

**TOPSHAM MUSEUM  
ACCESS POLICY STATEMENT**



Date created: 11 July 2013  
Reviewed: 29 Sept 2016, Sept 2021  
Review date: Sept 2026

**Mission Statement (Purpose)**

To enable members of the public to explore the history of Topsham and the Exe Estuary and to see both a museum of the town's history and a typical Topsham Merchant's house of 1680-1750.

**Aims**

**Collections**

To collect, preserve, interpret and display Topsham and related Exe Estuary heritage and natural history for current and future generations. To do so with sensitivity to the past but embracing changes in public expectations of museums.

To make collections and archives available to visitors who wish to research aspects of local or family history.

**Community**

To encourage people within the Topsham and associated communities (be they local or affinity groups) to actively participate in and engage with the Museum; as members of the Museum, as volunteers and as visitors. The Museum should be seen as an important focal point in the Topsham Community.

**Visitors**

To attract visitors to the museum - to inform, entertain, educate and inspire them.

**Our commitment to access**

This policy statement outlines our commitment to working to deliver our mission statement/statement of purpose to all our visitors, potential visitors and volunteers.

We will make our collections and buildings accessible, by removing as many physical, intellectual or cultural barriers to access as practicable, within the limits of budgetary, legal and planning considerations.

- Physical access: we aim to maintain buildings and facilities that are as physically accessible as possible.
- Intellectual access: we aim to provide information and signage in a range of formats and languages appropriate to the needs of a wide range of visitors.
- Emotional access: we aim to provide a good standard of customer care to ensure that all visitors feel welcome.
- Financial access: we aim to maintain a free admission policy and to keep other prices as competitive as possible to ensure that as many people as possible are able to access our museum.
- Remote access: we aim to develop internet access to the museum and the collection to make them available to a wider and more diverse audience.

**September 2021**