



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 Hack Green Secret Nuclear Bunker

Introduction

Situated in the Cheshire countryside, 3 miles from the small market town of Nantwich, Hack Green Secret Nuclear Bunker is a museum based in a former secret civil defence nuclear bunker. The museum is primarily concerned with the Cold War and the history of the site. The museum is situated at the end of a small lane and is not accessible from public transport.

The museum is based on two floors with the lower floor only being accessible via two stairwells. One is slightly wider with more areas to stop so may be more easily managed by some visitors. There are 30 steps to the lower floor. To gain access to the top floor there is a large concrete ramp and a set of 16 shallow steps. The ramp might be considered steep by some visitors, if you require assistance you can call the team inside the bunker directly on 01270 623353 who will come out and assist immediately. There are also braille and tactile markers on the stairs side the building.

The tour is self-guided and takes are 2 hours to complete. There are many places to stop and sit down on comfortable chairs.

There is a canteen and shop on the top floor with a hearing loop installed at reception. We provide hot and cold drinks and some snacks but cannot provide hot meals or sandwiches. All of our staff are very knowledgeable about the local area and can always provide information about local places to eat, visit and stay.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01270 623353 or email coldwar@hackgreen.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car with a sat nav using the postcode CW5 8AL. We are located in the heart of the Cheshire countryside, Hack Green Secret Nuclear Bunker is situated just off the A530 Whitchurch Road, a few miles outside the picturesque market town of Nantwich, and only 30 minutes from Chester. From Junction 16 on the M6 motorway take the signs to Nantwich then Whitchurch on the A530. (Follow the brown Secret Bunker signs)
- The bunker is a very short 5 minute walk from the Shropshire Union Canal. Just hop off at Hack Green Bridge No. 86. The bunker's arial mast can be seen from the bridge and there is a sign on the canal side by the bridge.
- Unfortunately there is no direct connection to public transport. As we were a previously secret location we are 'off the beaten track'. However, our closest centre on public transport is Nantwich. There is a train station and bus station. It takes roughly 30-45 minutes to walk from Nantwich, or is a short taxi ride.

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- Some of the roads leading to the bunker are small country lanes and single car width with regular passing places. In snow some are not 'salt gritted' but we salt grit the carpark and ramp in these conditions.
- Sometimes the bunker can be quite hot or cold during extreme weather. Especially in winter months it important to bring a warm coat.

Car Parking and Arrival

- There is free parking onsite for 29 cars. Should this parking be full (such as during a busy event) we recommend parking on the approaching path to one side. Please do not park both sides or on corners as this blocks the route for emergency vehicles. The car park is also accessible to larger vehicles and coaches.
- The car park is directly outside of the bunker and is only a short walk from the entrance. Please read the above comments regarding the ramp access from the car park.
- There is a small step from the ramp to the entrance. Inside the door there is a large metal temporary ramp for counting the ramp to the entrance. Please ask a member of staff at reception for assistance with this ramp.
- There is no specific Blue Badge parking as all of the parking spaces are wide and near the entrance.
- The car park is tarmac and the entrance ramp is concrete. There is a hand rail accompanying both.
- The car park is well lit when it is dark.
- Once inside the entrance there is an inwards opening door to a Entrance Room, which is carpeted, and then a double set of inward opening doors to reception.

Main Entrance, Reception and Ticketing Area

- The main reception/ticketing area is situated in the shop/canteen room. This has a vinyl floor covering and even throughout the bunker. The room is well lit from overhead.
- Reception is fitted with a hearing loop system.
- Tickets for visitors who are unable to experience the museum in full are reduced. Accompanying carer/s do not pay for admission. Tickets for
- There is a turnstile to get into the main shop/canteen, but also a wide gate, which the staff will unlock and open upon arrival.

Attraction (displays, exhibits, rides etc.)

- The tour is self-guided and clearly displayed with numbers and arrows.
- Interpretation boards are in large print where possible. Some original documents featured in displays can be quite small, unfortunately due to the volume of these documents we are not able to show these in large print.
- There interactive items around the museum that visitors are encouraged to touch, most can be accessed from a sitting or standing position.
- The museum is largely set out in exhibits that show what it would look like originally in the bunker complex. Throughout the attraction there are sounds of people working.
- Some rooms are slightly darker than others.

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- There is a fallout shelter experience that features loud sounds effects and flashing lights. This simulates the experience of sheltering from an attack. It is clearly marked on the door.
- All doors are standard width and (with the exception of the shelter) are pinned open. Except the doors to the canteen/shop, which are large double doors.
- There are many seats available throughout the museum to allow for rest stops.
- The floors throughout are a carpet tile, concrete and vinyl.

Public Toilets

- There are male and female toilets available and an accessible toilet. All are located on the top floor and are clearly signposted.
- The accessible toilet is locked with a RADAR key to ensure that it is more available in peak times. If you do not have a key one is available from reception.
- There is a large turning area with the accessible toilet and a wider doorway on 31 inches.
- The toilet is 18 inches from the floor.
- There are vertical grab rails beside both the sink and toilet. Also a horizontal grab rail beside the toilet.
- It is well lit with a fluorescent light.
- The taps are lever operated.

Catering

- There is a large canteen/shop area on the top floor.
- There are a combination of large dining tables with hard chairs without arms and smaller tables with soft chairs with arms. There is also a low coffee table and sofa.
- We have full allergy and dietary information available on request.
- Food is mostly snacks and cakes and we serve hot and cold beverages. There are no cooked meals but we can always recommend a great place to eat locally.
- The tables clothes are waxed and brightly coloured. The plates and crockery is all white.
- If you require any special assistance at all do not hesitate to ask a member of staff.

Shop(s)

- The shop is located in the shop/canteen area on the top floor, just next to reception.
- The counter is high, but it is part of our plan to complete renew the shop and make it more accessible.
- There is a hearing loop system installed.
- If you require any help the staff will be happy to assist you.

Additional Information

- All staff are trained to assist wherever possible.
- Staff are also trained to assist in the event of an evacuation.

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Future Plans

- We plan to completely overhaul the interoperation to make the museum more accessible. This includes a guide pamphlet, which will be able in large print.
- We plan to complete renew the shop/reception area with lower counters and more easily displayed stock.
- We are in consultation with a specialist to work on making the museum more accessible throughout including a guide for parents with autistic children.

Contact Information

Address (Inc postcode):

Hack Green Secret Nuclear Bunker, French Lane, Baddington, Nr. Nantwich, Cheshire. CW5 8BL

Telephone:

01270 623353

Email:

coldwar@hackgreen.co.uk

Website:

www.hackgreen.co.uk

Hours Of Operation:

Mondays & Tuesdays in Winter Season (November-March) and 2 weeks at Christmas/New Years

Local Accessible Taxi:

D&D Taxi service in Crewe, please call 01270 251141.

Local Public Transport:

Unfortunately the bunker is not accessible from public transport. However, the local railway station is Nantwich and there are no bus stops close to the site.