



Access Statement

Approved: 12 August 2026

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Purpose

The Arctic Convoy Museum (ACM) comprises an Exhibition Centre, a Wartime Trail and a digital presence. ACM is committed to making its collections, buildings, sites and information as accessible as reasonably possible within the limitations of our resources. We aim to provide welcoming, inclusive and meaningful opportunities for people to discover, use and enjoy our collections, while balancing public access with the long-term care and security of the objects in our stewardship.

We recognise that there are many barriers to access but believe that all people and sectors of the community have a right to engage with, use and enjoy our collections, buildings and outreach activities. It is our aim to reduce barriers and ensure equality of access for our visitors, volunteers and staff.

Access to Buildings and Sites

The museum seeks to provide welcoming access to its buildings and associated sites for all visitors.

Visitors can use the **Accessibility Guide** on our website, which provides further detail about the facilities and services we offer to all our visitors. [insert URL]

Within our Exhibition Centre at Aultbea we:

- Provide clear information about opening hours, admission arrangements and facilities.
- Maintain safe public access to exhibition spaces by taking steps to reduce risk so far as is reasonably practicable.
- Identify any physical access limitations in advance through our website or other visitor information.
- Make reasonable adjustments where possible to support visitors with disabilities.
- Welcome assistance dogs.
- Offer seating and rest areas inside the museum and in our grounds.
- Respond to individual requests for assistance with access.

As a small rural museum, some barriers to access may remain. Where full physical access cannot be achieved, staff and volunteers will work with visitors to provide alternative ways to experience the collections wherever and however possible.



The Wartime Trail is a unique heritage trail that can be followed independently by road. A free map with description of the trail is available from the Exhibition Centre and downloadable from the website. The trail consists of interpretation panels, mosaics and metal sculptures which bring to life the wartime history of Loch Ewe and the communities around it. The trail stretches several miles in total and lies on a mixture of private and public land, none of which is owned or controlled by the Museum. As such, access to aspects of this trail is not entirely within the control of ACM.

Access to Physical Collections

The museum provides public access to its collections through:

- Permanent and temporary exhibitions that showcase objects relevant to the museum's aims and heritage focus.
- Displays that are reviewed annually and refreshed where resources allow.
- Access to objects not currently on display by appointment, where conservation, security and staffing permit.
- Supervised access for researchers, students and community groups upon request.
- Loans to accredited museums and other appropriate organisations, subject to loan agreements and conservation requirements.
- Digitisation of objects, where possible, to facilitate online and remote access.

Interpretation and Engagement

The museum uses a variety of interpretative methods to help people understand and engage with its collections. These may include:

- Object labels and information panels.
- Printed guides and leaflets,
- Guided tours and talks.
- Educational activities for schools and community groups.
- Hands-on handling objects.
- Digital resources, including the museum website and social media.
- Audiovisual interpretation and or interactive content where resources permit.

Interpretation aims to be clear, engaging and accessible to a wide range of audiences, taking account of different ages, interests and learning needs. We acknowledge cultural differences within our audience and seek to represent a variety of experiences through our guides, displays and exhibitions.



Access to Collection Information

Information about the museum's collections is shared through:

- Exhibitions and displays.
- Collection records available on request, subject to data protection, copyright and confidentiality requirements.
- The museum website and online resources.
- Social media and digital communications.
- Publications, talks and educational activities.
- Enquiries from researchers and members of the public.

The museum aims to respond to enquiries within a reasonable timescale and will provide information in alternative formats where practicable.

Use and Reference of the Collections

The museum encourages appropriate use of its collections for research, education, learning and enjoyment.

Researchers and members of the public may request access to collection information or images for study, publication or other legitimate purposes. Requests will be considered in accordance with:

- Copyright legislation.
- Data protection requirements.
- Cultural sensitivities.
- Conservation and security considerations.
- Any restrictions attached to donated or deposited material.

Appropriate acknowledgement of the museum should be given when its collections or images are referenced or reproduced.

Continuous Improvement

The museum recognises that accessibility is an ongoing process. We will continue to improve access to our collections, buildings, sites and information as resources allow by:

- Listening and responding to visitor feedback.
- Annually reviewing interpretation and visitor information.
- Identifying opportunities to improve physical and digital access.
- Working with community groups and partner organisations and where appropriate.



Policy Review

This Access Statement will be reviewed every three years or sooner if there are significant changes to museum operations, legislation or recognised best practice.