

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/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 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 airman looking out to sea. He sits on a base upon which are carved the badges of the squadrons and units 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 Foxley-Norris Wall that frames the peaceful and inspirational site.

Elsewhere on the site there is a full-size replica of a Spitfire and of a Hurricane aircraft and other features relating to the Battle. All parts of the site are fully accessible to all visitors.

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 this website. For those travelling by car, the site address is New Dover Road, Capel le Ferne, Kent CT18 7JJ. The site is signposted from the M20 Motorway and from the A20 road.. (Please do not confuse with signs to the Hawkinge Museum).
- The Wing and the car parks (which have dedicated blue badge parking places) are open daily from 10am. The Wing and the car parks close at 4pm during the winter (October to February) and at 5pm in the summer (March to September).
- Occasionally, these facilities may be closed earlier due to functions taking place. The site facilities also close for a Christmas break. Details are always posted on the website.
- There is a bus stop immediately outside the site with access from both Dover and Folkestone. Shelter is available 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 three clearly marked Blue Badge parking spaces which are approximately 10m from the main entrance to The Wing. Via the Wing, the spaces also provide access to the external attractions and 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.

- Overflow car parking spaces may be provided on busy days. These are located on augmented grassed areas.
- 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 off passenger at the entrance to The Wing 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 of The Wing with step-free, level access throughout. With the exception of The Scramble Experience, access to the site and the facilities is free of charge.
- There are some cushioned bench seats in this area.
- The floor surface is tiled. Some areas are carpeted but remain 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 welcome/ticketing desk which is not enclosed.

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

- Externally, visitors are free to roam. The Memorial is situated in a large, grassed amphitheatre (with paved paths) and is intended as a place for peaceful reflection. Within the amphitheatre are the Foxley-Norris Memorial Wall, William Walker's Memorial Poem and busts of AVM Sir Keith Park and ACM Lord Dowding.

- 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 are available for groups. Pre-booking is essential to ensure guide availability.
- Within the visitor 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 meeting room, on a pre-booked basis, when not in use for its primary purpose as an educational facility.
- The former visitors' centre, Hunting Lodge, is now a study centre and library and is accessible. Hunting Lodge is available as a meeting room when not in use for its main purpose. Pre-booking is necessary to use Hunting Lodge.
- All areas of the Wing are accessible.

### **Public toilets**

- Toilets are located on the ground floor, with level access from the main entrance. Access from the first floor café area is via a lift. Male and female toilets are provided. In addition there is 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 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 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 additional overhead lighting.
- 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. There is a door to The Geoffrey Page Centre which is suitable for wheelchair access.

## **Grounds and Gardens**

- Externally, visitors are free to roam. The Memorial is situated in a large, grassed amphitheatre (with paved paths) and is intended as a place for peaceful reflection. Within the amphitheatre is the Foxley-Norris Memorial Wall, William Walker's Memorial Poem and busts of AVM Sir Keith Park and ACM Lord Dowding.
- 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 some seating (mainly wooden benches) in the external areas of the site.

### **Additional Information**

- All our staff receive regular training that includes disability awareness training.
- We have a set of evacuation procedures; should you require it, someone will assist you with evacuation either out of the building or to a refuge. We have safe lifts and evacuation chairs to assist.
- We welcome 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 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)) provides a modern, clean and legible guide to the site and its facilities. Any changes to access information will be posted on the site and on our Facebook page (Remembering the Few) or Twitter feed (@Remember\_the\_Fw).

### **Future Plans**

- Memorial Day is normally 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 at all times to site. Car park and visitor centre 1000 - 1700 (April - September), 1000 - 1600 (October - March). Closed for Christmas 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.