout the Gallery. • Staff and volunteers are on hand to provide assistance.

For further information on any of the above please contact the Visitor Experience Team by phone on +353 1 661 51 33 or email at accessibility@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 National Gallery of Ireland is also committed to continuously improving the accessibility of the gallery spaces and the services provided within. We are always looking for ways to improve the services 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.

You can contact the Visitor Experience Team by phone on +353 1 661 51 33 or email at visitorexperience@ngi.ie.

5 Contact Information

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

Access Officers: Sile Boylan , Brina Casey

Phone: +353 1 661 51 33 Email: accessibility@ngi.ie / visitorexperience@ngi.ie Website:
www.nationalgallery.ie

6 Opening Hours:

- Sundays and Mondays: 11:00- 17.30 • Tuesdays to Saturday (and Bank Holidays): 9:15 – 17:30 • Thursday: 9:15 – 20:30

Admission to the General Collection is free.