



# ACCESSIBILITY GUIDE: GATEWAY ATTRACTIONS

## THE DUNGEONS

Edinburgh  
London  
York

## SEA LIFE

Birmingham  
Brighton  
Great Yarmouth  
Gweek  
Hunstanton  
Loch Lomond  
London  
Manchester  
Scarborough  
Weymouth

## LEGOLAND DISCOVERY CENTRE

Birmingham  
Manchester



## OTHER MAGICAL BRANDS

Cadbury World  
Gruffalo & Friends Clubhouse  
London Eye  
Madame Tussauds London  
Shrek's Adventure!  
Warwick Castle

Neuro Diverse?  
Check out our **SOCIAL STORIES**





## Our Facilities & Accessibility

### **Wheelchair user or accessibility needs?**

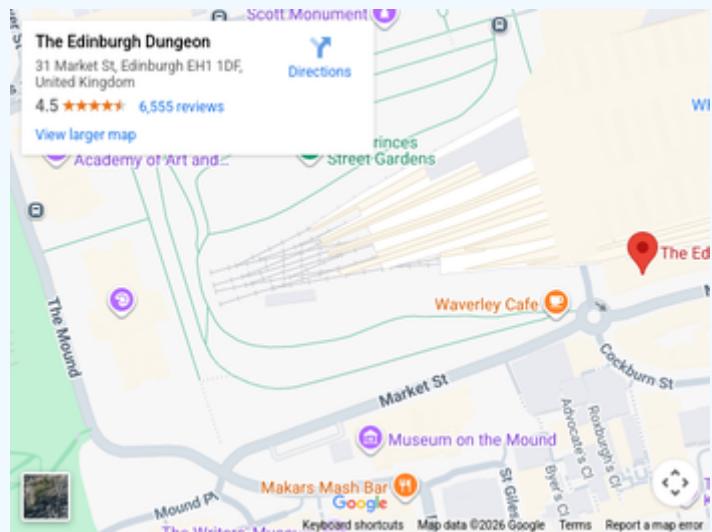
Please contact the Edinburgh Dungeon directly at [edinburgh.dungeon@merlinentertainments.biz](mailto:edinburgh.dungeon@merlinentertainments.biz) with your booking reference number and the time/date of the visit.

"Navigation around the Dungeon is mainly via level pathways. However, due to the nature of the attraction and the building, it is housed in, some floor surfaces are uneven. Access is also gained via low gradient slopes and passenger lifts (restrictions apply) to the various levels of the attraction. For safety reasons we can only accommodate one guest using a wheelchair at a time to ensure an evacuation chair is available to exit the building should the need arise."

### **Where to find us**

### Got a question?

### Contact Us





## Accessibility Information

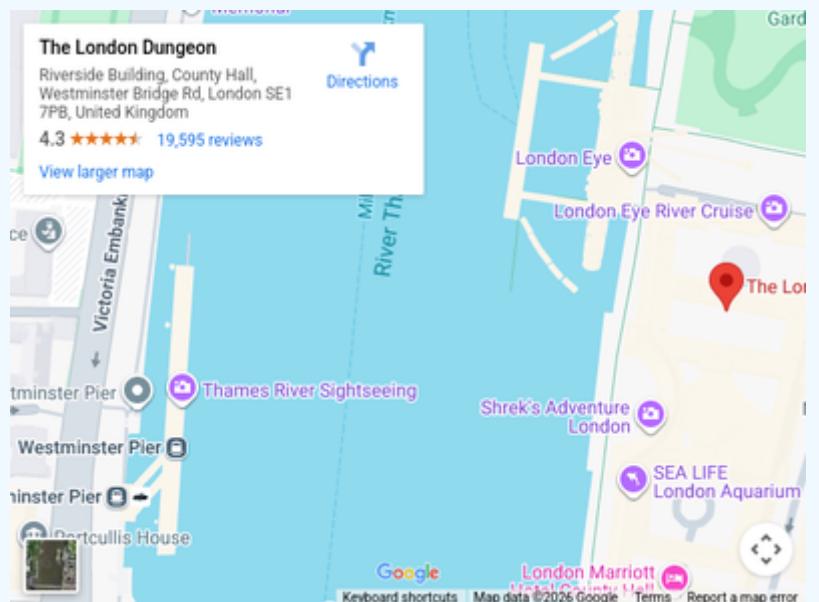
### British Sign Language Tours

### Wheelchair user?

Please prebook a wheelchair timeslot

"We have two flights of stairs inside which are accessible for most wheelchair types. We admit 1 wheelchair user per hour, at each quarter past the hour."

### Where to find us



### Got a question?

### Contact us





## Our Facilities & Accessibility

### **Wheelchair user?**

Contact the York Dungeon directly at [yorkguests@merlinentertainments.biz](mailto:yorkguests@merlinentertainments.biz) with your booking-in reference number and the time/date of the visit or contact the team via their Facebook Messenger account.

