

# TorreAbbey

## Visual Guide

This information is designed to help you prepare for a visit to **Torre Abbey** in Torquay.

Created by

Heritage  
Ability



A project by the English Riviera UNESCO  
Global Geopark



United Nations  
Educational, Scientific and  
Cultural Organization



English Riviera  
UNESCO  
Global Geopark

# General Information



Torre Abbey is Torbay's most historic building, an ancient scheduled monument dating back to 1196, set within 18 acres of garden and parkland. It's an award-winning visitor attraction housing an impressive art collection and uses interactive technology to tell the abbey's fascinating history.

Opening hours are subject to change in line with central government COVID 19 legislation. Please see website at [www.torre-abbey.org.uk](http://www.torre-abbey.org.uk) for latest updates.

You have to pay to enter, for our most up to date prices please see [www.torre-abbey.org.uk](http://www.torre-abbey.org.uk).

Torre Abbey visitors need to pre-book tickets online in advance of their visit.

To pre-book tickets please visit <https://torre-abbey-museum.arttickets.org.uk/>

Visitors will be given a timed slot for up to six people, and only one group will be allowed to enter at a time.

**TorreAbbey** Your basket (0)

## Art Tickets

GENERAL ADMISSION TICKETS



**Torre Abbey General Admission**  
Torre Abbey Historic House and Gallery  
Torre Abbey General Admission  
22 September - 12 December 2020

[Book tickets](#)



**Torre Abbey Vulnerable Tuesdays- Mornings Only**  
Torre Abbey Historic House and Gallery  
On Tuesday's the house and gardens are open to vulnerable visitors only, especially those that have been shielding. For further information please contact us.

[Book tickets](#)

22 September 2020 - 14 December 2021

# Getting there



Torre Abbey is accessible by car. There are disabled parking spaces on site for blue badge holders.

Visitors can also Abbey Park or Torre Valley South pay and display car parks.



Torre Abbey is a short walk from Torquay train station and is close to local bus stops.

Bus services which operate nearby include:

The 12, the 12A, the 12C, the 61, the X46, the X80, and the Cockington Bus .

# Entering Torre Abbey



There are signs directing you to the museum entrance.

The Learning Lab and Spanish Barn are for private events.

For the most up to date opening times for the Café please see [www.torre-abbey.org.uk](http://www.torre-abbey.org.uk)



You will enter the museum on the lower ground floor. There is a traffic light system before you reach visitor welcome, please only proceed when the light is green. This is to ensure social distancing between visitors.

The entrance path slopes down, there are hand rails on either side.

Please note there are uneven surfaces around the Abbey.

# Visitor Welcome and Shop



The museum is operating the track and trace system, the QR code is available on visitor welcome. You will also be able to provide your contact details via paper forms.

Please let the member of staff know the name on the booking on arrival at visitor welcome.

Here, you can pick up a map of the museum and gardens. There is also a map specifically for wheelchair users which details the areas that can be accessed without using the stairs.



The shop is to the left of visitor welcome. At the far end of the shop is the entrance to the gardens.

Access to the gardens is weather dependent and during winter the gardens close at 4pm.

# Facilities



The accessible toilet is on the ground floor near the lift. The ground floor is one floor up from the entrance.

This toilet also has baby changing facilities.



The ladies and gents toilets are on the ground floor near the Hidden House.

The doors are propped open to minimise touch points within the museum.

Please note these toilets are not until about three quarters of the way through the museum route.

# Covid-19 information



Visitors to the museum must wear face masks unless they are exempt from doing so.

Staff will also be wearing face coverings. Staff can be recognised by their Torre Abbey uniforms.

There are several hand sanitising stations around the museum. The touch points within the museum are regularly cleaned.



There is a one way route which visitors should follow. There are signs throughout the museum directing you where to go.

Certain areas which visitors should not enter are taped off.

Visitors should adhere to social distancing guidelines.

# Wheelchair Route



There are wheelchairs available to use free of charge during your visit.

The museum also allows certain types of mobility scooters to be used inside as well. Contact the staff before your visit if you would like to use your own mobility scooter.



There is one lift in the museum. Only one household should use the lift at a time.

The museum is operating a one way system, however certain parts of the route involve using stairs and so wheelchair users are not able to follow the one way route. Instead you will need to return back to the lift once you have finished looking at each floor.



To access the Ballroom wheelchair users will need to go to the lift on the ground floor and use the stair lift.



The majority of the museum is wheelchair accessible however the Cary Chapel and Hidden House areas are not.

# Sounds and loud noises



In the Medieval Undercroft on the lower ground floor there is monastic music and chanting that can be loud.

This music can sometimes be heard in nearby areas, including the visitor welcome.



The main doors to the toilets on the ground floor have been propped open to reduce touch points.

This means that the sounds of the hand driers and the flushing toilets and urinals can be heard outside the toilets and near the Chapel.



On the 2nd floor (top floor) the 800 Years Exhibition has many interactive screens and projections.

These interactive screens can start as your approach them, play at the same time as others and can be loud.

## Staircases



Due to the nature of the building there are several staircases throughout. Not all of the staircases have hand rails.

Visitors who do not feel confident using the stairs are encouraged to use the lift.

# Exiting the Museum



You will exit the museum on the lower ground floor. You are then invited to walk around the outside of the building and re-enter via Visitor Welcome to visit the shop and gardens (included in the ticket price)

Follow the signs to exit via the café.

This exit involves using stairs and so is not suitable for wheelchair users.



Wheelchair users should return to the visitor welcome and exit via the shop and garden.

This will involve going through a corridor where others may be entering the museum so please ensure social distancing is maintained.

# Gardens



There is no one way system in the gardens and visitors do not have to wear face masks, however they should socially distance.

When entering the Arid House and the Palm House only one visiting group should go in at a time.

The Palm House has a one way system.



Within the gardens are the Abbey Ruins. There are uneven steps and surfaces.

Once you have viewed the lower part of the garden please return to visitor welcome and ask a member of the team to unlock the side gate which will give you access to the higher part of the garden.

# Alarms



In the event of the fire alarm going off in the museum the staff will direct you to the nearest fire exit.

The lift will be out of action. There are twelve refuge points throughout the museum. Please use these points if needed and staff will assist you.

The meeting point is on the green in front of the Abbey by the golf course.

# Quiet Room



If you need somewhere quiet to go, please speak to a member of staff .

Torre Abbey doesn't have a designated quiet room but staff and volunteers will do their best to assist you.

This visual guide is part of a suite prepared for the English Riviera UNESCO Global Geopark and funded by Torbay Council's Voluntary and Community Sector Covid 19 Grants Scheme as part of the Geopark Covid Transformation Project 2020



**TORBAY**  

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**COUNCIL**

For more information about Heritage Ability, visit [www.heritageability.org](http://www.heritageability.org)



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