NATIONAL MEMORIAL ARBORETUM

National Memorial Arboretum Visual Story



This is your visual story, a guide to visiting the National Memorial Arboretum.

Our visual story will help you plan your visit to the Arboretum.

The visual story will tell you what to expect when you visit.

We want to ensure that everyone enjoys their visit to the Arboretum. If you have any questions in advance of your visit, please email info@thenma.org.uk or call 01283 245 100.

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Before you visit

- Before you visit, book your parking in advance to get a discount.
- Parking charges apply for all cars and motorcycles, including for blue badges holders.
- You can book general and accessible parking spaces before your visit.
- Book tickets by calling 01283 245 100 or online thenma.org.uk/booktickets



Arriving at the Arboretum

- When you get close to the **Arboretum** you will see **large white Welcome and Open Daily signs** at the entry.
- If you booked a parking ticket, have your confirmation email ready to show our parking team.
- Follow the **signs** and **directions** from our **friendly car park team**. They will show you where to park.



Parking

- **Welcome to the Arboretum**. This is the entrance to **Car Park A,** off Croxall Road.
- If car park A gets full, all cars and motorcycles will be sent to **Car Park B**, which is further along Croxall Road.
- **Car Park B** has a gravel surface.

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Hiring a mobility scooter

- Book a mobility scooter online before you visit or at the Welcome Desk on the day. Only visitors aged 16 and over can use them.
- You can book mobility scooters before your visit on-line here. or by calling 01283 245 100.
- Hire a **Wheelchair free** at the Welcome Desk or by calling 01283 245 100.



Collecting a mobility scooter

- Go to the Welcome Desk to collect your booked scooter.
- An Arboretum team member will show you how to use it.
- You will need to sign a user agreement.



Using a mobility scooter

- You can use mobility scooters and wheelchairs outside and in the Remembrance Centre and the Coffee Shop.
- There are solid roads and paths in the Arboretum grounds to use.
- When you have finished using the mobility scooter it should be parked in Heroes' Square. Please return keys to the Welcome Desk.

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Arriving by bus

- **The bus and coach passenger drop-off and pick-up point** is at the left side in front of the Remembrance Centre.
- There is a **car passenger drop-off and pick-up point** at the right side in front of the Remembrance Centre.



From the car park to the Remembrance Centre

- A flat path runs through the car park to the Remembrance Centre.
- Dropped kerbs are suitable for wheelchairs and mobility scooters.



Entering the Remembrance Centre

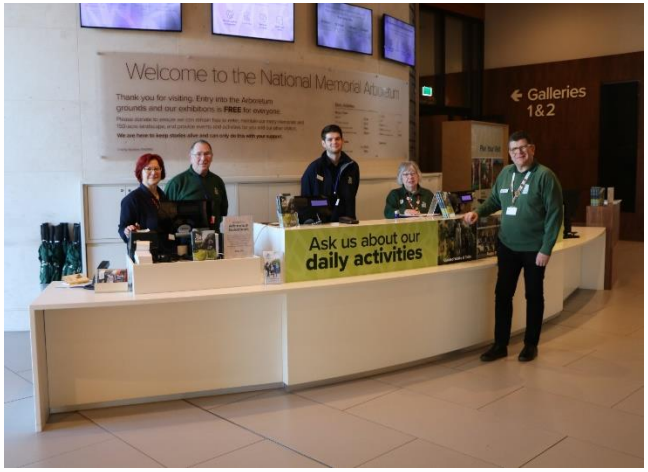
- This entrance leads into a lobby area and then into the **Remembrance Centre.**
- You will walk through 2 glass doors that open automatically as you approach.

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Coming inside

- You get into the Arboretum though the Remembrance Centre.
- This is the large building next to Car Park A.
- To get inside, go through the big glass doors.



The Welcome Desk

- At the **Welcome Desk** our team can help answer any questions.
- They can also suggest what to see and do.
- **Volunteers** wear **green uniforms a**nd staff wear **blue uniforms.**



Buying tickets

Visiting the Arboretum is free.

At the **Welcome Desk**, you can get a map and children's activity sheets, **buy a Guidebook** and **tickets** for:

- **The land train**
- **A buggy tour**
- **A guided walk**

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The Remembrance Centre

- This is where you'll find indoor spaces including the Welcome Desk, toilets, exhibition galleries, the Restaurant and Shop.
- The way out to the grounds.
- Volunteers wearing green uniforms are here to help you.



What you might hear inside

- You might hear people talking, radios, music, scooters beeping, or dogs barking.