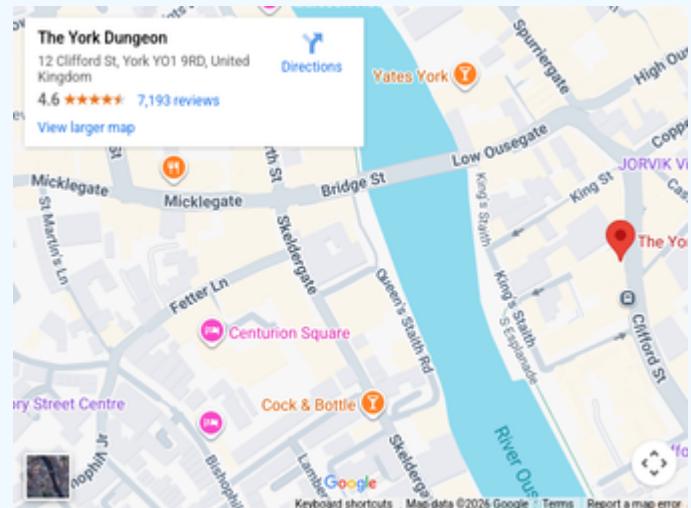
"Unfortunately, we are unable to accommodate electric wheelchairs due to the constraints from the building's historic structure and layout. However, to compensate for this, we have a manual wheelchair that is available for any guests with mobility requirements to borrow throughout their visit.

We can accommodate one guest using a wheelchair per hour, to ensure that an evacuation chair is available to exit the building."

### Where to find us

### Got a question?

### Contact us





# National SEA LiFE Birmingham



## Our Facilities & Accessibility

### SEA LIFE Birmingham | AccessAble

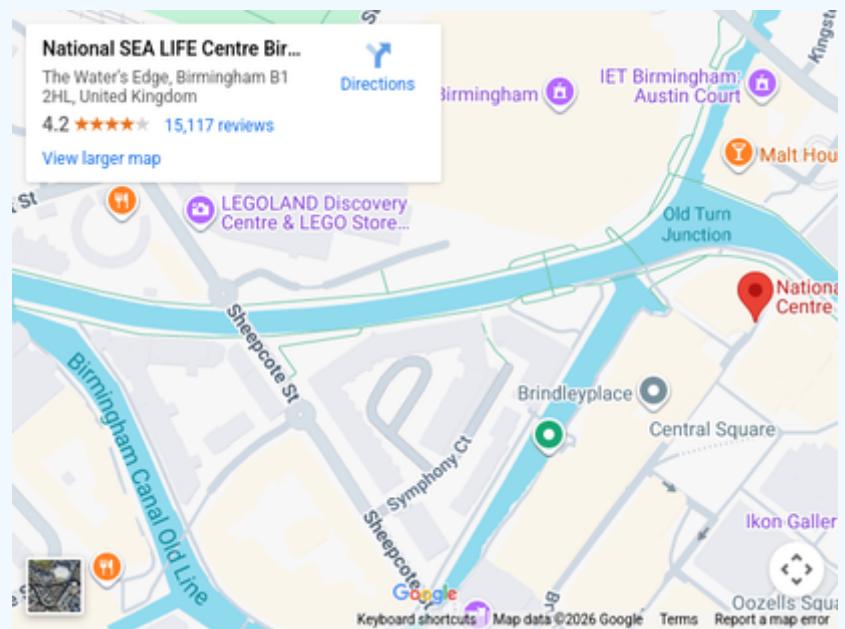
"We have disabled access throughout the centre and disabled toilets are also available. For groups please be aware that for health and safety reasons we are only able to accommodate 10 wheelchairs within the attraction at any one time.

We can accommodate small mobility scooters.

## Where to find us

### Got a question?

### Contact us



# SEA LiFE

Brighton

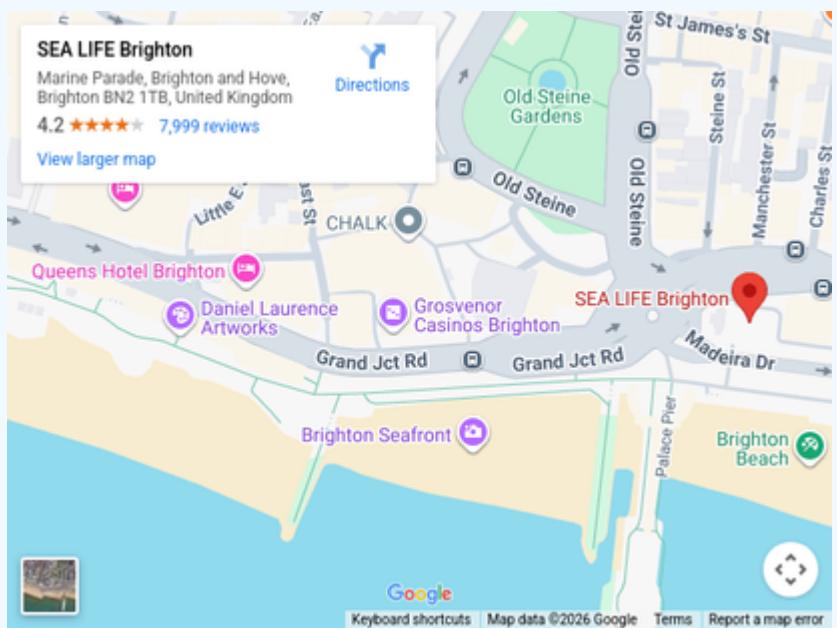


## Our Facilities & Accessibility

### SEA LiFE Brighton | AccessAble

"Disabled access is available at SEA LiFE Brighton. There is a disabled access entrance located through an underpass from the beach that can be accessed via the ramp down to the beach. The underpass leads out into the courtyard and therefore avoiding the steps down to the entrance. The underpass is also useful for those with a buggy. We also have a disabled toilet available."

