

National
Museum of
Scotland

My visit to the National Museum of Scotland

Visual Story

We want you to have a safe visit:

- Please keep your distance from others
- Use the hand sanitisers provided
- Wash your hands often
- The legal requirement to wear face coverings in our museums has now been lifted. However, we still strongly recommend that all visitors over the age of 12 wear them in our indoor spaces
- Please use the stairs if you are able, to keep the lifts free for visitors with buggies or access needs
- Please note card payments are preferred
- Any questions? Ask the team and they will be delighted to help

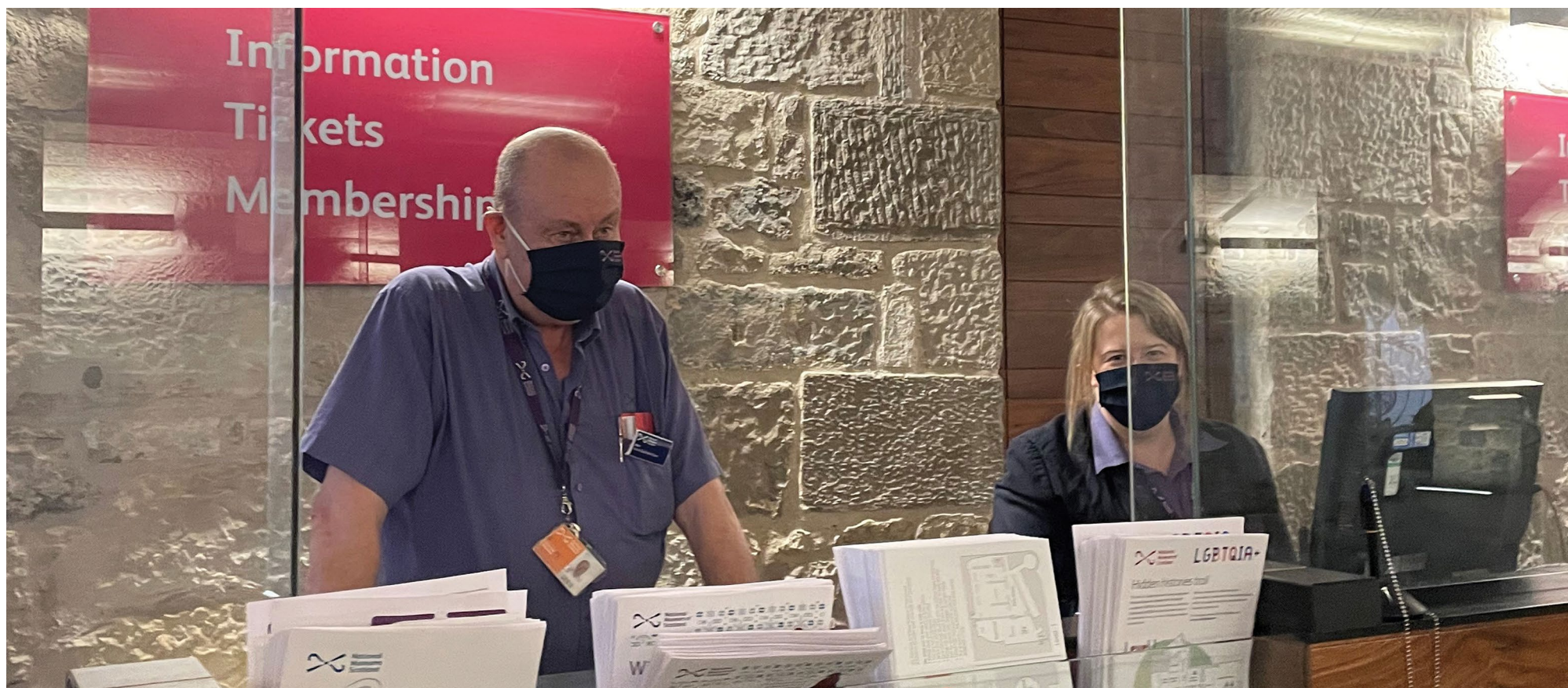
My visit to the National Museum of Scotland



This is the main entrance to the National Museum of Scotland

The museum is free to visit. I may need to queue outside for a short period of time.

When I go into the museum there will be members of staff behind a screen at the desk.



They can answer any questions I have.

