

ACCESS STATEMENT

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

Introduction

The [Courtauld Gallery's collection](#) stretches from the early Renaissance into the 20th century and is displayed in the elegant setting of [Somerset House](#), in the Borough of Westminster.

The Gallery is particularly renowned for its unrivalled collection of Impressionist and Post-Impressionist paintings. It also holds an outstanding collection of drawings and prints and fine examples of sculpture and decorative arts.

The Gallery has five floors with lift access to all floors. There are 15 exhibition rooms in total which contain works from our permanent collection. The Gallery also has a programme of temporary exhibitions throughout the year. For up to date information about what's on please visit our [website](#).

The Gallery is open from 10.00 until 18.00 each day, with last admission at 17.30. The Gallery is closed on 25 and 26 December. Last admission is 15.30 on 24 December.

Admission

For up to date information about admission prices, please visit our website [here](#). A discount is available to our disabled visitors. Admission for carers/companions of disabled visitors is free of charge.

You should allow at least 1.5 hours to explore all of the Gallery. You can also enjoy our café, located on the lower ground floor, and our shop selling a range of souvenirs which is located to the left opposite the Gallery entrance.

A small number of wheelchairs are available for loan free of charge.

Lightweight, folding, portable stools are available for visitors free of charge. Please request one from staff on arrival.

Some information about ticket pricing and our admissions policy is available in other languages. Please ask staff for assistance.

Stewards are on hand throughout the museum should you require any assistance. We look forward to welcoming you. If you have any queries or require any assistance please phone 020 7654 1194.

Pre-Arrival

For full details and maps of how to reach us please use Transport for London's website www.tfl.gov.uk

If you intend to drive, we have one parking space for Blue Badge holders which must be booked in advance by telephoning +44 (0)20 7845 4600 (Monday–Friday, 10.00–17.00, choose option 9) or by emailing info@somersehouse.org.uk

The nearest Underground Stations are:

[Temple](#) (0.2 miles)

District and Circle Lines

[Embankment](#) (0.4 miles)

District, Circle, Bakerloo and Northern Lines

[Charing Cross](#) (0.6 miles)

Bakerloo and Northern Lines

[Charing Cross](#) is the nearest railway station.

The nearest bus stops (Bus Stops R and S) are located just a few yards away from the entrance on the Strand. The following buses stop at these bus stops:

- 1 – Tottenham Court Road to Canada Water
- 4 – Archway to Waterloo
- 6 – From Willesden
- 9 – From Hammersmith
- 11 – Fulham Broadway to Liverpool Street
- 15 – Leicester Square to Blackwall
- 23 – Westbourne Park to Liverpool Street
- 26 – Hackney Wick to Waterloo
- 59 – Kings Cross to Streatham Hill
- 68 – Euston to West Norwood
- 76 – Tottenham to Waterloo
- 91 – Crouch End Broadway to Trafalgar Square
- 168 – Hampstead Heath to Old Kent Road
- 171 – Catford to Holborn
- 188 – North Greenwich to Russell Square
- 243 – Waterloo to Wood Green
- 341 – County Hall to Northumberland Park
- 521 – Waterloo to Tower Gateway
- X68 – Russell Square to West Croydon (limited stops)

All buses are accessible to wheelchairs.

Entrance to Somerset House and The Courtauld Gallery

The Courtauld Gallery is located under the archway at The Strand Entrance of Somerset House. Facing the courtyard from the Strand, it is the second entrance on the right hand side. There are cobbles and steps located at this entrance. Wheelchair users and those with buggies should use the middle arch (which has level access from the street to the courtyard area) to gain access to the site. Please be careful when doing so as this entrance is also the main entrance for vehicle access and is used frequently throughout the day.

A dropped section of the kerb is located on the right hand side as you move towards the courtyard area.

Entering The Gallery

The main entrance to The Courtauld Gallery has one step and two sets of glass doors leading into the admissions hall. The front door is 1400mm wide.

Information signs containing pricing and exhibition information can be found on either side of the front door.

Just inside the admissions hall there is a queue barrier, indicating which way visitors must enter. The admissions desk is situated to the left hand side of the admissions hall. Tickets must be obtained from the admissions desk before entering the rest of the Gallery.