## Where to find us



## Got a question?

## Contact us





# SEA LiFE

Great Yarmouth



## Our Facilities & Accessibility

### SEA LiFE Great Yarmouth | AccessAble

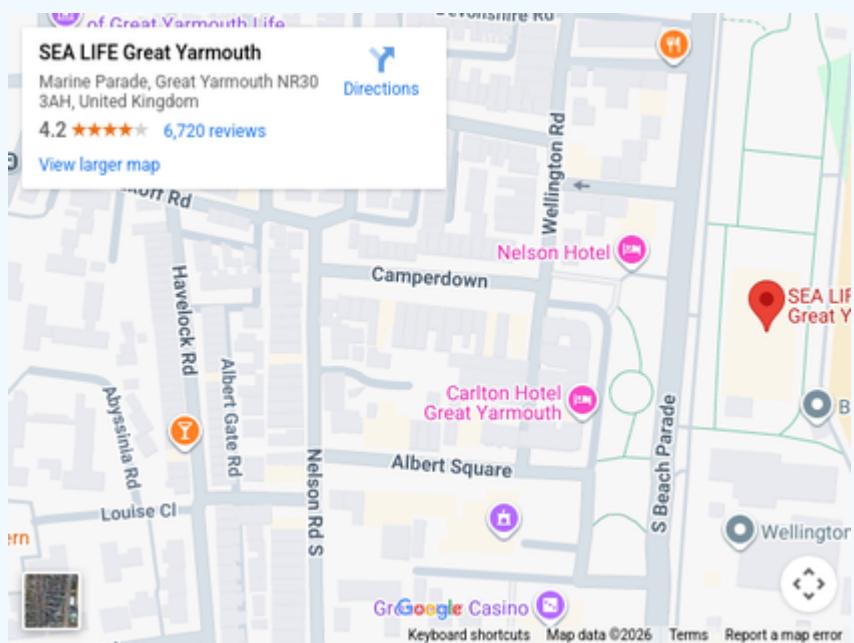
"At the Aquarium, we have disabled access throughout the centre. There are also disabled toilets available within the centre. We have a fully accessible changing spaces toilet."

## Got a question?

### Contact us



## Where to find us





## Accessibility Information

"The hills leading down to our pools may exceed 16° which may not be suitable for some mobility scooters and electric wheelchairs.

Please check your instruction manuals before visiting.

For visitors unable to use their mobility scooters or electric wheelchairs on steep slopes, we do have limited accessible parking available near our hospital and seal pools."

## Wheelchair user or accessibility needs?

We can recommend you contact the SEA LiFE Cornwall team directly using: [seals@sealifetrust.com](mailto:seals@sealifetrust.com).

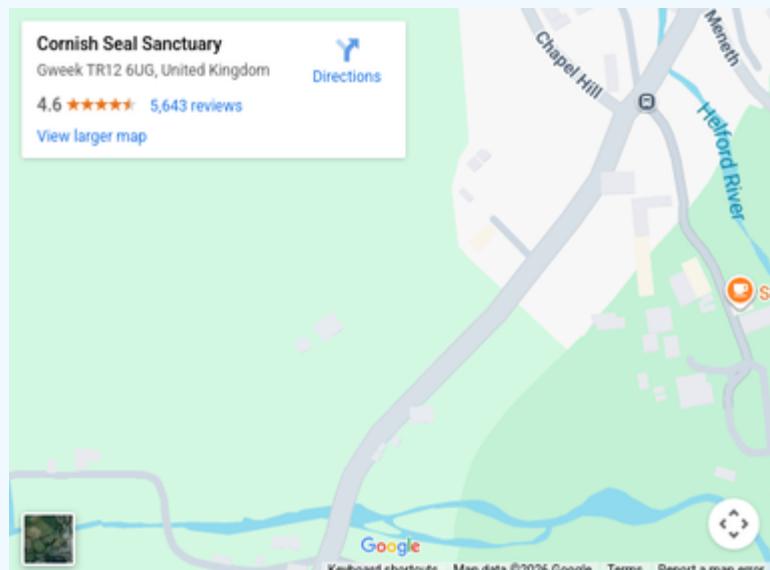
**Got a question?**

**Contact us**

01326 221 361

[seals@sealifetrust.com](mailto:seals@sealifetrust.com)

