

IL-ĦAĠAR MUSEUM ACCESS POLICY

This document provides an overview of Il-Ħaġar Museum's (the "Museum") policies regarding access to its venue, exhibitions, and rooftop snack bar. The scope behind this document is to provide potential visitors with accurate and detailed information about the Museum's accessibility when visiting the establishment.

ACCESS STATEMENT

All are welcome at the Museum. Accessibility, diversity, equity and inclusion are all core values at the heart of our operations. It is our aim to reach as many people as possible and present them with an authentic experience of Gozitan heritage and Christian culture that form an integral part of Gozo's island community. To this end, the information provided in this policy document will help you plan your visit to the Museum.

We strive to eliminate obstacles which prevent people from accessing our establishment and events, and therefore we are always seeking to make appropriate and reasonable adjustments to improve access within the limits of our venue and resources. We are committed to doing our utmost so as to offer a rich and engaging experience to our visitors. We recognise that access is an integral issue that must be addressed through the actions of the organisation as a whole.

ARRIVING AT THE MUSEUM

The Museum is located in the heart of Victoria, amidst narrow streets not easily accessible by car. However, the Museum's location is a three-minute walk from the nearest bus stops 'Savina' in Savina Square and 'Opera' in Republic Street. In addition, Victoria's main parking area in Giorgio Borg Olivier Street and the Victoria Bus Terminus are only a five-minute walk from the Museum. However, it must be noted that there is a slight climb when walking towards the Museum and some of the road surfaces are paved by cobble stones.

SERVICES AND INFORMATION

The museum is equipped with museum standard lighting whilst hand rails are installed at all staircases. All levels of the museum are accessible to physically challenged visitors with ample manoeuvrability for wheelchairs around exhibits.

A limited number of chairs and benches are available for aged and physically challenged persons at all levels. Wheelchairs are not available for hire.

An AED Defibrillator is in front of the museum and a First Aid kit is available. The front-desk staff have contacts of medical doctors who can be of assistance as required. The closest pharmacy to the museum is just 100 metres away – ‘Batu Pharmacy’ and the ‘Victoria Polyclinic’ is less than 300 metres away.