A large sign containing pricing and exhibition information can be found suspended from the ceiling behind the admissions desk to assist you with making a ticket selection as you approach the desk.

A hearing induction loop is available at the admissions desk. To be within the best range please stand in front of the till nearest the window. Staff will be able to serve you from either till. Please switch your hearing aid to the 'T' position.

A floor plan will be issued to you with your ticket. Please ask staff if you require any assistance or information.

Sometimes there are queues during very busy periods and visitors may be asked to queue outside under the vestibule area leading from the Strand into the courtyard. If there is a queue upon your arrival, please speak with a member of staff if this causes any problems for you or members of your party (for example if you have difficulties standing for a period of time).

There are two benches for public use located in the admissions hall on either side of the entrance door.

The floor surface is stone and even.

The space is naturally lit via two large windows to the left. Overhead lighting is also in place.

There are a further five steps leading from the admissions hall to the main staircase and lift lobby. There are handrails on either side of the steps.

Wheelchair users bringing their own wheelchairs will be escorted to the accessible entrance in the courtyard by a member of The Courtauld security team who will open the door and operate the lift which will take visitors to the ground floor level of the Gallery. From here, all floors are accessible via the main public lift. The lift is 160cm wide, 137cm deep and 213cm high.

Wheelchair users who are accompanied should ask their companion to speak to staff at the Admissions Desk to arrange payment for entry to the Gallery. If you are unaccompanied, staff will be happy to assist you with obtaining your ticket.

There is a large screen with a changing display of information about facilities, talks, memberships and events located between the windows on the left side of the Admissions Hall.

Lightweight, handheld magnifying glasses (2x magnifications) are available from the Admissions Desk to borrow for the duration of your visit. Please hand back to the Admissions Desk when leaving the Gallery.

Lockers are available to visitors free of charge. These are located on the lower ground floor. Please choose a four-digit code and enter it twice to lock the locker and once to open it. Instructions are available in different languages on the inside of the locker doors. Please ensure you have locked your locker correctly as The Courtauld Gallery cannot accept responsibility for items left in the lockers. There are three different sizes of lockers available. If all lockers are in use, your belongings must be kept with you at all times.

Backpacks and rucksacks are not permitted to be worn on the back. They can be held in the hand or deposited in a locker on the lower ground floor.

Photography without flash is permitted throughout the Gallery except where otherwise stated. Lights on devices such as smartphones and tablets are not permitted. Speaking on mobile phones is not permitted.

Inside The Gallery

There are 15 gallery rooms in total all of which are accessible to wheelchairs. A gallery floor plan is available from the Admissions Desk on arrival. Rooms are generally displayed in chronological order with the exception of rooms 12, 14 and 15 on the second floor which are usually used for temporary displays.

The door to Room 1 is located inside the Admissions Hall and visitors in wheelchairs will need to be assisted by a member of staff in order to access it. Room 1 contains Medieval and Early Renaissance works including a selection of decorative arts alongside The Courtauld Gallery's important collection of Italian 14th and early 15th century paintings. Please mention to a member of staff before entering The Gallery if you wish to view Room 1.

There are five floors of The Gallery open to the public – lower ground floor, ground floor, mezzanine floor, first floor, and second floor.

A lift serves all floors of the Gallery. The lift buttons have numbers as well as Braille. There is an electronic display inside the lift and the lift announces the name of the floor upon arrival.

There are seating areas in the lift lobbies on the ground, mezzanine, first and second floors.

The Gallery has an original staircase leading from the ground floor to the first and second floors with a handrail on the right hand side (going upwards) complete to the top. Handrails on the left hand side (going upwards) are fixed at various points but are not continuous. The steps are made of stone.

The stairwell leading to the lower ground floor is not continuous from the main staircase but is located to the side of the staircase next to the lift lobby. This stairwell is 820mm wide. The steps are made of stone. Please take care when using these steps. The stairwell is narrow and curved and there is little natural light. There are handrails on each side of the steps at different points throughout the stairwell.

The flooring throughout the exhibition rooms of The Gallery is wood.