## Where to find us





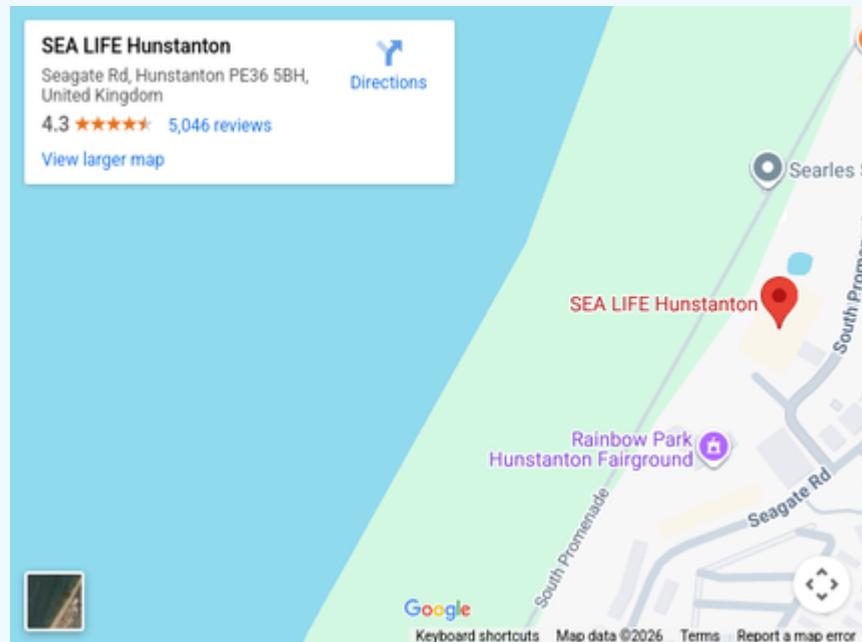
## Accessibility Information

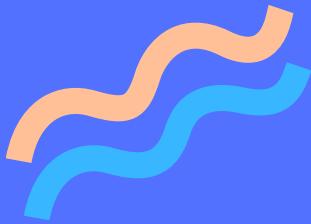
"SEA LiFE Hunstanton is mostly wheelchair and mobility scooter friendly. The only area that is not fully accessible is our underwater seal viewing window, however, the seals can still be viewed by wheelchair or mobility scooter users from the ground level."

Got a question?  
Contact us



## Where to find us





## [Accessibility Information](#)

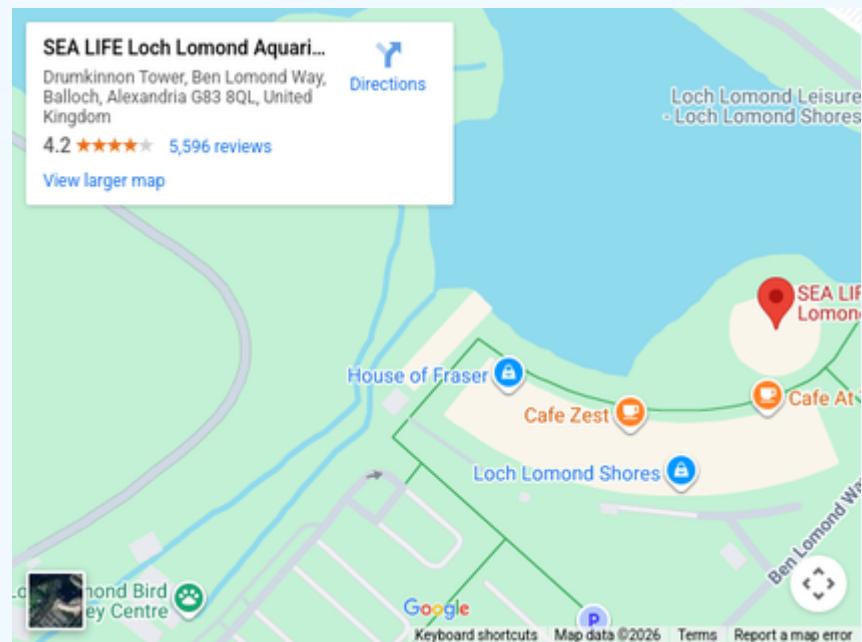
"At the Aquarium, we have disabled access throughout the centre. There are also disabled toilets available within the centre. Unfortunately for certain areas, such as on top of the viewing tank for activities such as our VIP Feeding experiences, there is no wheelchair access due to the stairwell to the area."

