

→ Access Guide

Wheel Accessibility

Entrance

The entrance has a small step that is approximately 4 inches (10cm) in height. There is a portable ramp that can be laid out ahead of your visit or placed out for you on arrival. If you need assistance, knock the door, or press the doorbell below the handle, and a member of staff will come to assist you.

Ground Floor

The ground floor is wheel accessible.

On the ground floor, there is the Foyer with the reception desk, Craft Shop, Café, toilets and 2 Galleries. The reception desk has an accessible lowered section.

First Floor

On the first floor there is the Learning Room, Selway Room and Zobole Room. Unfortunately, these rooms are not currently wheel accessible.

If you would like to book onto an activity that is taking place in our Learning Room and cannot access the first floor, please get in touch by phone, email, or pop in, and we may be able to move it to one of our downstairs spaces. However, due to the nature of some exhibitions and some workshops this isn't always possible, but we will do our best to accommodate you.

Buggy Park

We do not have a buggy park, and we have limited space, but please ask if you wish to leave buggies next to the reception desk.

Assistance Animals

Guide dogs and registered assistant dogs are welcome but must be kept on a lead at all times.

Communication

Hearing Loop

There are two hearing loops; one is located at the reception desk, and a portable one is currently located in the Learning Room.

Language

Several members of staff are Welsh learners with entry-level oral Welsh skills, and a member of staff has entry-level British Sign Language skills. Several staff members have also received dementia friends training.

Our signage, labels and information throughout the building are bilingual in English and Welsh.

Large-print

Gallery labels and interpretation in large print are available on request at the reception desk.

Large-print menus are available on request at the Café counter.

There is a large-font digital clock in the Learning Room.

Payments

Card and cash payments are accepted at the reception desk and Café counter.

Sensory

Llantarnam Grange is usually a calm and quiet environment.

Audio artwork or soundscapes can be part of some exhibitions, these may be loud at times. We have a number of regular groups, room hires, and school workshops that sometimes take place upstairs, these sessions can also be loud on occasion.

Lighting in the exhibition spaces may be lighter or darker than the rest of the building, depending on the work and preference of the exhibiting artist.

Sometimes, food aromas travel around the building, as all cooking is done onsite.

Seating

There are several seats throughout the building.

Just inside the front door, we have a small bench.

Visitors are welcome to use the table and chairs in Gallery 2 if they are available.

The Café has indoor seating as well as outdoor seating during warmer weather.

First Aid

First Aid boxes are in the Learning Room and the Café, and staff have received first aid training.

We have three mental health first aiders.

Toilets

The toilets are accessed down a corridor. The third door includes 3 urinals and one cubical. The fourth door includes 2 cubicles, sanitary products and one sanitary disposal bin.

The fifth door at the end of the corridor is one accessible gender-neutral cubicle, with a push-to-open button on the left-hand wall. The door will close automatically after a short pause.

The accessible toilet is fitted with support handrails, colostomy bag shelf, a pull cord emergency alarm, baby changing facilities, a potty, sanitary products and a sanitary disposal bin.

All toilets have non-slip floors and automatic lights.

There is a changing places toilet nearby, in the Asda supermarket in Cwmbran Town Centre.

Café

Allergies or Dietary Requirements

If you have any allergies or dietary requirements, please talk to café staff when you order. All café staff have received allergen training.

Vegan and vegetarian options are labelled on the menu and there are plant-based milk alternatives available. Currently there are oat and soy options available.

The espresso machine is cleaned between each coffee and separate colour-coded jugs are used for each type of milk. Colour-coded equipment is also used in the kitchen for allergies.

Low gluten items are available; however, we cannot guarantee 100% gluten free, but the team take utmost care in preventing cross contamination.

Water Refills

You can help yourself to water by the counter, and if you need a personal water bottle refilled, please ask a member of café staff.

Contact

If you would like to get in touch ahead of your visit or have any questions or queries, please get in touch via email at **hello@llantarnamgrange.com** or call on **01633 483321**.