



# Access Information for Visitors



## Planning Your Visit

New Lanark Visitor Centre welcomes everyone. However, the location of the historic Village in a steep-sided valley beside the Falls of Clyde, though picturesque, is not ideal terrain for wheelchair-users and visitors with limited or restricted mobility. All our buildings are over 200 years old, and were not originally designed to function as a Visitor Centre. This guide should help you to plan your visit whether you are an individual visitor or a group organiser. For groups with wheelchair users, or others with restricted mobility, arrangements should be made in advance to allow us to plan a visit for you that can be enjoyed safely and comfortably.

**Group visits:** Please read the following information **before making a booking**. If at all possible, group leaders should visit the Village in advance to assess its suitability. A complimentary ticket can be requested for this purpose.

**Bookings Office:** Telephone: 01555 661345 or e-mail: [visit@newlanark.org](mailto:visit@newlanark.org)

## Advance Booking

A visit by a large number of wheelchair users **should be booked in advance**. This allows us to plan the best time for your visit, and our bookings office can advise you on the easiest route around the Visitor Centre.

## Wheelchair Borrowing Service

The Visitor Centre offers a free manual wheelchair loan service should you require one for your visit. Please **telephone the Bookings Office in advance** of your visit to book one of **4 manual wheelchairs** that we have available. Tel: 01555 661345. (Sat/Sun Telephone: 01555 665876). Visitors using this service should report to the Main Visitor Centre Reception in the Institute on arrival to collect the chair.

## Induction Loop Systems are available in the Visitor Centre

- For the *Annie McLeod Experience Ride* in Mill 3
- For the audio-visual shows in the Robert Owen School AV Theatre
- At the Visitor Centre Reception in the Institute
- Mill Shop and Mill Café service counters.

## Wheelchair Accessible Toilet Facilities are available

- Visitor Centre Reception foyer in the Institute.
- The Mill Café in Mill 3. This area is accessible via a ramped entrance route.
- Robert Owen's School (Level 1. Wheelchair accessible entrance)

## Coach and Car Parking

The **main Visitor Centre car park** is located above New Lanark just off the main access road. From here it is approximately 5-10 minutes' walk down to the Village. Visitors who may have difficulty in negotiating the footpath to and from the car park may park in the Village but, where possible, the driver should drop off (and pick up) passengers and **return to park in the main car park** for the duration of the visit. This avoids congestion in the Village, especially at peak times. We must always maintain access for emergency vehicles. At quieter times there should not be any problem in finding a parking space. Our Bookings staff can advise about avoiding busy times.

**Coaches:** If the distance is too great for passengers to walk from the main car park, the driver is permitted to drop off (and pick up) passengers with limited mobility down in the Village. The coach must **return to park in the main car park** for the duration of the visit. There is a coach turning space at the Counting House in the Village Square.

**Blue Badge holders** may park in the Village in designated parking spaces:

- There are four in front of the Institute: Visitor Centre Main Entrance.
- There are four at the front entrance of the New Lanark Mill Hotel.

## Getting around the Visitor Centre Exhibitions

The Visitor Centre consists of various mill buildings with exhibitions on different floors. The floors of the main building Mill 3 are linked by a **series of ramps** with automatic opening doors. These ramps are designed to allow wheelchair access to all levels, but some people may find it too arduous to go through without assistance. There is also a lift to take visitors to the upper floors of the Institute building at the start of the exhibition route.

To understand the layout of the Visitor Centre, and its exhibitions, please refer to the **Visitor Guide and Map** issued with your booking form or check our website: [www.newlanark.org](http://www.newlanark.org)

As well as the main Visitor Centre, your **Passport Ticket** allows entry to the following exhibition areas in the Village:

- **Robert Owen's School**  
(Fully accessible to visitors with mobility needs with lift access to all levels & basement entrance).
- **Millworkers' House**  
(Two low steps into building, ramp available).
- **Period Village Store**  
(Two low steps into building, ramp available).
- Please note that **Robert Owen's House** has restricted access with a narrow wheelchair entrance.



Roll-a-ramp at the Millworkers House

If you wish to visit these areas please ask the staff on duty for advice and assistance.

## Robert Owen's School for Children: Fully wheelchair accessible

Robert Owen's School building is fully wheelchair accessible. This building has four excellent exhibition/attractions (all accessible by lift) that can be accessed with ease. This may be more suitable than the *Annie McLeod Ride*. This building is a short distance from Mill 3, where the Mill Café and Gift Shop are located.