## [Got a question?](#)

## [Contact us](#)



## [Where to find us](#)





## Accessibility Information

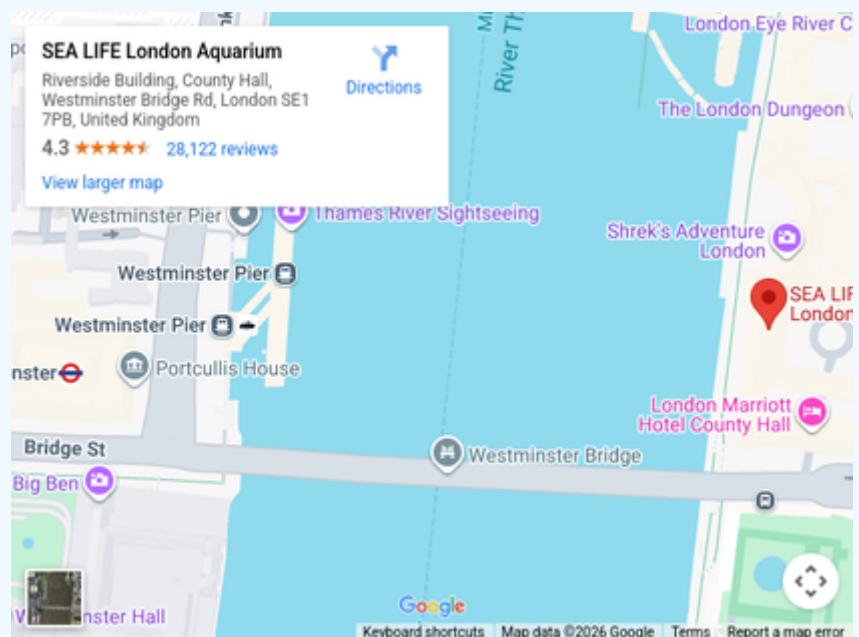
"SEA LIFE London Aquarium is fully accessible to guests who use a wheelchair, including motorised wheelchairs. We can have up to 10 wheelchair users in the attraction at any one time, this is due to fire evacuation procedures. This is monitored throughout the day by our duty management team."

## Got a question?

### Contact us



## Where to find us





## Our Access & Facilities

### SEA LiFE Manchester | AccessAble

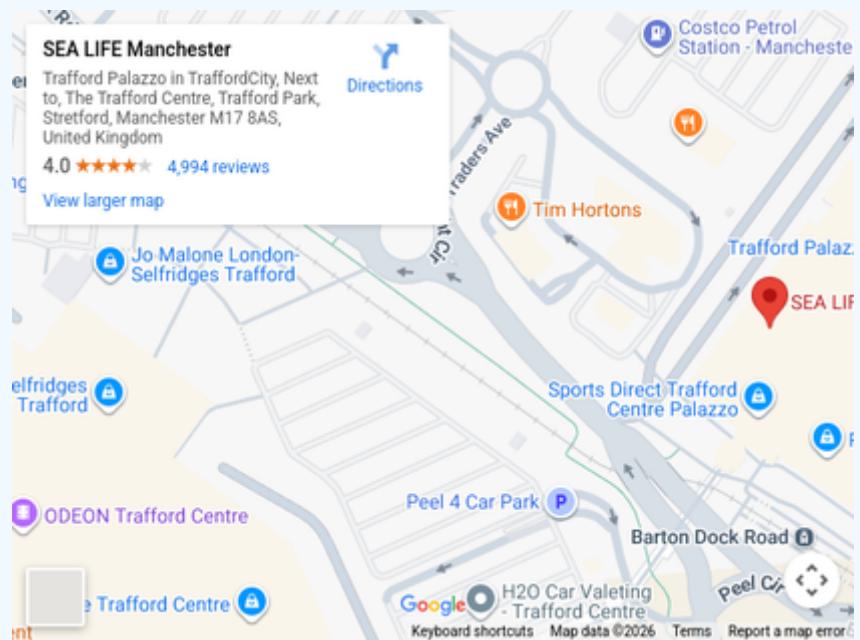
"At the Aquarium, we have disabled access throughout the centre. There are also disabled toilets available within the centre.

Unfortunately for certain areas, such as on top of the viewing tank for activities such as our VIP Feeding experiences, there is no wheelchair access due to the stairwell to the area."

