



THE ROYAL MINT®

EXPERIENCE

Accessibility Guide

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Section I: Introduction

Our vision at The Royal Mint Experience is to provide a premium guest experience by creating an emotional connection through interactive storytelling and events, tailored to every customer's needs and interests.

This accessibility guide has been produced for every visitor to get the most of their day at the attraction.

If of interest, please also see our Accessibility Policy, which sets out our commitment to ensuring accessibility for all, and which is available at www.RoyalMint.com

If you would like any further information or would like a LARGE PRINT version, please do not hesitate to contact us on 0333 231 3332 or email experience@royalmint.com

This statement is subject to change. Please refer to our website (<https://www.royalmint.com/the-royal-mint-experience/>) or contact us on the details above for the most up-to-date information.

Section 2: How to find us

Our address is:

The Royal Mint Experience
Heol-Y-Sarn, Ynysmaerdy
Pontyclun,
Rhondda Cynon Taff,
CF72 8YT



Located just four miles from Junction 34 of the M4, The Royal Mint Experience is just 20 minutes away from Wales' capital city, Cardiff.

Best of all, our car park is free, suitable for both cars and coaches, and is also easily accessible for wheelchair users.

By Bus - The nearest bus stop is Ely Valley Road, Ynysmaerdy Industrial Estate, which is approximately a ½ mile, (0.8km), 5-10minute walk from The Royal Mint Experience. For bus timetables please visit Traveline Cymru (<http://www.traveline.cymru>).

By Train - The nearest train station is Pontyclun, approximately 4 miles (6.4km) away, with hourly connections to Cardiff Central. Visit the Transport for Wales Website for train timetables (<http://tickets.trc.cymru>).

Section 3: Information

Opening Times

We are open from 09:15 am to 4.15 pm 7 days a week throughout the year.

Tours operate from 09.30 am to 3 pm

Shop Opening Hours: 09:15 am – 4:15 pm

Café opening hours: 09:15 am – 4:15 pm

Please check in advance for seasonal changes and allow 2 hours for your visit.

Parking

We have a large free car park that is approx. 50 meters from the attraction entrance. There are designated disable parking bays which are clearly signposted. The car park is flat surfaced and covered in tarmac. Flood lights are in use in the evenings and autumn/ winter months. The car park is surrounded by a metal fence for security reasons.

Security Checks

All visitors are security checked prior to going on tour/ through to the exhibition. A scanning wand is used over the body and does not affect those who are pregnant or have pacemakers. A bag search is conducted, and any prohibited items are removed from the person, labelled and stored securely with the security team until exit from the exhibition. Items prohibited include sharps (inc. pen knives & nail scissors), and lighters. During busy periods there may be a short wait at the security area whilst checks are conducted.

If you are visiting on a Friday afternoon or on the weekend, then additional security checks are in place for the guided factory tours. On these days, guests go beyond the glass onto the factory floor. Mobile phones, coins and sharp objects are not permitted to go on the factory floor. Guests are asked to place these belongings in a bag that is securely locked away for the duration of the tour.

Admissions

Tickets can be booked online or by telephoning 0333 241 2223. Tour ticket prices include guided factory experience and entry into the exhibition. There is also a 'Exhibition Only' ticket available, which does not give you access to the guided factory tour. Ticket prices are seasonal and can vary throughout the year.

Please arrive 15 mins prior to your tour time.

There is the opportunity to strike your own coin and purchase at an additional cost.

Wheelchair users

Due to the nature of the tour, we do have a restriction on the number of wheelchair users that can be accommodated in any one group. We ask that wheelchair users and any other visitors with special requirements please call 0333 241 2223 (Monday - Friday 9 am - 5:30pm) to make their booking and secure a free carer ticket where applicable. On booking, please advise us on any special accessibility requirements.

We do have a small number of wheelchairs available on site for use, but these are on a first come first served basis.

Blue Peter Badge Holders

We offer Blue Peter badge holders' free entry to The Royal Mint Experience with 1 full paying adult. Blue Peter Badges are valid only for children aged 6-15 years. You will need to show your Blue Peter Badge on arrival.