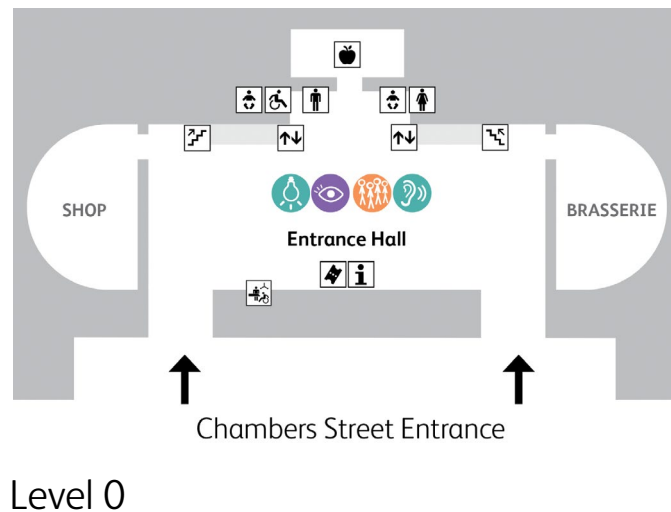
There is a map showing me all the different sensory experiences in different parts of the museum.

I can find out where it is quiet, for example.

To download the sensory map please visit:
nms.ac.uk/sensorymap

	Low	Medium	High
Visual or hands-on	Mainly visual most objects behind glass	Some hands-on a few digital interactives or things to touch	Very hands-on lots to touch and play with
Lighting	Low lighting Dull lighting to protect objects	Medium lighting Some artificial and natural light	Bright gallery lots of natural or artificial light
Noise	A quiet space Little noise or audio tracks	Some noises including videos with talking or music	Can be noisy a good space to use ear defenders!
Crowds	Often quiet usually no crowds	Some people usually not too busy	Busy gallery likely to have lots of people

Toilet (unisex)	Lift
Toilet, female	Escalator
Toilet, male	Stairs
Toilet, accessible	Stairs, up
Changing place toilet (undersized)	Stairs, down
Baby changing	Spiral staircase
Information desk	Picnic area
Ticket desk	



I may see staff and other visitors with face coverings.

The museum recommends anyone over the age of 12 wears a face covering in our indoor spaces.



To reach the rest of the museum I will need to climb the stairs or use the lift.



I will enter the Grand Gallery.

Sometimes it can be busy. People might be talking.



There are hand sanitising stations if I want to clean my hands.

I will find these stations throughout the museum.

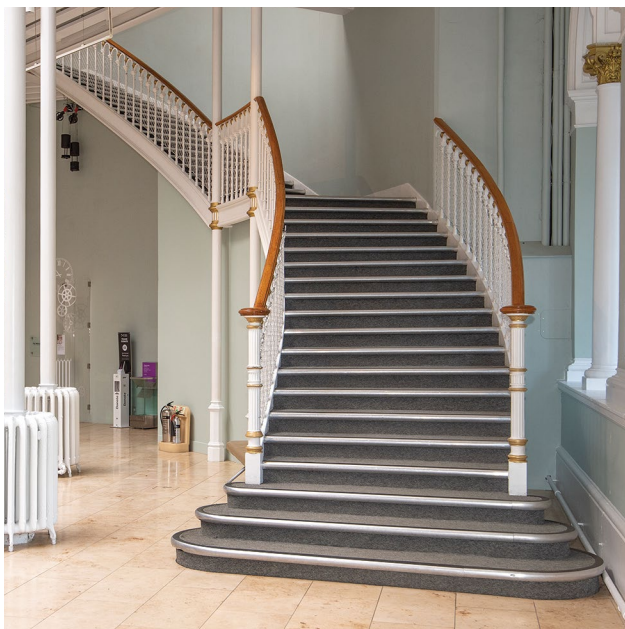


There are accessible toilets on every level and a Changing Places (U) toilet in the Entrance Hall on Level 0.