## Where to find us

### Got a question?

### Contact us





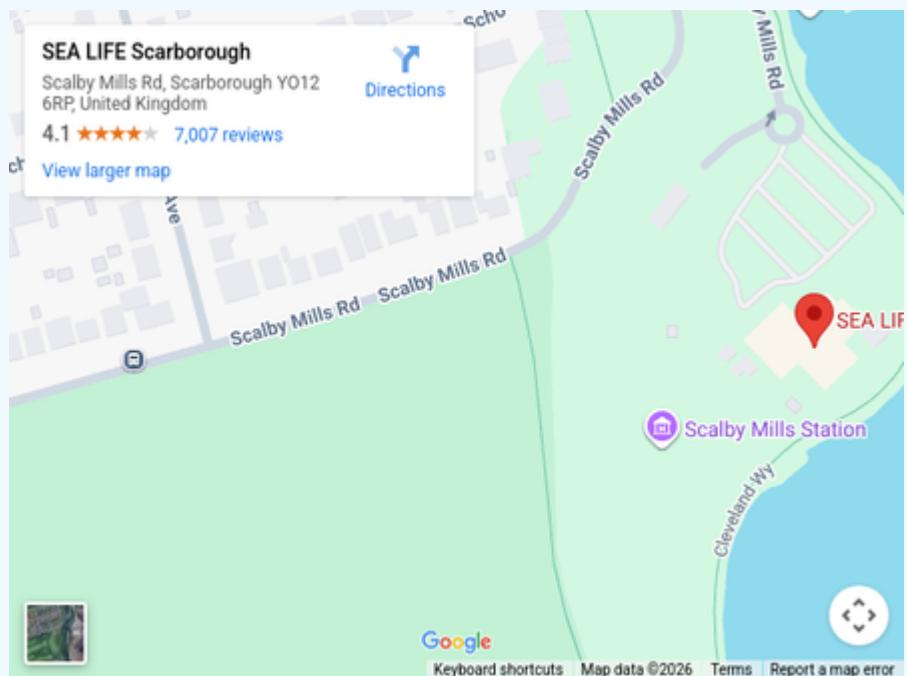
## Our Access & Facilities

"Our centre is fully accessible for wheelchair users, however due to the age and design of the building, alternative routes will need to be taken. Alongside our designated accessibility route, we have a lift which takes guests upstairs to the Restaurant and Turtle Sanctuary. We also have a large disabled toilet located on the ground floor and we are able to facilitate one wheelchair per time on Penguin Island."

## Where to find us

Got a question?

Contact us



# SEA LiFE

Weymouth



## Our Access & Facilities

### SEA LiFE Weymouth | AccessAble

"SEA LiFE Weymouth is fully wheelchair accessible and mobility scooters are permitted."

## Got a question?

### Contact us



## Where to find us





## Accessibility Information

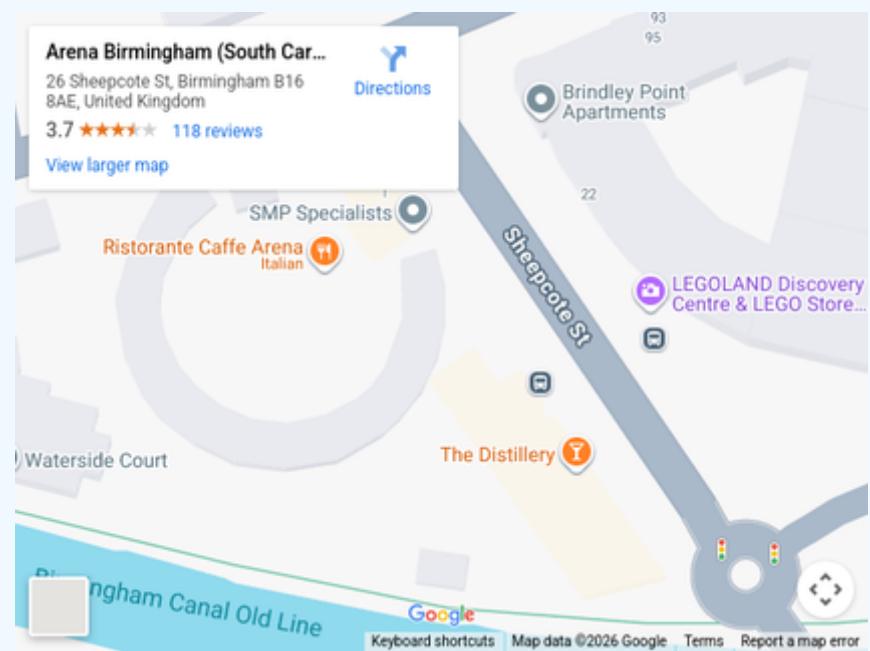
### LEGOLAND® Discovery Centre Birmingham| AccessAble

"The centre has been designed with your needs in mind. We review our risk assessments and policies annually to ensure we remain as accessible as possible to all guests, including wheelchair access. Please note that for all of our rides, guests must be able to transfer to the ride vehicle with or without carer assistance. All of our rides also require guests to be able to sit upright unaided in order to ride."

## Where to find us

### Got a question?

### Contact us





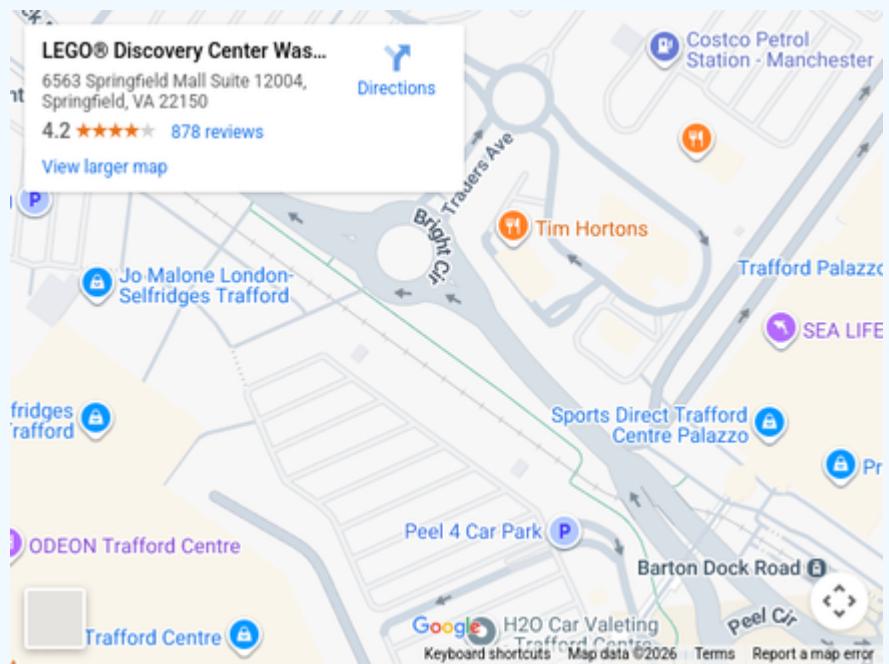
## Accessibility Information

### LEGOLAND® Discovery Centre Manchester| AccessAble

"We make every effort to include students with special educational or medical needs. We are happy to discuss your requirements at the time of booking. The attraction is wheelchair friendly."