Toilets

- **Toilets** are after the shop. Follow the blue signs.
- There are 2 accessible toilets.
- One of them has a baby changing table.

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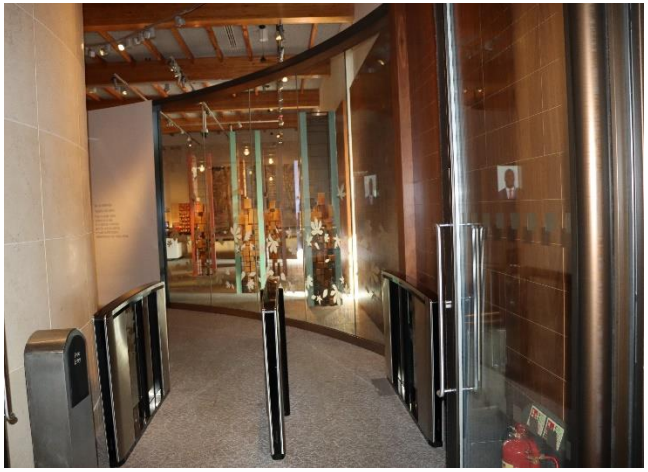
Changing Places toilet

- A **Changing Places toilet** is available, next to the accessible toilets.
- Ask at the Welcome Desk if you need a **RADAR key.**



Entrance to Gallery 1 and 2

- Gallery 1 contains the Landscape of Life exhibition.
- This exhibition helps to explain what Remembrance is, and why it is important.
- Gallery 2 is a temporary exhibition area.



Gallery 1 Landscapes of Life

- The entrance into Landscapes of Life is wide enough for wheelchairs and mobility scooters.

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Changing colour Poppy Floor

- The floor of Gallery 1 changes colour at times and when visitors walk across the colourful leaves.



Timeline of Remembrance

- The timeline of Remembrance shows some of the ways that people have remembered through history.



Timeline of Remembrance

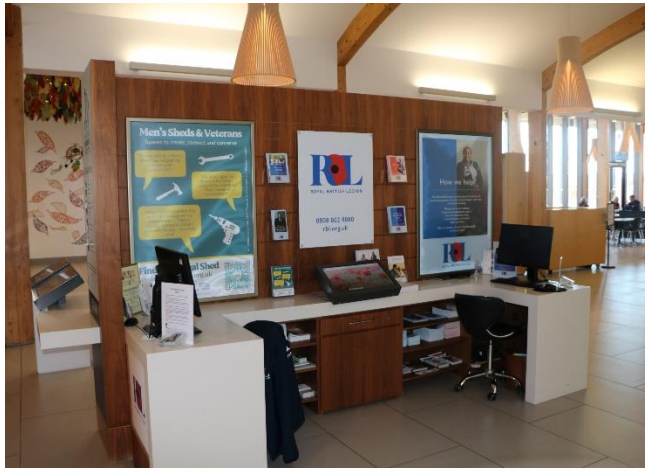
- Some items have earphones describing the images.
- If you put these to your ear you will hear more information about the exhibition topics.

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The Drum

- Within Landscapes of Life exhibition is **The Drum**, a large circular area with seating, changing images and video. In this space you might find a temporary exhibition.
- Ask any member of our team if you would like to know what is in here when you visit.



Royal British Legion Information Desk

- The **Royal British Legion (RBL)** supports the armed forces community and their families.

  You can find out about the RBL and the support they offer by asking the Team at the desk or on-line at www.britishlegion.org.uk , or by calling **0808 802 8080.**



Gallery 3

- Gallery 3 is a temporary exhibition area. The exhibitions tell Remembrance stories.
- The displays here change during the year.
- Ask any member of our team if you would like to know what is in here when you visit.

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Information Area

- Further inside the Remembrance Centre is the **Information Area**.
- A friendly volunteer here will answer any questions you have.
- If you don't know where to go, they can suggest areas of the Arboretum to visit or help you find your way.



Information Screens

- Use the **Information Screens** in this area to look for and read about the memorials around the Arboretum.
- The **volunteer** at the **Information Area** will be happy to help you use the Information Screens



The memorials

- There are over **420 memorials** and more than **23,000 trees** at the Arboretum.
- There are many **individual plaques** in the Arboretum.
- You can **print a location map you can use** to get to any of the memorials in our grounds.

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The Restaurant

- You can buy hot and cold food and drinks here.
- Food that may cause **allergies** is marked on the menus, food packaging, and the Restaurant video screen.
- Our team can answer questions about our food and its ingredients.



