

# Helpful 'On the Day' Information and FAQs

Our Education Co-ordinators are available to assist with any queries using the details below:

Tel: 01253 621258

Email: [blackpoolsealifeschool@merlinentertainments.biz](mailto:blackpoolsealifeschool@merlinentertainments.biz)

The Education Co-ordinator should be the first point of contact for all school and group visitors both before and during visits to Blackpool SEA LIFE Centre. On the day of your visit, they will be onsite and contactable by radio so if you need assistance, just ask any staff member and they will contact the co-ordinator on your behalf.

## SEA LIFE Blackpool Layout

The building is accessible by entrances on the Promenade. Unfortunately, SEA LIFE Blackpool does not have any parking facilities. It is recommended that groups are dropped off either at the front entrance if possible or at the back of SEA LIFE Blackpool on Bonny Street, as it leads directly to a pedestrian zone. Groups will then need to make their way round to the Promenade entrance to gain entry. Wheelchair access is at the Promenade entrance only.

On arrival, the front of house staff will be happy to answer any queries and key attraction information is available here, such as the feed times and opening and closing times of the attractions. There are fire exits located at the Promenade and Bonny Street entrances.

## Frequently Asked Questions

### **What if the Promenade entrance is closed?**

The promenade entrance is always open but in windy conditions, we will not open all the Promenade doors, if this is the case there will be someone located down there and a sign with further instructions.

### **Where are all the various the toilets located?**

There are toilets located:

- On the landing as soon as you enter the attraction.
- Halfway round the centre.

### **Is there anywhere to store our food or coats?**

Due to building works, we are unable to store food/lunches in a secure area. There are buggy parks that you can store packed lunches, however it is at your own risk.

**Where can we eat our packed lunches?**

Unfortunately, due to ongoing building works, we do not have a private lunchroom available. There is a public seating area at the end of the attraction which seats up to 40 people, but this cannot be reserved as it must also be available to the public. If the weather is nice, you are welcome to eat out on the prom and return to the centre after lunch, the admissions team will grant you readmission at any time before closing. Please plan your day accordingly with this information.

**Are there any parking facilities at the attraction?**

Unfortunately, there aren't any parking facilities but there are multiple car parks around the town centre that you can use.

**Can we purchase souvenirs at the gift shop?**

Yes, you can but please be aware that alongside the rest of Merlin attractions, we are a cashless site and therefore can only purchase if you have a valid debit/credit card.

**Additional Information**

We hope that this information is useful. Should you require any other guidance or have any recommendations following your visit that you think would benefit future groups, please contact [blackpoolsealifeschool@merlinentertainments.biz](mailto:blackpoolsealifeschool@merlinentertainments.biz)