

SEA LIFE BLANKENBERGE

ACCESSIBILITY GUIDE

This guide is designed to ensure that all guests are aware of what a visit to SEA LIFE Blankenberge involves, and to help everyone make an informed decision about their visit. We are committed to inclusivity and accessibility. We want every guest who enters the attraction to have the best experience possible. The average visit time is between 90 minutes and 2 hours.

Should you need to discuss your visit or your requirements with us, please email info@sealife.be

For specific questions regarding accessibility, please email accessibilitySLB@sealife.be

ACCESSIBLE TRAVEL TO SEA LIFE BLANKENBERG

Car: Once in Blankenberg, follow the brown SEA LIFE signs, or enter our address into your sat nav: Koning Albert-I-Laan 116, 8370 Blankenberg.

Coastal tram: Get off at the "Blankenberge Pier" stop - this is the closest stop to the attraction.

Train: SEA LIFE Blankenberge is just under 2 km from Blankenberge railway station.

Our attraction does not have any lockers available to visitors.

PARKING



The PARKING is run by the city of Blankenberge, not by SEA LIFE. Don't forget to pay before entering the attraction to avoid a ticket. There is some parking spaces reserved for people with dedicated parking authorization. Parking prices are available on the website of Blankenberge.

AUDIOGUIDE

Audio guide visit of SEA LIFE Blankenberge is soon accessible via your smartphone by scanning the Sea Scan app (see website for updates) Please use headphones for others around you.

ASSISTANCE DOGS

Assistance and guide dogs (for example, visitors with visual or motor impairments) are welcome throughout the attraction. Pets and other animals are not permitted, as this could put the safety and health of the attraction's own animals - and other visitors - at risk.

COMPANION / CARER TICKETS

Visitors who, due to a disability or a need for support, are unable to navigate SEA LIFE Blankenberge independently, safely, or understandably, may be entitled to a free accompanying person. This is assessed on a case-by-case basis. A European Disability Card, an Autipas, a Hidden Disabilities Sunflower, or any other relevant document can help clarify the need for support.

FIRST AID

We have several first aid kits available throughout the attraction and trained first aiders onsite. Should you require first aid on your visit date, please speak to a member of our team who would be happy to assist.

QUEUING IF DISABLED

SEA LIFE Blankenberge is committed to making our attraction as accessible as possible to all our guests. As such, we are happy to help guests who are unable to queue for long periods of time to access the attraction quicker if necessary. Please just speak to a member of our admissions team if you feel you will struggle to queue outside for any length of time, or head to the fast track entrance.

ACCESSIBILITY CALL POINT

Whenever assistance is needed, please ask one of the staff members (with the blue polos)

CHANGING PLACES TOILET

SEA LIFE Blankenberge is currently not equipped with changing places toilets.

SUNFLOWER LANYARD SCHEME

The purpose of this lanyard scheme is to raise awareness of hidden disabilities and additional needs, and our staff recognize these lanyards. When a visitor wears a sunflower lanyard, our staff are alerted to the fact that you may require additional assistance, such as to be brought forward through a queue, to be helped to find a quiet area, or to be helped to skip a certain section of the attraction.

RAMPED ACCESS

We do have some parts of the attractions accessible with ramps:

Our picnic area - 8 steps

The rays-area – 5 steps

The deep-sea tank – 5 steps

WHEELCHAIR USERS & GETTING AROUND

The attraction is laid out on a single level - there are no stairs or lifts to navigate between areas. Pathways through the main building are narrow in places but are wheelchair-width throughout.

Areas that are wheelchair accessible:

Ocean Tunnel

Amazonia

Otterland / Otter's area

Penguin Beach / Penguins area

Tropical area,

Stingray basin

Outdoor areas – Picnic area

Seal Rehabilitation Centre

Lily's Tank: the viewing tribune itself isn't accessible by wheelchair, but there is dedicated space in front of it for wheelchair users to view comfortably.

AREAS NOT ACCESSIBLE TO WHEELCHAIR USERS

Pup pool, Climbing adventure, Playgrounds.

HIRING A WHEELCHAIR

Unfortunately, we do not provide a hire service at SEA LIFE Blankenberge.

MOBILITY SCOOTERS

The layout of our tunnels and pathways limits the number of people who can be evacuated simultaneously in an emergency.