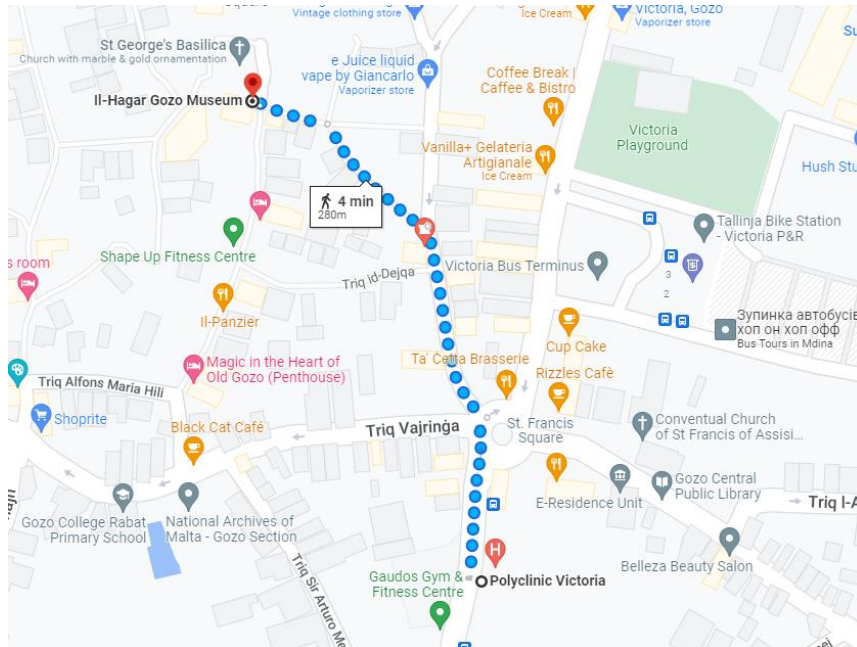


Figure 1 Location of the Victoria Polyclinic

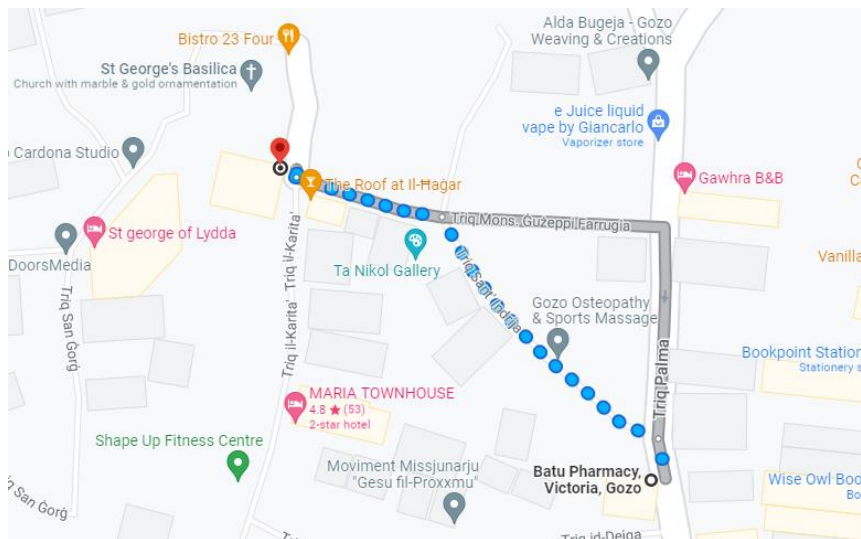


Figure 2 Location of the closest Pharmacy

Animals are strictly prohibited inside the museum (whether under leash or hand carried) except for guide dogs.

Smoking and the partaking of food and drink are prohibited throughout the premises, except for the yard and at the cafeteria/snackbar at roof level.

INSIDE THE MUSEUM

The Museum is easily accessible from its main entrance in Pjazza San Ġorġ, Victoria as there are only a shallow ramp and a glass swing door between the street and the reception area which consists of a small counter from where visitors can obtain information about the Museum and its exhibits and events. Staff at the reception desk are trained to give assistance where needed and are at the disposal of visitors in all matters concerning visitors' experience.

In total the Museum comprises of five (5) floors plus a roof area which are all fully accessible by lift or by stairs. The Roof is reached through the lift during normal Museum opening hours.

A fire alarm system is in place and fire exits are clearly marked. In case an alarm goes off, please follow fire exit signs accordingly.

Visitors are reminded that the museum is furnished with marble flooring almost throughout the all levels and care should be taken when wearing shoes with hard leather soles. Stairs are uneven (due to their original rustic origin) but outdoor ones are equipped with handrails.

Toilets are situated at upper ground floor level ("level1") and at the cafeteria at roof level. A wheelchair accessible toilet is found at the upper ground floor level.

Information is provided by information leaflets. Audio visual rooms are provided on levels 1, 2 and 3.

ROOFTOP BAR & CAFETERIA

The Museum offers its visitors food and hot and cold drinks at its 'The Roof at Il-Ħaġar' (the "**Roof**"), cafeteria at rooftop level which enjoys 360 degrees breathtaking views of the island of Gozo. It offers seating facilities, waiter and counter service and is easily accessible by lift from all levels of the Museum and by stairs either from the Museum or outside Il-Ħaġar's normal opening hours from its alternate entrance located in Mons. Ġużeppi Farrugia Street.

Please visit The Roof at il-Hagar's [Facebook page](#) for the latest updates.

FUTURE MODIFICATIONS

An additional exhibit is being installed at basement level which is only accessible by stairs. However, exhibits will be partly visible through a glass ceiling

QUERIES

Enquiries regarding this policy should be directed to the Management Team at info@heartofgozo.org.mt or by post at Il-Hagar Museum St George's Square Victoria VCT1101 Gozo Malta.