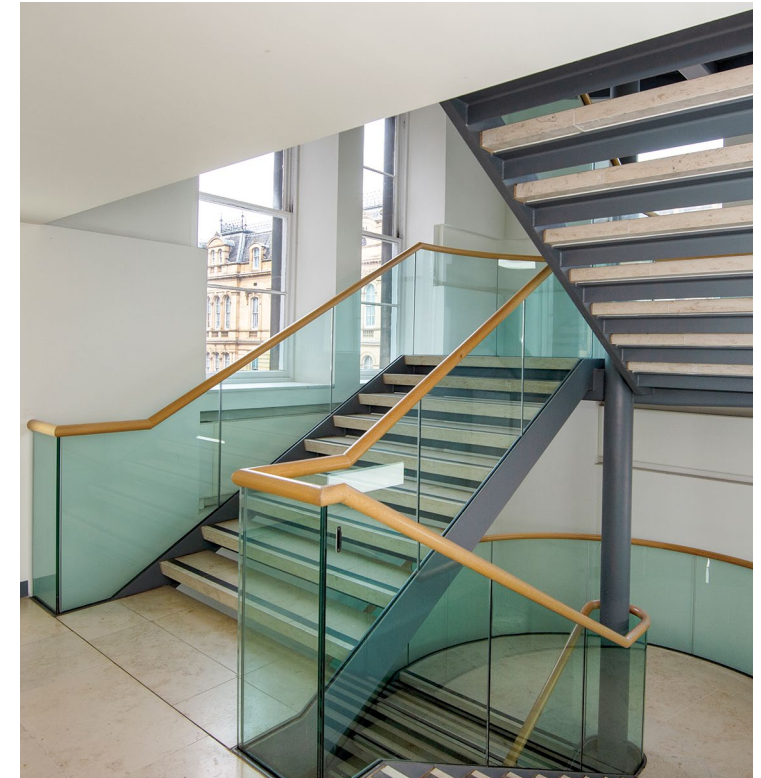
The hand dryers are very loud.



I might need to use stairs, a lift or an escalator to go upstairs to see things.

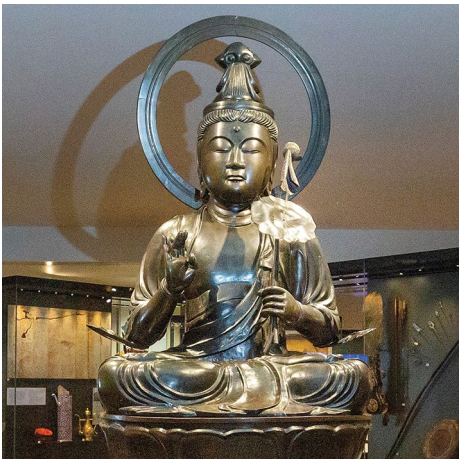
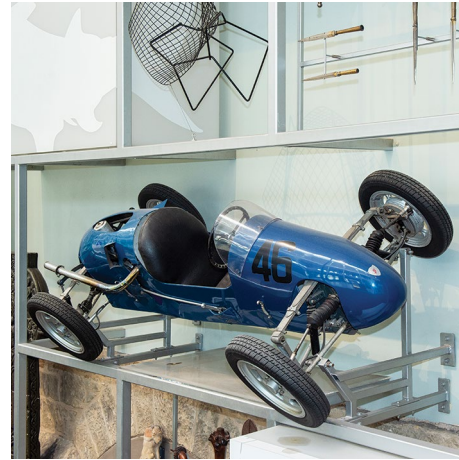


There are also lifts and stairs I can use between the Grand Gallery and the Natural World and Science and Technology galleries.



While I am at the museum I might see lots of interesting things.

Some will be things I have seen before and some might be different.



I can find out more about them.



Panels on the wall and labels in the cases will tell me about the things I see.



I can watch videos for more information.

