

Museum of Austerity Visitor Guide

We want to welcome everyone to *Museum of Austerity* and to make your visit as easy as possible.

This document includes information about what to expect within the experience, the headsets themselves, and support we can offer, before, during and after the experience. We hope the information below is useful.

Key Information

- You can ask us any questions about this experience by contacting us at boxoffice@youngvic.org and 020 7922 2922.
- Access provisions can be provided at all showings by notifying the host and letting us know in advance.
- If there is particular content you feel you don't want to see, this can be filtered out by the host before the experience starts

What is Mixed Reality?

Museum of Austerity offers a promenade gallery experience that uses a Hololens 2 mixed reality headset.

This is a relatively lightweight, adjustable headset with a glass screen that enables you to see the room you are in at the same time as seeing holographic images inside the room.

You are invited to wear this headset along with a set of headphones that will deliver a multi-layered soundscape including testimony and original music.

Content Warnings

Museum of Austerity contains distressing and challenging material including:

- Still holographic depictions of death and mental distress
- Audio references to mental distress and death, including three instances of suicide*
- Audio references to domestic violence, alcoholism, self-harm, eating disorders and dementia

*Note: One story includes a detail relating to the method of someone's death by suicide. There is an option to have this story and any others you may have concerns about removed from your experience in advance.

Age Recommendation: 18+

The Experience

Before the Experience

Before entering, a host will ask you about any access requirements you have and will help you put on and adjust your headset and headphones.

If there is something in the content warnings you may find especially challenging, please let your host know as we can filter some specific content based on individual preference.

During the Experience

You can expect to be in the room with a maximum of 10 people at once, as entrances to the experience are staggered

A host will be near throughout the experience. If you need any assistance, at any time, including to request a portable seat or to remove your headset, just raise your hand and the host will come immediately to assist you.

There will be a place within the experience that you can sit to take a break from listening to the narratives, where you'll only hear music.

The experience lasts approximately 35 minutes but you are able to leave at any time. There is a quiet seated area next to the gallery.

If you do leave, there is unfortunately no readmittance to the space due to the nature of the experience.

After the Experience

You are welcome to stay in the lounge area after the experience for a short while to look at the wall displays or to have a rest on one of the sofas.

Get Involved

John Pring, co-editor of Museum of Austerity, invites you to explore the Deaths by Welfare timeline, co-created with Dr China Mills at Healing Justice Ldn.
www.deathsbYWelfare.org

Access

Access members of the Young Vic can receive tickets at 50% off the original ticket price. This same offer applies for companion tickets.

Please let us know your access requirements in advance: You can set up a Young Vic account to let us know your access requirements. This will ensure you receive useful support every time you visit the Young Vic, as well as giving you access to access ticket prices and seats.

Log in to or create an account at <https://www.youngvic.org/my-account> and fill out our access requirements form in the Other Preferences section.

You can also email or call our Young Vic Welcome Team at boxoffice@youngvic.org and 020 7922 2922.

Museum of Austerity is accessible to wheelchair users and can also be experienced walking and standing as a promenade experience. Portable folding stools can also be provided.

The following options and equipment are also available:

- BSL Introduction on iPad, which you can watch [here](#).
- Captions which appear within the headset
- Dialogue only version (reduced background sound)
- Silent version
- Large over-ear headphones which can encompass a behind-ear hearing aid
- A volume control allowing independent control of volume in the left or right ear
- A 3.5mm mini-jack socket for hearing aids with direct input cable
- A personal induction loop for hearing aids with a T-setting
- Transcript available on request
- Headphones free audio
- Audio description (Introduction and Through Description). Audio Description Introduction for the Young Vic will be available here 2 weeks before the

performance. The full text guide to the written materials in the *Museum of Austerity* can be listened to [here](#).

- Stationary, seated, audio only version
- Sighted Guide host support (arranged in advance). Our sighted guide can assist someone who is blind or visually impaired in navigating the environment safely.
- The mixed reality headset can be worn over most glasses and contact lenses
- Headset brightness adjustment
- Large print version of brochure, signage and audio description transcript available in paper or digital form on request and via VocalEyes
- Guide dogs welcome

Headset Safety

Touch points on headsets, earphones and iPads will be sanitised between use.

The HoloLens 2 Safety Warnings and Instructions are available [here](#). Printed versions of this can be provided by your host. They are also available on coloured paper or in large print.

We recommend you read the full guidance before making a decision to enter. This is particularly important if:

- You have an electronic medical device fitted (e.g pacemaker)
- You or any of your relatives have a history of seizures or epilepsy
- You have a pre-existing vision condition, as a small percentage of people have a pre-existing vision condition that may be aggravated when using HoloLens 2.

Some people may experience discomfort such as nausea, motion sickness, dizziness, disorientation, headache, fatigue, eye strain, or dry eyes when using mixed reality. **If you experience discomfort, alert your host** and rest until you feel better. If symptoms persist, consult your doctor.

Facilities at the Young Vic

There are toilets located on the ground and first floor at the Young Vic, via The Cut Bar. We have ladies and gents toilets on the ground floor and gender-neutral toilets on the first floor, as well as accessible/baby changing toilets. Sanitary bins are available in all facilities.

Building Accessibility: All indoor venues are accessible with lifts & ramps and toilets provided.

More information about accessibility at the Young Vic can be found [here](#).

Helplines / Further Support

For every showing of *Museum of Austerity* there will be a host present should you need support.

If you have found the content challenging, you may choose to listen to the **audio breathing exercise resource** prepared by the production's Wellbeing advisor. You can listen [here](#).

Healing Justice Ldn Aftercare menu – offers some approaches to care for yourself in the way you might need following engaging with their timeline:

<https://healingjusticeldn.org/resources/aftercare-menu-2/>

Disability News Service: For details of organisations that provide free advice and support to disabled people, on issues such as benefits, housing, independent living, and how to become involved in disability rights campaigning visit:

disabilitynewsservice.com/advice-and-information

If you or someone you know are feeling emotionally distressed, the following organisations offer advice and support.

Samaritans call 116 123, for a free listening service 24 hours, 365 days a year.

samaritans.org

Calm call 0800 58 58 58 5pm – midnight, 365 days a year. thecalmzone.net

Mind call 0300 123 3393, Monday to Friday, 9am to 6pm. mind.org.uk

Feedback

We welcome feedback. If you have any suggestions about how we could have improved your experience of *Museum of Austerity*, please email admin@ett.org.uk or pop a message in our exhibition postbox.

We look forward to welcoming you to the Young Vic and the *Museum of Austerity* soon.