

## Welcome

Your visit to The Auckland Project begins at Auckland Tower, where you can find all the information you need to explore all our venues as well as other local visitor attractions. Here at Auckland Tower you can purchase tickets for our various offers and receive location information. The Auckland Tower boasts is a 29 metre high tower with a viewing platform 15 metres high offering unsurpassed views across the Deer Park, the Market Place, and the rural landscape beyond. You can visit the first floor of this building free of charge to view the exhibition space showcasing the history of Auckland Castle and The Prince Bishops of Durham.

The Auckland Tower is the place to purchase your entry tickets and get directions. You can view our exhibition on the first floor about previous archaeological excavations and the history of the Prince Bishops of Durham. The Auckland Tower viewing platform is 15 metres high, offering unsurpassed views across the Deer Park, the Market Place, and the rural landscape beyond.

## Getting here

### The Auckland Tower's address is:-

Auckland Tower  
Bishop Auckland  
County Durham  
DL14 7NP

### Travel by public transport

- You can get to the Auckland Tower by bus and train.
- No.6/No.18/No.X21/No.56/No.104/No.113/No.85 stop approximately 200 metres away from the entrance to the Auckland Tower, directly across the street from the Mining Art Gallery. You will be able to cross this road from this point using dropped kerbs for a level route to the Auckland Tower.
- The bus station for other routes can be found on the opposite side of the Newgate Centre. After getting off the bus, walk through the Newgate Centre and then turn to your left, walking straight along Newgate Street to the Market Place. The Auckland Tower is located at the Auckland Castle end of the Market Place. The main bus station is 0.3 miles / 0.48 km from the Auckland Tower.
- The nearest train station is Bishop Auckland train station which is 0.7 miles / 1.1 km from the Auckland Tower. It is a straight walk up Newgate Street from the train station to the Market Place where the Auckland Tower is located.
- You can get a taxi with S & S Travel by calling 01388 615531. This taxi company has a wheelchair accessible vehicle. Other taxi companies are available.

### Parking

- In the Market Place, where the Auckland Tower is situated, there is a drop off zone.
- The island between the two roads in the Market Place also contains a limited number of blue badge parking spaces

- The nearest carpark is located on North Bondgate. There are further blue badge parking bays here. There is level street access, from the car park to the Tower. The route from the car park to the Auckland Tower uses public pavements, and involves crossing the road twice. These crossings do have dropped kerbs.
- Parking fees may apply.

### Map of the Auckland Tower's Location



## The Auckland Tower at a Glance

### Ground Floor

There is level street access to the ground floor of the Auckland Tower. The ground floor consists of a large open plan space containing the ticket and information desk and some seating. There is also an internal stair case leading to the first floor. The entrance door opens automatically as you approach the building from the Market Place and push button exit doors are available. The ground floor internal space leads out via level access to an enclosed courtyard area, the external stair case to the viewing platform, lift entrance and the toilet facilities, including accessible toilet and Baby Change area.

### First Floor

The first floor is also a large open plan space containing interpretation panels and display objects. It has a beautiful, highly decorated, vaulted ceiling. There are some seats available on this floor, and two doors from this space, including one which has push button access, leading to the external stair case to the viewing platform and lift entrance.

## **Tower Viewing Platform**

The Viewing Platform is 15 metres high and can be accessed via the lift or via the external stair case. The floor of the platform is constructed of metal grid work. The platform wraps around three sides of the tower with the stair case on the fourth side. The platform is surround by an 1100mm high handrail.

## **Customer Service**

- We have a complimentary ticket policy for personal care assistants.
- There is a disabled access toilet on the ground floor.
- Visitor Experience Staff have completed Disability Awareness Training.
- Visitor Experience Staff have completed Dementia Friends Training.
- The Welcome Desk has a lowered section.
- Alternate formats of written visitor information may be available on request, please let us know at least a week in advance if you have any specific requests.

## **General Access**

- The Ground floor and first floor have seating available. There is no seating available on the Viewing Platform.
- There is a wheelchair accessible route throughout the building
- At its narrowest point the wheelchair accessible route is 1010mm wide.
- There are multiple stairwells in the building, all are well lit.
- The staircase to the platform, including the landing leading to the first floor from the lift and the platform itself are all constructed using a metal grid work.
- The staircase to the platform, including the landing leading to the first floor from the lift and the platform itself are external and exposed to the elements. There is also an internal staircase leading to the first floor.
- The narrowest point in the building including the stairwells is 1100mm.

## **Evacuation**

- Our lift must not be used during an emergency evacuation.
- We have an evacuation chair to assist visitors who are unable to use the stairs during an emergency evacuation. In order to provide assisted evacuation a visitor must consent, and be able to move from a wheel chair to the evacuation chair (a slide board is available). Please do not be offended if a staff member asks you if you would consent to evacuation by evacuation chair in an emergency.
- We are only able to offer access to one person who might require assisted evacuation at a time on each of the upper floors.

## Lift

- We have a lift in the Auckland Tower. The lift stops at the ground floor, first floor and the viewing platform.
- The lift has an emergency call button.
- The lift is well lit.

## Accessible Toilets

- Our accessible toilet is on the ground floor.
- There is an emergency call point in the toilet.
- There are handrails fitted.
- The direction of transfer is to the left.
- The toilet is well lit and the floor has a non-slip finish.
- Our accessible toilet contains a sanitary disposal unit.
- The height of the toilet is 450mm.



## Scooter/Wheelchair storage

- You are welcome to use compact mobility scooters inside the building.
- Larger mobility scooters or wheelchairs that you do not wish to use while viewing the interpretation space on the first floor or the viewing platform can be stored by us at your own risk.

## **Hearing**

- We have a hearing loop at the Welcome/Ticketing Desk.

## **Visual**

- The written content on the Interpretation panels displayed on the first floor and the information board on the viewing platform use a font no smaller than 18 point. Some of the information is at a low level. Large prints guides are available on request.
- The exterior of the building is decorated with large panels that are inscribed with written information. Although large in size the inscription is the same colour as the panel itself, large print booklets containing this information is also available on request.
- Hand held illuminated magnifiers are available on request at the front desk.