

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

## **Access Statement for Battle of Britain Memorial, Capel le Ferne, Kent**

### **Introduction**

The Battle of Britain Memorial, which incorporates the National Memorial to the Few, is situated on the clifftop between Folkestone and Dover at Capel-le-Ferne. It is approached from either town via the A20/B2011. The Memorial is situated in a large amphitheatre setting which is accessible to all users at all times.

The visitors' centre, known as The Wing, is a two storey building which contains an interactive audio-visual experience (The Scramble Experience), a shop and a cafeteria. Access to the first floor is provided using stairs or a lift. Visitors are invited to pause and remember the bravery and sacrifice of the aircrew who took to the skies to defend the country in the Battle of Britain in 1940.

Externally, the Memorial has, at its centre, a statue of a lone pilot looking out to sea. He sits on a sandstone base on which are carved the badges of the squadrons that took part in the Battle. The names of the aircrew who became known as The Few are carved on the black granite panels of the Christopher Foxley-Norris Wall that frames the peaceful and inspirational site.

Elsewhere on the site can be found full-size replicas of Spitfire and Hurricane aircraft and other memorabilia of the Battle. All parts of the site are fully accessible.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01303 249292 or email [enquiries@battleofbritainmemorial.org](mailto:enquiries@battleofbritainmemorial.org).

## **Pre-arrival**

- Pedestrian access to the site is available every day of the year.
- For full details and maps of how to reach the site please see the website ([www.battleofbritainmemorial.org](http://www.battleofbritainmemorial.org)). For those travelling by car, the site address is New Dover Road, Capel le Ferne, Kent CT18 7JJ. The site is signposted from the A20 road. (Please do not confuse with the signs to the Hawkinge Museum).
- The Wing and the car parks (which have dedicated blue badge parking places) are open daily from 10 am. The Wing and the car parks close at 4pm during winter months (October to February) and at 5pm in summer months (March to September). The last admission to The Scramble Experience is 30 minutes before the closing time. Occasionally, these facilities may close earlier due to functions taking place. The site facilities also close for a Christmas/New Year break. Please see the website for details.
- There is a bus stop immediately outside the site with access from both Dover and Folkestone. There is a shelter at the stop.
- The nearest railway stations are at Folkestone (two miles) and Dover (five miles) Taxis are available on demand at both stations

## **Car parking and arrival**

- There is parking on site for 90 cars and five clearly marked Blue Badge parking spaces, of which three are approximately 10m from the main entrance to The Wing. Two are immediately inside the gate to the site and afford more direct access to the external attractions, although all provide access to all parts of the site.
- The on-site main car park surface is gravel. The blue badge spaces are hard-standing with a paved path leading to the attractions. The car park is lit at night with lighting at ground level.

- There is a small charge for use of the car park. Blue badge holders have free parking.
- A coach park is available. There is a charge for coach parking. Pre-booked coaches pay a reduced charge. Coaches can drop passengers off before parking.
- Pre-booking is advised for coaches to ensure space is available in the coach park.

### **Main entrance, reception and ticketing area**

- The main entrance and ticket area for The Scramble Experience is situated on the ground floor, with step-free, level access throughout. With the exception of The Scramble Experience, access to the site and its facilities is free of charge.
- There are some cushioned bench seats in this area.
- The floor surface, generally, is tiled. Some areas are carpeted but accessible for wheelchair users.
- The area is, generally, evenly and well-lit with natural light and overhead lighting from fluorescent and LED lights. The Scramble Experience is an audio-visual facility in which the lighting levels vary.
- There is a lowered section to the reception/ticketing desk which is not enclosed.

### **Attraction (displays, exhibits etc.)**

- Externally, visitors are free to roam. The Memorial is situated in a large, grassed amphitheatre (which has paved paths) and is intended as a place for peaceful reflection. Within the amphitheatre are the Christopher Foxley-Norris Memorial Wall, a plaque featuring William Walker's memorial poem and a bust of AVM Sir Keith Park. A bust of ACM Lord Dowding will be added in 2017.
- The rest of the external site contains a number of items to aid understanding of the Battle of Britain and includes replica

aircraft, information boards and other memorabilia. All are accessible to all visitors.

- Site tours, for organized groups, are available. Pre-booking is essential to ensure guide availability.
- Within the visitors' centre, The Wing, there is further information on the Battle, including The Scramble Experience (the only paid for part of the site), a shop and a cafeteria.
- The Geoffrey Page Centre, within The Wing, is available as a meetings room on a pre-booked basis, when not in use for its primary purpose as an educational facility.
- In 2017, the old visitors' centre, Hunting Lodge, will be converted into a study centre and library.
- All areas of the Wing are accessible.

