

Accessibility in Pärnu Museum

LOCATION AND ACCESS

The museum building

Pärnu Museum is located **in the centre of Pärnu, at 3 Aida Street**. The museum building is located in the area between Pikk Street and the Pärnu River, next to the Pärnu Concert Hall. Aida Street is on the riverward side of the museum, while Põhja Street is on the other side.

The massive rectangular **building** of the museum is recognisable by its white exterior and beige shutters. There is also a black pole with the museum's logo on it out front, flags on the wall next to the door, a sign that reads 'Muuseum' above the door, and a banner for one of the ongoing exhibitions on the roof.

Pärnu Museum is **open** all year round from Tuesday to Sunday from 10 a.m. to 6 p.m., and in summer (usually between 20 June and 20 August), from 10 a.m. to 7 p.m.

Arrival and parking

You can get to us **by city bus, car, or bike, or on foot**.

If you are coming by **city bus**, exit the bus at the Pärnu bus station or at the stop 'Endla teater'. The 'Endla teater' stop is a little closer, but the museum is also no more than 5–7 minutes away when getting off at the bus station.

When you exit the bus at the 'Endla teater' stop, turn left or right to go past the large residential and commercial building in front of you with side wings extending behind it and the smaller building behind that. The museum building is now in front of you.

When coming from the bus station, pass between the Martens building and the Port Artur 1 shopping centre along Ringi Street straight ahead until Aida Street, turn left across the crosswalk, pass Martens Square and through the gallery of Pärnu Centre, along Aida Street to the museum building.

You can lock your **bike** in the bike rack between the museum building and the building at 5 Aida Street. The second bicycle parking facility is located on the other side of the museum building, in front of the car park, at the corner of the building.

If you are coming by **car**, you can get to the museum by turning onto Põhja Street from Lai Street. Põhja Street is one-way.

Parking is available in the museum's car park, which is located on Põhja Street, on the west side of the museum. The car park has 7 spaces, the leftmost of which is a marked parking space for visitors with special needs.

Park your car and ask for a **parking card** at the ticket desk of the museum along with your ticket, which must be placed beneath the windscreen of your car, on the dashboard, as soon as possible. You can park in our car park for up to 2 hours. If there is no space in the museum car park, you can park on Lai or Põhja Street for up to one hour free of charge,

according to traffic regulations, or in the car park of the Pärnu Concert Hall under the same conditions.

Groups can park their bus on the right side of Põhja Street opposite the concert hall for the duration of their visit.

Entering the museum

The museum has two **entrances** with glass doors, which are unlocked during the opening hours of the museum. Both entrances are wheelchair- and pushchair-accessible. There are no push bars on the doors.

The main entrance is located on the Aida Street side. If you are coming in a wheelchair or pushchair, please use this entrance, as it is on the same level as the street.

Aida Street is a tiled and paved pedestrian street that looks like a square. There are backless benches on the square for resting, with large flower pots next to them. Between the car park of the museum and the entrance are some ornamental trees, and there are a few flower pots on either side of the door. During the Christmas period, there may also be a large Christmas tree to the right of the door. The door does not open automatically, but by pulling (to the left and outward). If you need help opening the door, do not hesitate to call the museum's administrator at the ticket desk of the museum – the number is +372 443 0585. There is usually a security guard in the lobby of the museum who can help, as well.

When you come in through the main entrance, there is a dirt mat on the floor. Directly ahead, you can see a large piece of a cog behind glass. Walk along the dirt mat to the left until you come to the tourist information shelves, then turn right and walk straight ahead for about 6 metres towards the arrow on the floor, then turn left. You will see the ticket desk of the museum in front of you.

The second entrance is located exactly opposite the museum, on the Põhja Street side. There is a paved footpath along Põhja Street, on the museum side. You can access the glass door of the museum via a sloping tiled ramp under the roof that is about 6 metres long. The door opens by pulling (to the right and outward). When you go through the door, you will enter the museum lobby. Follow the ramp straight ahead for about 6 metres. To your left is the museum's club room, which is used as a rental and event space and is usually closed. To your right is the accessible lift. The accessible lift has a load capacity of 300 kg. Directly in front of you is a staircase down to the ground floor with 12 steps. When you come down the stairs, you end up in the same place as when coming in through the main entrance. When exiting the accessible lift, turn left and go to the main entrance. You can also turn right and go around the piece of the cog across the glass floor to its opposite side, where you will see the ticket desk on the right.

At the ticket desk of the museum, you will meet the **administrator**, who you will recognise by the black name tag. The administrator will help you choose the right ticket and introduce the exhibitions and offers available. You can also ask them further information about the exhibitions of the museum.

Leaving the museum

To leave the museum, take the way you came.

RECEPTION AREA OF THE MUSEUM

The museum is open to **guide dogs**, and other well-behaved pets are welcome by prior arrangement.

You can find out more about the reception area of the museum and the permanent exhibition in advance by visiting the **virtual tour** on our website: <https://www.parnumuuseum.ee/parnu-museum>

There is currently no loop amplifier at the Pärnu Museum and there are no voice announcements in the lifts.