Buying food

- In the Restaurant you can buy sandwiches, cakes, children's snack boxes and drinks, and other food items.
- Our team will serve any hot food you want to buy from the counter.
- You will find hot drink machines; hot and cold water taps and cups on the self-service counters.



Paying for your food and drinks

- Once you have chosen your food and drinks you will pay at the tills.
- Lots of our hot food is made fresh so you may have to wait whilst your food is prepared.
- If this is the case the team will give you a buzzer that will vibrate and beep when your food is ready to collect from the counter.

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Sitting in the Restaurant

- There are lots of places to sit in the Restaurant which is busiest around lunchtime.
- In here you might hear people chatting and eating, some quiet music may be playing in the background.
- Sometimes you might hear noises like the rattle of plates on a trolley, babies crying and dogs barking.



Restaurant dog friendly area

- We have a **special** place in the Restaurant where **dogs are allowed**.
- Ask our team if you need help finding a table.
- Assistance dogs can go everywhere at the Arboretum.



Open space in the servery

- The Restaurant servery is wide enough for wheelchairs and mobility scooters.

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Going outside

- To get outside go through the big double doors into **Heroes' Square.**
- From here you can get to the **Coffee Shop, Land Train, the Chapel and Arboretum grounds**.



Exploring outside

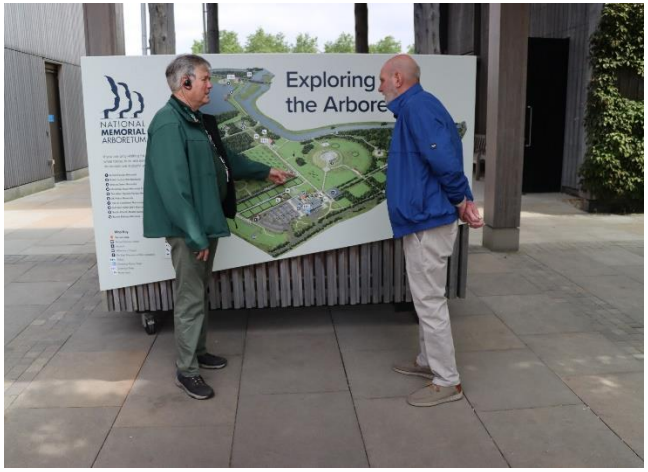
- There is a big map of the Arboretum in Heroes' Square.
- Volunteers nearby can give you a paper map and ideas for where to visit.
- This is a **working site.** As you explore look out for moving vehicles, loud grounds machines, grass cutters, mobility scooters and golf buggies.



The Coffee Shop

- You can buy drinks and snacks in the **Coffee Shop**.
- You might hear the coffee machine working and people chatting.

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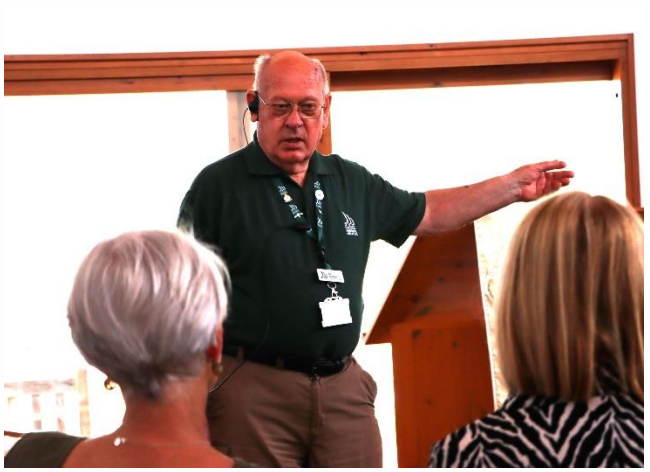
Getting to the Chapel

- If you need help getting to the **Millennium Chapel**, speak to a volunteer in Heroes' Square.



The Chapel

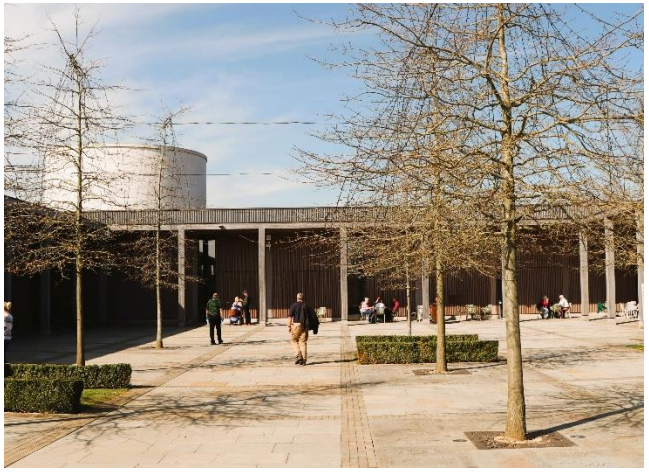
- The Millennium Chapel is near Heroes' Square.
- Volunteers in Heroes Square can help with access if required.



