

Project Case Study

Fleet Air Arm Museum, Yeovilton (FAAM)

| The Challenge...

To enable the Fleet Air Arm Museum to offer those visitors who wear hearing aids a better opportunity to enjoy their visit

| The Solution...

Installing various loop systems and adapting them to suit differing areas within the museum without interfering with each other

| The Benefits...

Helping fulfil the Museum's accessibility commitment and provide a marketing opportunity to an important sector of the market

Gordon Morris Ltd has been able to adapt loop installations to suit situation requirements which have enabled the Fleet Air Arm Museum to now cater for hearing aid users with quality sound and worthwhile experience.

Who are they?

The Fleet Air Arm Museum (FAAM) – represent the flying arm of the Royal Navy. The museum has four exhibition halls and information on over 90 aircrafts, over 2 million records and 30 thousand artefacts. It is the world's second largest naval aviation museum.

The Fleet Air Arm Museum is visited by in excess of 100,000 visitors annually. It is proud of its VAQAS accreditation (Visitor Attraction Quality Assurance Scheme) and it is determined to maintain high levels of accessibility throughout the Museum, shop and restaurant. This meant that serving and catering for hearing aid users was in high regard. By doing this they are not only meeting disability standards, they are offering a '100% better service' as Robin Harper, the Deputy Manager Corporate Services describes.

Loyalty to Locality

Says Robin Harper, Deputy Manager Corporate Services 'The museum has a local purchasing policy and with Gordon Morris Ltd being just down the road they were the obvious choice. Not only were they local but their expertise was second to none. They have helped us improve our experience to those with hearing difficulties by installing loop mats around our video displays and key information points, enabling visitors with hearing difficulties to hear more clearly.'

Robin states that the overall solutions have 'provided a marketing opportunity for us to inform the public that we cater to some extent for the hard of hearing.'

Feedback

'We knew from the outset that this project was going to take some time but once the equipment specification was finalised everything went like clockwork. The engineers were very polite and professional. They went about their work with no fuss and required no input from us and left their work areas clean and tidy. It was a pleasure working with your company and I look forward to a long association with you as we have further projects in the pipeline. Out thanks to all those concerned, especially Mark for seeking out the right equipment for our needs.' This was the general feedback from Robin Harper.

We at Gordon Morris Ltd were more than happy to be involved with the project that took place and look forward to working with the Fleet Air Arm Museum again in the future.

Gordon Morris Ltd would like to thank Robin Harper for his kind cooperation with this article and wishes everyone at the Fleet Air Arm Museum the very best for the future.

To find out more about what they can offer visit: <http://www.fleetairarm.com/>