Feel free to ask for assistance from the administrator at the ticket desk or the security staff in the exhibition rooms. Generally, the administrator speaks Estonian and English, and in exceptional cases, also Russian and Finnish. Our security staff also all speak Russian.

Tickets

Disabled persons up to the age of 16 and their accompanying persons and severely disabled persons aged 16 and over and their accompanying persons can visit the museum free of charge. The entitlement to the benefit can be proven with a disability card.

In addition, children aged 8 and under, persons repressed by occupying powers (clause 7 (1) 2) of the Persons Repressed by Occupying Powers Act), conscripts of the Estonian Defence Forces, members of the Pärnu Tourist Guides Association and the Estonian Guide Association as well as guides who have completed the museum's guide training, members of the Estonian Museum Association, members of ICOM, journalists with prior agreement, one teacher/guide per every 11 students/tourists, and Museum Card holders are entitled to free admission to the museum.

A discount ticket can be redeemed by pensioners, students, and ISIC or ITIC holders upon presentation of the appropriate document.

With a museum ticket, you can see all the exhibitions. From September to April, you can also buy a separate ticket from the museum for the temporary exhibitions floor only.

Cloakroom

There is a cloakroom for outerwear to the right of the ticket desk of the museum, in front of the toilets. If necessary, the administrator will help you hang your clothes on the hangers. Personal belongings should be taken with you to the exhibition hall, while bulky bags can be left in a locker with the help of the administrator or a security guard.

Regular and accessible toilets

In the reception area, right next to the cloakroom, is a toilet with two cubicles and an accessible toilet with a separate entrance.

The door to the toilet on the left opens outward and to the left. There is a sink in the front room on the right. The doors of the stalls also open outward. The door of the left stall opens to the left, the door of the right stall to the right.

There is no push bar on the door to the toilet. The door opens outward and to the right.

Lights in the toilets on the reception floor of the museum need to be switched on and off from switches located next to the doors outside the toilets.

There are toilets also on the third floor of the museum. Exit the lift, turn right, and go around the corner. On the left is the women's toilet. The door opens outward and to the right. The men's toilet is on the right. The door opens outward and to the left. In both rooms, the lights can be switched on and off before leaving by a switch located inside the room on the sink side.

There is no accessible toilet on the third floor.

Shop

On the other side of the ticket desk is the museum shop (on the same level). If necessary, the administrator can introduce the products on sale.

VISITING THE EXHIBITION

Pärnu Museum has **two exhibition zones**. The museum halls are wheelchair-accessible and you can also move between the different floors with a wheelchair.

The permanent exhibition starts from the lobby. In the middle of the foyer, behind the glass, is a piece of a mediaeval cog, which can be viewed from four sides. The ruins of a former city gate and wall are on display under the glass floor. You can stand and walk on the glass.

If you stand facing the cashier, before the shop, a sloping ramp to the left leads to the underground level of the building. The path goes straight downward, turns right and then right again, circling around the museum shop. The path ends with the first hall of the permanent exhibition – the Stone Age hall – on the left.

From the next exhibition hall, you can proceed through the fabric curtains to the right of the hall and **up the stairs**. The stairwell is dim. The staircase has ten steps, the last three of which make a left turn.

If you are using a wheelchair or a pushchair, go to the left-hand side of the exhibition hall and look through the fabric curtain. In front of you, on the right, you will see the buttons to order an accessible lift. **The accessible lift** has a load capacity of 300 kg.

You will find yourself in the dim, slightly sloped **cinema hall**, where you can watch a tour of the history of Pärnu. The exhibition continues as you pass through the cinema hall and continues to the right.

The permanent exhibition ends at the lift. To the right of the lift, a nine-step staircase takes you back to the lobby.

You can also get back to the lobby with the lift **by pressing the button labelled '0'**.

The temporary exhibition hall on the third floor can only be accessed by lift from the reception floor or from the end of the permanent exhibition (**press the button labelled '3'**). The temporary exhibition hall is single-level. Several exhibitions may be on display.

Viewing the exhibitions

The texts on the **boards** of the museum are in Estonian and English, and the films have English subtitles.

Translations for temporary exhibitions may also be available in Russian, Finnish, and other languages.

There are currently no tactile texts.

You can ask for a **Russian-language audio guide** at the ticket desk of the museum to discover the permanent exhibition.

The museum offers **tours and experience programmes** for all age groups, available in Estonian, English, Russian, Finnish, German, French, Swedish, and Japanese. To book a tour, please contact visit@pernau.ee.

Educational programmes are offered in Estonian, with some programmes also available in Russian. To order educational programmes, please contact haridus@pernau.ee.

FEEDBACK

Pärnu Museum **is constantly working to improve accessibility** and **we highly value your feedback!**

We welcome your suggestions and thoughts at visit@pernau.ee or via our feedback form:

<https://www.parnumuuseum.ee/feedback>