Daily Act of Remembrance

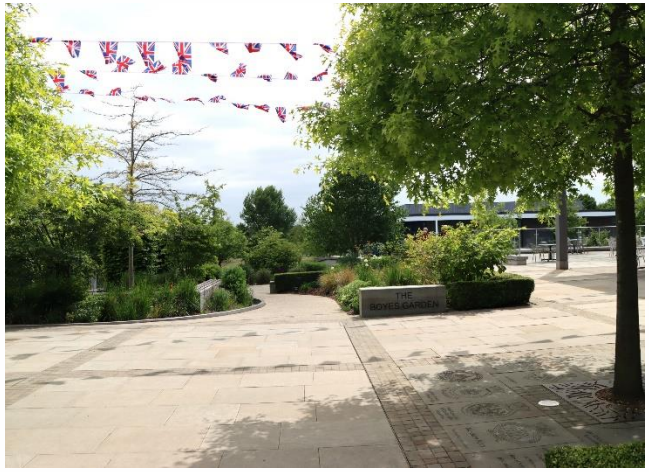
- At 11am each day we hold a two-minute Silence in the Chapel.
- If you want to join in with the Silence please be seated by 10.50am.

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Heroes' Square

- This big open space has chairs to sit on.
- Sometimes we hold performances here.
- Check our website for events **thenma.org.uk/events**



The Boyes Garden

- This is a path into the grounds.
- It is easy to use for wheelchairs, pushchairs, or scooters.



Boyes Garden path

- The **Boyes Garden path** leads to **Millennium Avenue** and the **Armed Forces Memorial.**

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In the grounds there are

- Trees, flowers,
- small birds and animals,
- open green spaces,
- children's play areas and benches to sit on.



Memorials

- The Memorials are made from different materials, such as wood, brick, glass and stone.
- You will find some memorials in gardens.



Benches

- You will find benches to sit on throughout the Arboretum grounds.
- You can take a rest here or have an open-air picnic.

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Guided Walks

- You can book onto **a 45-minute Guided Walk** at the Welcome Desk. Our walks are led by our volunteer guides.
- Book a **walking tour** at the Welcome Desk. Please let us know if you have any accessibility needs when booking.



Guided Buggy Tours

- You can book onto a **Guided Buggy Tour** at the Welcome Desk.
- These tours are led by our volunteer guides and last for 45-minutes.
- One of our buggies can accommodate a wheelchair.



Free Daily Talks

- Each day we give **free talks** about the Arboretum and some memorials.
- Ask at the Welcome Desk or Information Area for more details.

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The Land Train

- The **Land Train tour** is about 50 minutes.
- You can **buy tickets** at the **Welcome Desk**.



The Land Train

- The Land Train **is suitable for wheelchair users.** The driver will help you on.
- There is a recorded voice guide.



The Land Train

- The Land Train carriages have **red and green signs** to help you know where to look.
- You can **ask the driver** for a **printed version** of the **voice guide** before you start your tour.

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Shelters in the grounds

There are **four shelters** in the grounds where you can rest:

1. Millennium Shelter
2. Christmas Truce Shelter
3. Shot at Dawn Shelter

These three shelters have chemical toilets close-by.

4. Lions Shelter (no toilets)



Quiet Space

- There are **always quiet places at the Arboretum.**
- If you need a quiet place, please ask any member of the team.



The Shop and leaving the Arboretum

- In the shop you can buy things to remind you of your visit to the Arboretum.
- When your visit is over, you will leave through the double doors in the shop.
- The exit from the Shop is wide enough for mobility scooters.

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Thank You for visiting the Arboretum.

We'd love to hear about your visit. You can share your feedback with us by:

Post:

Write to us at National Memorial Arboretum, Croxall Road, Alrewas, Staffordshire, DE13 7AR

Phone:

Our switchboard is open Monday - Saturday, during our opening hours, call 01283 245 100.

Online:

You can contact us via our accessibility page: https://thenma.org.uk/accessibility