### **Public toilets**

- Toilets are located on the ground floor of The Wing, with level access from the main entrance. Access from the first floor café area is via a lift. Male and female toilets are provided, along with a unisex accessible toilet, described below:
- A light, easy open door 900mm/35.5ins wide.
- Transfer space to the right of the toilet, when facing the toilet, is available
- The toilet height is 400mm/15.7ins.
- There are vertical rails either side of both basin and toilet.
- There is a horizontal rail on the side wall adjacent to the toilet.
- There is colour contrast to the critical surfaces. Generally, wash basins are white with other surfaces blue.

### **Catering**

- The café is situated on the first floor and has step-free, level access, via a lift, from the entrance, ground floor and external exhibits area.

- The entrance doors to the restaurant and café are 900mm/35.5ins wide.
- Tables in the restaurant and café are well spaced, with a clear height from the floor of at least, 609mm/24ins. There is a mixture of upright chairs with and without arms.
- An accessible balcony area is available for use in good weather.
- Lighting in all areas is natural daylight, with overhead lighting when required.
- The cafeteria is self-service, with adequate access for wheelchair users. Assistance is available if requested.

## **Shop**

- There is a shop with a range of souvenirs and books etc. which can be accessed directly from the external areas, main entrance/reception area and when exiting the exhibition area.
- With the exception of the entrance to the Scramble Experience, the ground floor area is 'open-plan' with no doors. There is a staff-operated barrier to The Scramble Experience. The exit from The Scramble Experience has an automatic door. There is a door to The Geoffrey Page Experience which is suitable for wheelchair access.

## **Grounds and gardens**

- Externally, visitors are free to roam. The Memorial is situated in a large, grassed amphitheatre (which has paved paths) and is intended as a place for peaceful reflection. Within the amphitheatre are the Christopher Foxley-Norris Memorial Wall, William Walker's memorial poem and a bust of AVM Sir Keith Park. A bust of ACM Lord Dowding will be added in 2017.
- The rest of the external site contains a number of items to aid understanding of the Battle of Britain and includes replica aircraft, information boards and other memorabilia. All are accessible to all visitors.

- The external site is on a number of levels. Pathways are paved and have gradual inclines and afford access to all parts of the site. Some areas of the site are covered with loose gravel or grass.(this applies to the area near the cliff edge)
- There is limited seating (wooden benches mainly) throughout the external areas of the site.

### **Additional information**

- All of our staff receive regular training that includes disability awareness training.
- There is a set of evacuation procedures; should it be required, a member of the team will assist with evacuation, either out of the building or to a refuge. There is a safe lift and an evacuation chair to assist.
- The site has a CCTV system which permits the staff to monitor all areas.
- The Trust welcomes trained assistance dogs.
- The site is subject to a dog control order. Dogs are permitted on site but must be on a lead at all times. Dogs, other than trained assistance dogs, are not permitted in the site buildings.
- Clear signage is used throughout the site.
- Our website ([www.battleofbritainmemorial.org](http://www.battleofbritainmemorial.org)) has recently been updated to provide a modern, clean and legible guide to the site and its facilities. Any changes to access information will be posted on the site and/or our Facebook page (Remembering the Few) or Twitter feed (@Remember\_the\_Fw).

### **Future plans**

- A bust of ACM Lord Dowding will be added to the Memorial in 2017.
- The old visitors centre, Hunting Lodge, will be converted into a study centre and library in 2018. This will have step free access.

- Additional car parking is planned for 2018.
- The Squadron Badges surrounding the statue will be renovated in 2017/8.
- Memorial Day is held each year in early July. Details are posted on the website

### **Contact information**

Address (Inc postcode): The Battle of Britain Memorial, New Dover Road, Capel-le-Ferne, Kent CT18 7JJ

Telephone: 01303 249292

Email: [enquiries@battleofbritainmemorial.org](mailto:enquiries@battleofbritainmemorial.org)

Website: [www.battleofbritainmemorial.org](http://www.battleofbritainmemorial.org)

Grid reference: TR 247381 (Lat 51deg05'55.83"N Long 1deg12'18.12"E)

Hours of operation: Pedestrian access is available at all times. The car park and visitor centre operating hours are: 1000 - 1700 (April - September), 1000 - 1600 (October - March). The last admission to The Scramble Experience is 30 minutes before the closing time. The Wing and the car park are closed for the Christmas/New Year period (see website for details).

Local accessible taxi: Folkestone Taxis 01303 252000 (ask for accessible cab) Central 01304 240441 (ask for accessible cab) (These are examples only. There are taxi ranks at both Dover and Folkestone rail stations).

Local public transport: Stagecoach (The Wave) service 100 (Dover-Lydd) operates daily and passes the site

Stagecoach (The Wave) service 101 (Dover-Lydd) operates daily and passes the site

Stagecoach (The Wave) service 102 (Dover-Lydd) operates daily and passes the site

Both Folkestone and Dover are served by frequent trains run by SouthEastern trains ([www.southeasternrailway.co.uk](http://www.southeasternrailway.co.uk)) including a high-speed link from London (St Pancras), Ebbsfleet and Ashford.