Carers Tickets

We offer a free carer ticket with any full paying/ child ticket. Please bring with you proof of disability entitlement such as blue badge letter or benefits entitlements letter. This is helpful for the admissions staff as not all disabilities are visible.

Low Sensory Tours

We have amended our regular tour to accommodate those with sensory needs by reducing sensory triggers such as reducing the noise in our exhibition and removing any bright or flashing lights during the tour. We have reduced the capacity of our tours to ensure nobody feels overcrowded, and our tours will also be extended to provide additional time to process information in each room. These are available on the first Sunday of every month at 09:15am. Please check website or call 0333 241 3332 for further details or if you require further amends to the tour. We will accommodate additional requests where possible.

Is this supported / accredited by Autism UK?

Assistance dogs

All types of trained assistance dogs are welcome at The Royal Mint Experience. Assistance dogs must be harnessed, leashed, or tethered, unless this interferes with their assistance tasks. Visitors are responsible for the conduct and clean-up of their assistance dogs. We reserve the right to refuse or withdraw the right of entry if a dog's behaviour poses a threat to safety or the visitor experience, or if we consider that the dog in question is not a trained assistance dog / not behaving in the manner in which a trained assistance dog would be expected to behave?

Drinking water bowls are available at the entrance of the attraction. We do not tolerate any dogs being left in vehicles and will contact the police/ RSPCA if we are concerned for their welfare.

Due to health and safety reasons, we are unable to allow assistance dogs onto the factory floor. If you wish to visit on a weekend and require an assistance dog to accompany you, please call 0333 241 3332 where we will endeavour to make reasonable adjustments to the tour.

Toilets

Public toilets are situated past the café. There are separate male and female toilets. There is a separate unisex disabled toilet located opposite the male toilets with disposal facilities and assistance rails. There is an emergency alarm system in this toilet. Baby changing facilities are situated next to the female toilets.

There is a second disabled toilet located outside the pre-show room along with 2 unisex toilets. These are for use of guests on tour or in the exhibition.

First Aid

We always have several first aid trained staff on duty. First aid kits are located throughout the attraction. A defibrillator is located at the security area. We do not store medication on site and are not permitted to administer medication.

The nearest hospital is Royal Glamorgan which has an Accident & Emergency department.

Emergencies

All staff are trained in fire evacuation and COMAH procedures. Guests are informed of safety procedures at the start of their tour. The fire assembly point is the bike shelter at the RME car park. The internal meeting points for a COMAH emergency are located in the café and Factory room 3. Fire exit signs and evacuation instructions are displayed throughout the attraction. Both the fire and COMAH alarm are audible. The fire alarms also have a visual beacon which flashes when activated.

COMAH refers to *The Control of Major Accident Hazards* and the regulations cover any establishment storing or otherwise handling large quantities of hazardous industrial chemicals.

Section 4: Attraction Facilities

Gift Shop

The gift shop is just on the left-hand side of the entrance. It can be accessed prior to entering the tour. It is also where you exit after the tour. The shop floor is level, anti-slip and has ample space for wheelchair or pushchairs. Most items are on display, but some higher value items are in locked cabinets which can be accessed by a member of staff. Low volume music plays throughout the retail area. A low-level counter is provided at the admissions check in area of the gift shop.

Café

The café is situated to the right-hand side of the entrance. Service is a combination of counter & table service. Dietary requirements can be catered for. All items on the menu are subject to availability. The floor is level with anti-slip tiles. There is ample space for wheelchair and pushchair manoeuvre. All seating is on a first-come basis. The café is open plan with seating for approx. 60 people. Low volume music plays, and the café is fully air conditioned.

Our food service areas are committed to accommodating guests with food allergies and dietary restrictions. We offer a range of allergen-friendly options and provide clear and accurate information about ingredients.

External Spaces

An outdoor area is available just outside the café with a mixture of wooden tables/ benches and plastic tables/ chairs. During the summer months parasols are situated above the wooden tables/ benches. Café food can be consumed on the patio area also.