There is natural as well as artificial lighting on the mezzanine and first floor of The Gallery.

There is artificial lighting only in room 1 (ground floor) and on the second floor of The Gallery.

Seating for visitor use is available in the following rooms: 1, 2, 3, 5, 6, 10, 13 and 15.

Each work on display has an accompanying label describing the work in more detail. The font is Arial and the point size is 22. The bottom of each label is placed 110cm from the floor. The text is printed in black on a light grey background.

Public Toilets

Public toilets are located on the lower ground floor. Visitors with mobility impairments can use the lift, turning left out of the lift and going past the café.

Facing the direction of the toilets, the women's toilets are on the left and the men's toilets are on the right.

The unisex accessible toilet is also located on the lower ground floor and is described below:

- The door handle is on the left hand side and pulls towards you. The door is 920mm wide
- The toilet height is 470mm.
- There are vertical rails either side of both basin and toilet. The rail on the left side of the toilet can be moved to allow for access.
- There is a horizontal rail on the side wall adjacent to the toilet.
- There is an emergency alarm pull cord.
- The lighting is automatic upon entry.
- There are lever taps on the sinks.

Catering

The Courtauld Gallery café is situated on the lower ground floor. Visitors with mobility impairments can use the lift, turning left out of the lift doors.

The entrance door to the restaurant and café is 840mm wide.

Tables in the café are well spaced apart, with a clear height from the floor of 730mm, with upright chairs without arms. Tables have pedestal legs allowing for more floor space. Staff are able to move chairs and tables to suit requirements.

Lighting in all areas is natural daylight with overhead spot lighting used.

The flooring in the café is wood.

There is an outside courtyard seating area leading from the café. There is no level access or ramp to the outside space. There are six steps leading downwards from the café.

Where possible all our food produce is locally sourced. We do our best to cater for any dietary requirements; please contact us in advance to check any specific

requests you may have. The telephone number is 020 7848 2527 and the email address is leafi@courtauld.ac.uk. The Café does not take any reservations but is able to assist with special requests.

The Café is table service. All staff can assist by running through menus with you.

The nearest public toilet with an accessible WC is located to the right opposite the café door.

Shop

There is a shop with a range of souvenirs, books, postcards and jewellery. The entrance is located outside of The Gallery, opposite the Gallery entrance on the left on the ground floor.

There are two steps at the entrance to the shop. A ramp can be made available to wheelchair users – please ask staff for assistance. There is one set of glass doors to the shop, which are 1280mm wide.

The shop is level throughout.

A low level desk and counter are provided.

There is ample room within the shop for a large wheelchair to manoeuvre and turn.

There are tall display racks and low tables accessible from a seated position.

There is background music.

Staff can offer assistance if required.

Lighting is a combination of natural and artificial.

In an emergency

Gallery staff patrol each floor of The Gallery and can be approached if assistance is required. Many staff are trained in First Aid or can contact another member of staff who is. Should an ambulance be required, please ask a member of staff to call 999. Arrangements will need to be made by staff in The Gallery's Control Room to allow access for the ambulance to the site.

In the event of an emergency evacuation, a fire alarm will sound throughout the building. All visitors and staff must evacuate the building by the nearest exit point. During an emergency evacuation, the Gallery lift will not work and will proceed to travel and park at the ground floor. Please approach a member of staff if you require assistance out of the building or to a refuge point.

Evacuation chairs are installed to assist wheelchair users in the case of an evacuation.

Additional Information

A virtual tour of the Gallery rooms is available on our website
www.courtauld.ac.uk/gallery/3d-gallery

Future plans

The Gallery intends to create refuge points for wheelchair users in case of evacuation.

Audio guides in English and other languages will be introduced to The Gallery in the future.

Contact Information

Address:

The Courtauld Gallery
The Courtauld Institute of Art
Somerset House
Strand
London
WC2R 0RN

Telephone: 020 7848 2526 (24 hour recorded information line)

Email: Galleryinfo@courtauld.ac.uk

Website: www.courtauld.ac.uk

Grid Reference: TQ 30772 80771

For more information about Somerset House please go to
www.somersethouse.org.uk