## Where to find us

Got a question?  
Contact us





## [Accessibility Information](#)

### [Wheelchair user?](#)

Please prebook a [wheelchair timeslot](#)

"To ensure the safety and comfort of all of our guests, we can accommodate one guest who uses a wheelchair or mobility scooter per timeslot (every 10 minutes).

To avoid disappointment on arrival, please make sure to book a Wheelchair Slot for the same time as your desired entry time."

### [Got a question?](#)

### [Contact us](#)



### [Where to find us](#)





## Accessibility Information

### Gruffalo & Friends Clubhouse | AccessAble

#### Wheelchair user?

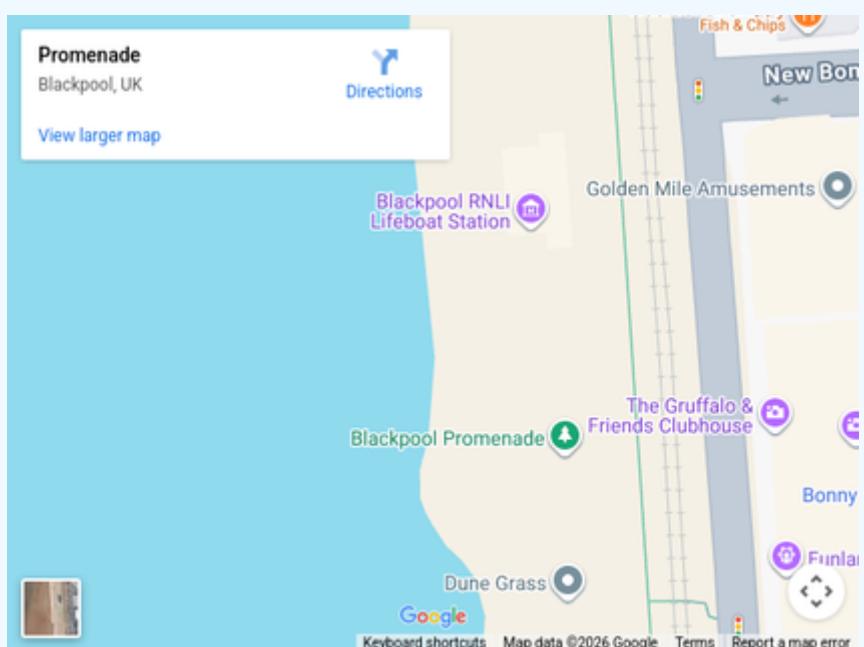
Please prebook a wheelchair timeslot

"Some of our facilities and play structures have been designed to be accessible for our guests with reduced mobility requirements."

#### Where to find us

#### Got a question?

#### Contact us





# LONDON EYE

## Accessibility Information

### **Wheelchair user?**

Please prebook a wheelchair timeslot

"The London Eye is a wheelchair friendly attraction and offers full wheelchair accessibility, and we recommend booking an advance wheelchair time slot."

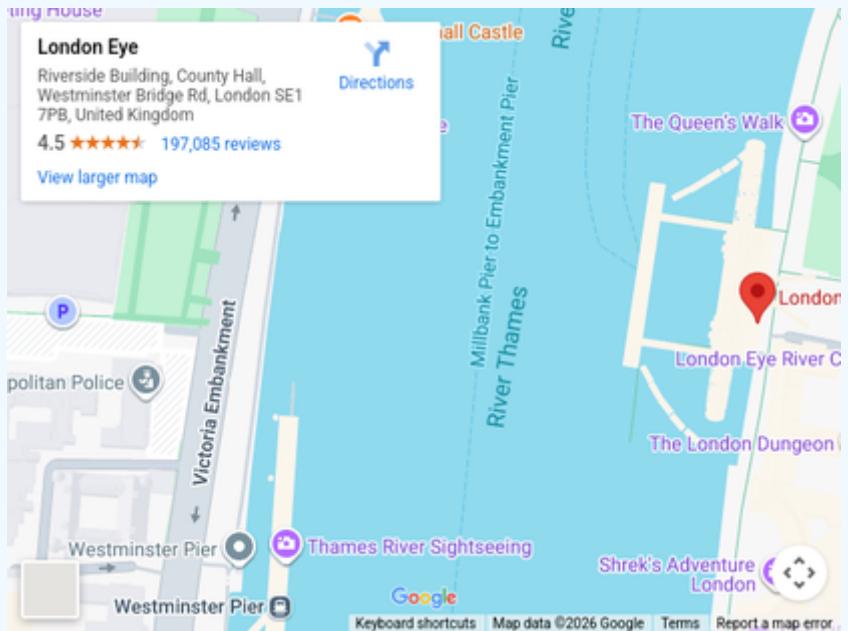
"On the London Eye, our boarding ramp and boarding gates can facilitate a 37-inch wheelchair, including motorised wheelchairs.

