

BUXTON CRESCENT HERITAGE TRUST

Visitor experience training for the new Buxton Crescent exhibition

Room by room guidance notes

Context

These notes should be seen as a starting point and treated as an evolving document. They were written as part of the pre-opening training before the exhibition was complete. They should be reviewed and added to regularly, based on the hosts'/guides' experience of what works and what doesn't and the questions and responses from visitors.

Separate training will be given in other aspects of the hosting role including: using the interactives, using the lift, Health and Safety, Safeguarding and Covid-19-related procedures. Details of all of these and these visitor experience notes (expanded) should be included in the full guide manual.

Visitor experience room by room

Key things to think about for enhancing the visitor experience in each room:

- an introduction that briefly summarises the room, linked to one or more of the Big Ideas in the introduction (see separate handout)
- a question or activity to engage children and/or provoke conversation
- a link to Buxton or further afield

a parting shot – link into the next room

Do not spend too long talking at the expense of people reading and interacting with the exhibition content. The more time and space you can give people to choose what they do with their time, the less likely they are to feel rushed. It allows different visitor segments to spend time with the elements of the exhibition that they most enjoy.

Room	Notes
Pump Room	Intro: <i>to be completed</i> Engager: <i>to be completed</i> Link: <i>to be completed</i> Parting Shot: <i>to be completed</i>
Crescent	Intro: <i>to be completed</i> Engager: <i>to be completed</i> Link: <i>to be completed</i> Parting Shot: <i>to be completed</i>



Room	Notes
NOTE: The first three rooms should be introduced as a unit (concluding with the portrait of the Duke video) and visitors then given a minimum of 15 minutes to wander at will between them.	
Room 1: Timeline	Intro: Buxton on the timeline – the water that made Buxton famous was here long before the town Engager: souvenirs in the display and souvenirs today Link: to Buxton Museum for a fuller telling of the Buxton story Parting Shot: The most recent chapter of the Crescent’s history – restoration – is in the next room
Room 2: Restoration	Intro: <i>to be completed</i> Engager: <i>to be completed</i> Link: <i>to be completed</i> Parting Shot: <i>to be completed</i>
Room 3: The Gaming Room	Intro: Room shows the lifestyle the people who stayed here and how they spent their time Engager: Look out of the window; view of the Pump Room, imagine The Slopes before the Pump Room was built in the Victorian era. OR Teacups hanging from the ceiling and Wedgewood link. Which would you choose if you were having a tea party with friends? Link: This Duke (in portrait) also built Chatsworth Parting Shot: Lady Berresford link between gaming table and balloon ride (‘This is how she spent the day but she may have looked forward to a glittering evening’) – in the next room
Room 4: The Balloon Flight	Intro: see the landscape as the Georgians saw it. Engager: Not needed Link: These are real places – the actual Peak District Parting Shot: Lady Berresford and Lord Bridgewater are fictional characters designed to represent our typical Georgian visitors to the Crescent. In the next room we’ll meet some of the real people who came here, including several famous names ...
Room 5: The People Room	Intro: Visitors have come to Buxton for many years – hear their stories Engager: Find the non-human visitor (scimitar cat) Link: to modern day and University – picture of University of Derby Spa Management student Parting Shot: There were lots of reasons to come to Buxton, but many were to do with the Buxton Cure – what sort of ailments might make someone want to come here and what would be available when they arrived? Come with me...

Stairs/Lift	<p>Check whether everyone is confident going down the stairs If someone cannot manage the stairs it may be preferable to keep the group together, so all go down in the lift Check whether anyone needs the toilet (a person with no mobility issues that needs the toilet could be instructed to re-join the group down the stairs) Be aware of possible claustrophobic reactions in the basement rooms <i>(instruction needed here)</i></p>
Room 6: Diseases Room	<p>Intro: Georgians lived with many diseases with no cure – link to Covid-19 Point out Lady Berresford again – here with diabetes Engager: Ask children about times they have been poorly. Focus on the kinds of ailments the characters present Link: <i>to be completed</i> Parting Shot: “The apothecary will see you now.” NOTE. Visitors must pick up tokens in this room NOTE – Warn to ‘mind your head on the corner’</p>
Room 7: The Apothecary	<p>Intro: In the Georgian era medicine was nowhere near as advanced as it is today; there were a lot of remedies we would consider strange. The market grew for apothecaries to treat poorer people alongside the wealthy classes coming to Buxton for the more expensive ‘Cure’ NB. <i>Definition of apothecary and what they did required here.</i> Engager: Explain putting the tokens in the bowl (no more than two without removing them ...) encourage visitors to say out loud what ailment their token is for. Ask what they would suggest before they drop token. Encourage to look out for what lights up on the apothecary’s shelves. Link: Clowes chemist – this room is modelled on that. Parting Shot: The water has been a constant part of treatments in Buxton through the ages, but the treatments themselves have changed dramatically as we will see next door...</p>

<p>Room 8: The Blue Room</p>	<p>NOTE: Give health and safety warning – what to expect and what to do if you are affected by the lights – stay behind in, or go back into, the Apothecary room. The guide needs to be able to turn the projection off if someone has an extreme reaction – <i>instructions needed</i>. It would be good to have hard copies of the key slides of the projection to show people staying in the Apothecary room</p> <p>Intro: Water is the constant – reflect on the luxury spa treatments of today vs. the potentially unpleasant treatments of the past</p> <p>Engager: What was the chair for? What was the worst treatment?</p> <p>Link: Links to Buxton – hydrotherapy, the Victorian boom, Cavendish Arcade, the Dome as a hospital – leading experts in water therapies, the Dome Spa today, the new hotel</p> <p>Parting Shot: Let’s finish by going back in time to find the full story of where our famous Buxton water comes from and why it is so special.</p>
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Room	Notes
Room 9: Buxton Water video	<p>NOTES: Collect people from the Apothecary room, if necessary Guide people straight to the video room, <u>not</u> up the stairs</p> <p>Warnings: not to lean back (<i>explain why?</i>), a damp smell (clarify message here)</p> <p>Intro: The video will show 5,000 years of history and what gives Buxton water its special qualities. (<i>Give length of video</i>) Engager: Give children questions for things to look out for in video (<i>detail of options needed here</i>) Link: St Anne's Well, the Pump Room, Wimbledon, Nestle Parting Shot: <i>to be completed. This could be the tour conclusion (see below).</i></p>
Location? Conclusion of tour / Parting Shots / Thanks / Farewell	<p><i>to be completed</i></p> <p>Visitors <u>must</u> be directed back to the Pump Room</p>