Head of Steam
Darlington Railway Museum

Visitors Visual Story

Museum Entrance

The Temporary Exhibitions Gallery can be found on the North Platform near the Third Class Carriage. It was the old waiting room and is made out of wood.

Your visit starts in the audio visual area where you can watch a short film introducing the early railways. The film is about 5 minutes long. You can walk straight through the area onto the platform.

Reception

This is where you will need to buy your ticket for the Museum. There is also a shop here, and a children's play room.

Looking round the Museum

The museum has sound effects of trains and station noises. If you find the background noises too loud, please tell a member of staff and we can turn the volume down or off.

We also have some games which make noises as well.

Visitor Assistants

The Visitor Assistants wear black uniforms with the Head of Steam logo in white. They also wear name badges. You can ask them about where things are, and buy items in the shop from them.

Other Staff

Our other members of staff wear smart casual clothing. They will usually have a name badge, which also has their job title on. You can ask them about the Museum as well.

To continue, turn left and follow the displays. The building was a railway station, and is a large, bright area.

There are two platforms, a footbridge and other features to look for.

Two of the rooms have low light levels to protect the objects in them from fading. These rooms are the **Pease room**, and **the Booking Office**.

Toilets

Signage and assistance

Inside the Museum there are signs to help you. The writing and symbols are in dark red and are on a cream background.

If we all need to leave the building quickly

If you hear a loud siren, that means we need to leave the building; follow a member of staff or make your way through any exit door.

The meeting point during a fire alarm is by the front gate. There is another meeting point along the outside platform, near the Glass Corridor.

Quiet Space

If, while you are visiting the Museum, you find that you need somewhere quiet to go to, please speak to a member of staff who will assist you.

We will do our best to find you a quiet room where you can sit and rest until you feel better.

Parking at the Museum

There are two car parks at the museum. Parking is free. If the Main entrance car park is full, use the overflow car park. When you drive to the museum, you will see the overflow car park first.

Opening and Closing Times for the Museum.

April to end of September: Tuesday to Sunday 10.00am - 4.00pm

October to end of March: Wednesday to Sunday 11.00am-3.30pm

Open on Bank Holiday Mondays, but closed on Christmas Day, Boxing Day and New Year's Day

We have a research facility which is free to use but must be booked in advance. The Ken Hoole Study Centre opening hours are Tuesday to Thursday -

April to end of September: 10.30am - 3.30pm

October to end of March: 11.00am - 3.00pm

And every third weekend of the month.