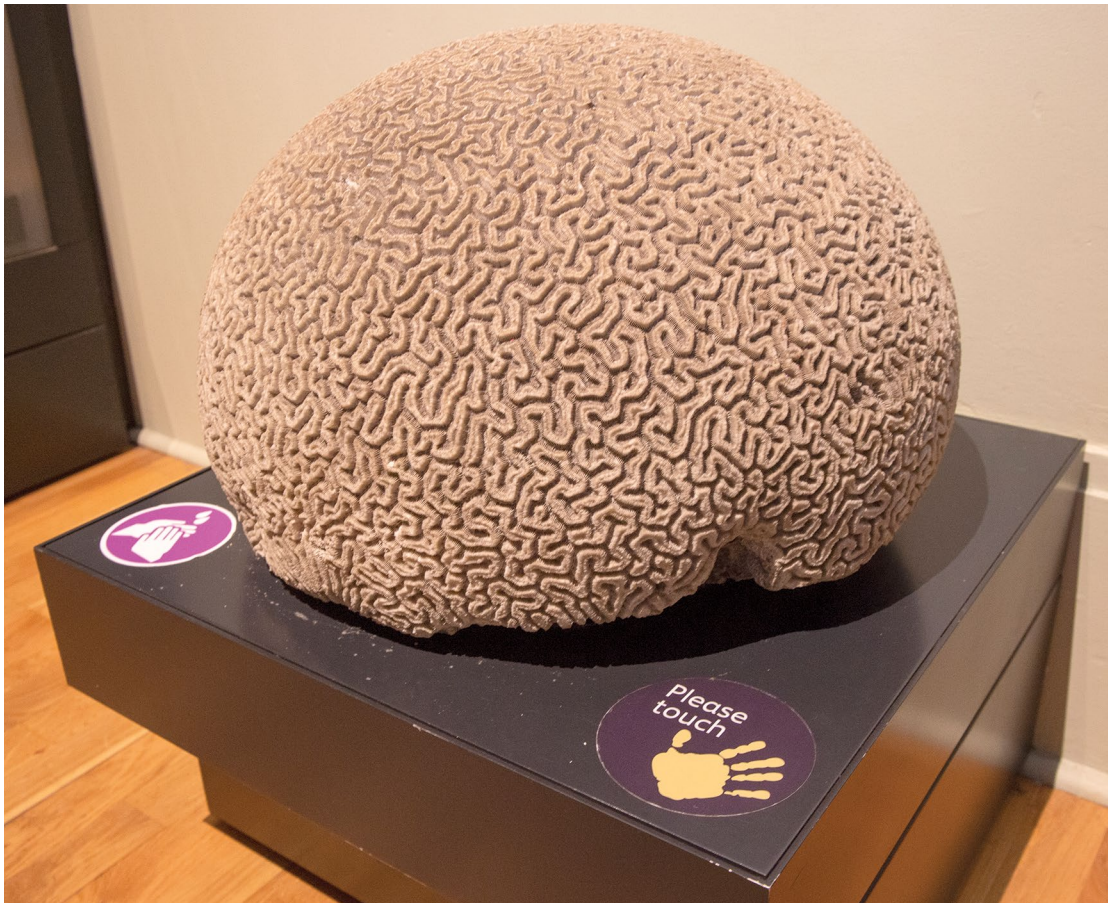
I might hear....

Other people talking, shouting or laughing.



Music from the Millennium clock or from musical instruments.
Videos with people speaking or music.
Chimes from a clock.

I might get to touch some objects.



If I see the 'please touch' sign on an object then I can touch it!
If not, don't touch it!



There are hand sanitiser stations to use before and after I touch objects.

If I need a break or want to ask a question about the museum
I can talk to someone who works at the museum.

They wear uniforms that look like this:



Visitor Experience Assistant.



If I want to rest, there are seats in the museum.

If I am hungry I can buy food at the Balcony Café on Level 3 or the Brasserie on Level 0.

These places can be busy and noisy.



Or I might be able to eat my own snack or lunch in the lunch room or another eating area.

If I have a packed lunch or snack I might be able to use the lunch space or another eating space if they are available.

A member of staff can help me find somewhere to eat.



We hope you have lots of fun!



National Museums Scotland supports the Sunflower Lanyard Scheme.



If you choose to wear the Hidden Disabilities Sunflower our staff will know that you may need some additional support, help or a little more time.

To find out more please visit:
hiddendisabilitiesstore.com

For more information.

About accessibility at the National Museum of Scotland:
nms.ac.uk/access

About resources and events for autistic children/young people:
nms.ac.uk/national-museum-of-scotland/plan-your-visit/events-and-resources-for-people-with-autism/

About planning your visit:
nms.ac.uk/national-museum-of-scotland/plan-your-visit/

About the galleries and what you can see:
nms.ac.uk/national-museum-of-scotland/discover-the-museum/

About events and 'What's on' at the Museum:
nms.ac.uk/national-museum-of-scotland/whats-on/

About Disabled Access:
accessible.co.uk/national-museums-scotland/national-museum-of-scotland