The following exhibitions and attractions are located in the School:

- **Film Theatre** – A selection of audio-visual presentations are available in our comfortable theatre. Induction Loops and foreign language headsets are available.

The films include:

*Harmony in the Future* – “Time-traveller” Harmony tells the story of New Lanark.

*Annie McLeod's Story* – the ghost of Annie McLeod returns to tell visitors about past life in the Village. This is the same story told in the *Annie McLeod Dark Ride*.

*A Quest for Universal Harmony* – Robert Owen's ideas and their continuing relevance in today's society.

- **Historic Classroom** – step back in time in our reconstruction 1820s classroom complete with large globe, slates and pencils.
- **Saving New Lanark Exhibition** – find out about the Village restoration project and enjoy the temporary exhibitions we present throughout the year. Check our website for the latest information.
- **Interactive Gallery** – a sensory soft play area where the colours and sound change with movement. This is most suitable for young children. Visitors must remove their shoes before exploring the room.

## Transport access to the School

Coaches and cars are permitted to drop off and pick up at the School building. This avoids a long walk from the Village Square. The group leader should still report to the main reception desk in the Institute at some point during the visit.

## Wheelchair Entrance to the School

Wheelchair users can enter this building via a side door at basement level. This entrance is situated on the left hand side of the building, down a short slope leading towards the Dye-works. This entrance is well sign-posted, but please ask the member of staff on duty if you need directions.

To enter, press the pad on the post outside the door to alert the receptionist to open the door for you. The wheelchair accessible toilet is also located on this level, close to the entrance. There is a lift to all floors & exhibitions.

## The Annie McLeod Experience Ride

The **Annie McLeod Dark Ride** is an audio-visual Ride that takes visitors in suspended cars through a **darkened area** enhanced with **bright lights** and **special effects**.

**For Health & Safety reasons, we reserve the right to decline access to the Ride** if we consider that our staff would not be able to safely evacuate the area in case of emergency. The cars travel through the Ride at 2 feet (57cms) above floor level. In emergency, visitors must be capable of getting down from the car from this height.

Please consider the following:

- **Suitability**

The Ride may not be suitable or enjoyable for those who have claustrophobia, epilepsy, or visitors with dementia, who may find it disorientating or even frightening. The Ride can be by-passed easily. Just ask the Ride Team to direct you.

- **Getting on and off the Ride**

The standard Ride car is suspended from overhead tracks. At the loading and unloading points, this is 15cm (6 inches) above the floor level. When transferring onto and off the Ride, **there is a strict 25 second** time limit before the car moves away automatically. While our staff can assist in steadying the car, they cannot lift people on and off.



Standard Ride Car

- **Wheelchair adapted car**

There is one car on the Ride that has been specially adapted to accommodate a wheelchair. **It cannot accommodate all types of wheelchair.** The maximum size chair capacity is 65cm (chair width) X 45cm long (wheel base between axles). Also there is only room for the wheelchair on the adapted car. Therefore, a wheelchair user would be **unaccompanied**. Please note that electric wheelchairs cannot be safely carried on the Ride. However, we have a suitable standard-sized manual wheelchair available to which a visitor may be able to transfer.



Wheelchair Adapted Car

- **Ride duration & waiting time**

The Ride lasts for approximately **12 minutes**, and for **Health & Safety reasons no more than one wheelchair is permitted** in the Ride loading area at any one time. As there is only 1 adapted car, additional wheelchair users need to wait until the car has completed 1 full circuit and returned to the Ride start before reloading. This could take **up to 20 minutes** as the wheelchair has to be safely clamped on to the adapted car and then removed again at the end of the circuit. For groups with more than 2 wheelchairs, arrangements should be made in advance to schedule the Ride accordingly.

- **Assistance Dogs**

While assistance dogs are welcome to accompany their owners in most areas of the Visitor Centre, it is not possible for them to travel on the Ride cars. Also, New Lanark staff cannot be responsible for looking after them while their owners are on the Ride. Past experience has shown that the dogs can become very distressed and try to re-join their owners. Watching the Annie McLeod Story in the School Theatre may be more appropriate option.



*We hope you enjoy your visit to New Lanark*

*Contact us if you have any further queries or concerns.*

*Email: [trust@newlanark.org](mailto:trust@newlanark.org) Telephone: 01555 661 345 Web: [www.newlanark.org](http://www.newlanark.org)*