To comply with current safety and evacuation standards, the number of large mobility devices (such as electric wheelchairs and mobility scooters) permitted inside our indoor galleries at any one time is regulated. To avoid any waiting times and ensure a smooth visit, we strongly recommend booking your timeslot in advance.

Our team will always do their absolute best to offer an alternative solution or an adjusted timeslot should the maximum safety capacity be reached. For any question, email accessibilitySLB@sealife.be

PUSHCHAIRS / BUGGIES

The attraction is NOT accessible for pushchairs and buggies throughout, both indoors and outdoors during the summer period due to high numbers of visitors. We would recommend leaving the pushchairs at the

entrance, at home or in your car as they create bottlenecks in the attraction and use a baby sling carrier. The Ranger Challenge is available for kids who would like to walk around the attraction.

Naturally, in the event of any special needs, this restriction does not apply. Please contact us by email beforehand to arrange your visit accessibilitySLB@sealife.be

ACCESSIBLE TOILETS

There is an accessible toilet for disabled guests located at the entrance of the attraction.

PREGNANT GUESTS

Pregnant guests are welcome to visit SEA LIFE Blankenberge at any time during their pregnancy and can gain access to all levels of the attraction.

PHOTOSENSITIVE EPILEPSY / LIGHT SENSITIVITY

There is no strobe lights used as attraction effects. However, there are areas with themed lighting, audiovisual effects, and moving or rotating light effects. Visitors who are sensitive to light stimuli may want to take this into account.

Flash photography is not permitted anywhere in the attraction; to avoid disturbing the animals - this also means guests sensitive to camera flashes are not exposed to them.

SENSORY CONSIDERATIONS

SEA LIFE Blankenberge is a sensory-rich environment. Guests who are sensitive to sound, light, scent or crowds may want to be aware of the following before visiting:

SEA LIFE Blankenberge uses continuous **background music** and themed soundscapes across multiple areas. In certain parts of the attraction, the volume may be perceived as loud, especially when combined with visitor noise and audiovisual presentations.

We recommend that visitors who are sensitive to noise bring their own hearing protection. For any questions regarding quieter times or potential support, please feel free to contact us in advance.

Ambient (perfume-style) scents are used throughout the attraction.

Colored, themed lighting features in various areas of the attraction.

Flash photography is not permitted anywhere in the attraction; to avoid disturbing the animals - this also means guests sensitive to camera flashes are not exposed to them.

In case a visitor would feel overstimulated, please ask one of our Team members to take you to the “classroom” which is currently the less stressful place. At the end of 2026, we will have a new “First aid” room which will be much more adapted.

GUESTS WITH SPINE, NECK OR BACK PROBLEMS

Although there are moments you can sit throughout the visit, most of the time you will be standing and walking, and in some places over uneven flooring. There are also sections of the visit that may not be suitable for you or may even create a risk of aggravating the injury. Please speak to a member of our team about the specific nature of your medical issue.

GUESTS WITH A VISUAL OR HEARING IMPEDIMENT

Unfortunately, we do not have any guides within the attraction or team members to assist throughout the whole duration of a visit. Visitors with visual impairment could make use of the audio guide during their tour.

GUESTS WITH AUTISM AND OTHER NEURO-DIVERSE CONDITIONS

Our attraction can be busy and noisy at times and as such, we would advise bringing your own ear defenders. In case of emergency, we have ear defenders to hire (for free but with a deposit). Please note that we only have a limited amount available, and these will be issued on a first-come, first served basis. Speak to our Admissions team on the day of your visit if you wish to hire some ear defenders

RIDES & EXPERIENCE RESTRICTIONS

There are no rides or experiences at SEA LIFE Blankenberge with specific access restrictions.

LANGUAGE SUITABILITY

SEA LIFE Blankenberge communicates with you in Dutch, French and English. You can follow the visit with our AUDIO on the SeaScan app – don't forget to bring your Bluetooth headphones.

ALLERGIES

We have several food and drinks areas available throughout the attraction. Please ensure that you speak to a member of our team if you have any questions before making a purchase.

FURTHER QUESTIONS

If you have any questions not answered in this guide, please speak to a member of the team on the day of your visit, or get in touch:

Email: info@sealife.be

Address: Koning Albert-I-Laan 116, 8370 Blankenberge, Belgium

Affluency expectations – SEA LIFE is usually very busy in the morning, and quieter after 15:00

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