On the London Eye River Cruise, our ramps can only accommodate standard sized wheelchairs with a maximum width of 32 inches."

## Where to find us

### Got a question?

### Contact us





# Madame Tussauds

LONDON



## Accessibility Information

### **Wheelchair user?**

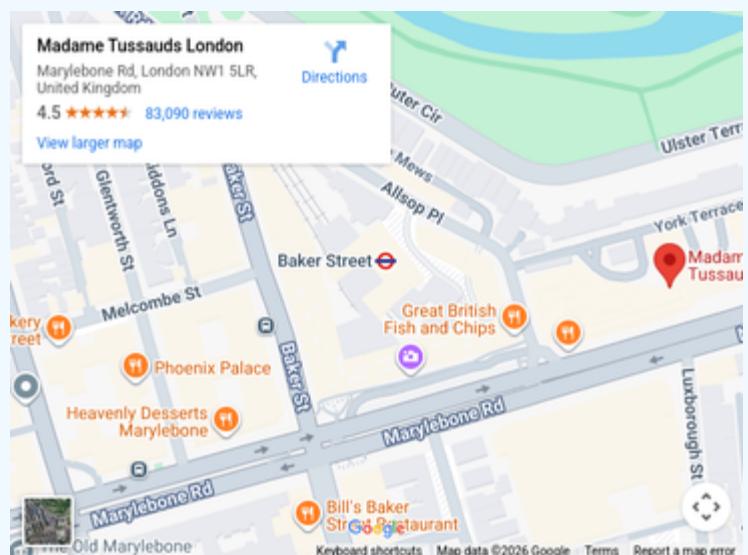
Please prebook a wheelchair timeslot

"The attraction is set across 6 floors with multiple staircases varying in width and length between each floor of the attraction. As such, strict controls are placed on guest capacity within our building and we can therefore only welcome 3 wheelchair users into our building at any one time in order to ensure smooth and safe passage in case of an emergency."

"Regrettably, the Spirit of London ride is not accessible to guests who are unable to walk unaided. This is due to the evacuation procedures we have in place. However, we are pleased to offer a Virtual Reality alternative designed for non-ambulant guests."

## Where to find us

Got a question?  
Contact us



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## Accessibility Information

### **Wheelchair user?**

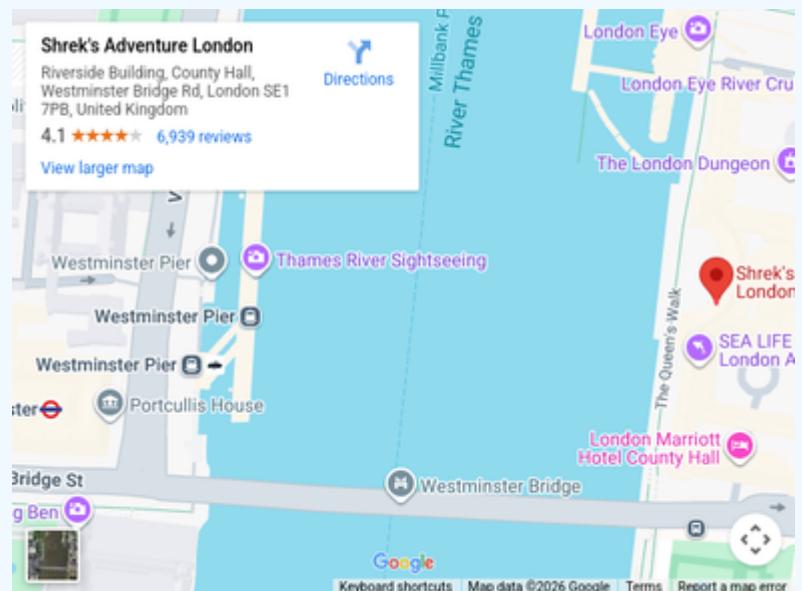
Please prebook a wheelchair timeslot

"We admit 1 wheelchair user per hour, at each quarter past the hour. We currently do not have wheelchairs available for hire. Wheelchairs must not be over the width of 27 inches wide and must be able to navigate tight angles and uneven flooring. Unfortunately, we are unable to admit mobility scooters."

### Where to find us

### Got a question?

### Contact us





## [Accessibility Information](#)

### [Warwick Castle | AccessAble](#)

"Please note that our accessibility information applies to daytime guests and shows only. For details regarding accessibility during evening events, please refer to specific event information or contact us directly: [accessibility@warwick-castle.com](mailto:accessibility@warwick-castle.com)."

### [Where to find us](#)

## [Got a question?](#)

## [Contact us](#)

