

## **SEA LIFE London Aquarium Accessibility Information**

Discover the Wonder under London at SEA LIFE London Aquarium, with over 500 species from every part of the world in 14 themed zones over 3 floors!

This document is designed to ensure all guests are aware of what SEA LIFE London Aquarium is, what it involves and help each individual make informed choices about their visit.

We are committed to inclusivity and accessibility and want to ensure all guests who cross our threshold have the best experience possible.

Should you need to discuss your visit or requirements with us, please email us at [SLLondon@merlinentertainments.biz](mailto:SLLondon@merlinentertainments.biz) or call the Merlin Contact Centre on 0207 967 8025.

Should you wish to enter SEA LIFE London Aquarium but later feel that you need to leave, please speak to a member of staff and they will assist – you are welcome to take some time in one of our chill out areas and re-join the attraction when you are ready, or you are able to leave should you wish to do so, and a member of staff will assist in facilitating your exit.

Terms and conditions still apply. These can be found on our website: [www.visitsealife.com/london/](http://www.visitsealife.com/london/)

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## **Guests who are wheelchair users**

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.

The aquarium is based over 3 floors and all are accessible via separate standard lifts. There is a ramp for exit of the aquarium.

There are three accessible bathrooms in the aquarium, at the beginning after the Shark Walk on ground level, midway through the attraction after the Rainforest on level -2 and the last being before Ocean Invaders on level -1.

Rockpool Explorer, touch a starfish experience, is accessible to wheelchair users. There are also lowered wash basins in this area.

We do have 2 wheelchairs for hire at SEA LIFE London Aquarium. There is a £50 deposit fee, which is refunded at the end of your visit upon the return of the hire wheelchair.

## **Guests with mobility impairments**

At SEA LIFE London Aquarium, some areas have low lighting and uneven flooring. The aquarium is based over three floors with step free access, with lifts located next to all stairs.

The aquarium is a free flow, walk through attraction takes approximately 90 – 120 minutes to complete. There are a small number of rest/seating areas located throughout the attraction. Should you need, please feel free to ask a member of staff to locate the nearest seating.

## **Guests with spine, back and neck problems, and broken limbs**

Although there are areas to rest at points throughout the attraction, the majority of the time you will be standing and walking and at times, over uneven flooring.

## **Guests with a visual or hearing impairment**

The SEA LIFE London Aquarium is based underground with some areas with low lighting. Within some displays, the lights may also seem lower, however this is to best imitate the fish or creature's natural habitat.

Guests with low vision, a visual impairment or hearing difficulties, may struggle to experience the attraction fully; however, you are able to bring a carer, personal assistant, support worker or interpreter to assist. Guests with disabilities are entitled to a 'free carer's ticket' when relevant documentation is shown to our admissions staff.

Located next to each display is information displayed on digital screens.

There are some tactical areas around the attraction, including crocodile skin imitation and piranha fish imitation in the Rainforest and the Rockpool Explorer.

Assistance dogs are welcome in SEA LIFE London Aquarium.

### **Guests with epilepsy**

SEA LIFE London Aquarium is bright and colourful in some areas and darker in others.

There is no strobe lighting within the aquarium, however there are instances of flashing lights. We have two photo points within the attraction that use flash photography located after the Atlantic and midway through after the Rainforest.

Towards the end of the Rainforest area there is an interactive element that flashes with LED lighting when activated.

Please make yourself known member of staff should you need assistance or wish to skip these areas.

### **Guests with neuro-diverse conditions, including autism**

SEA LIFE London Aquarium is a sensory experience, with many different sights, sounds and smells.

Occasionally there are characters that will roam different areas including Rainforest Rangers, our costume character Roxo the Penguin and other seasonal characters which may be scary for certain people.

When you enter the attraction, your tickets will be scanned by a team member and then you will pass through our security area. There may be a short wait at this point.

At the security area, you will walk through a metal detecting archway and our security team will check any bags you have with you. For security reasons, all guests wanting to visit our attraction must undergo security checks. There may also be a short wait.

Following your security checks, you will pass over our Shark Walk. This is a clear, solid walkway above our Shark tank giving you clear views inside. The views into the tank are amazing however on occasion may be overwhelming to some. Should you wish to skip the Shark Walk, please let a team member know and they will be able to assist you via another route.

Guests with some neuro-diverse conditions, including autism, may feel that this experience is an overwhelming during the busier periods.

Should you wish to enter SEA LIFE London Aquarium but later feel that you need to leave, please just speak to a member of staff and they will assist – you are welcome to take some time in a quieter area and re-join the aquarium when you are ready, or you are able to leave should you wish to do so, a staff member will be called to facilitate your exit.

### **Guests with Claustrophobia and those who experience panic attacks**

SEA LIFE London Aquarium is a free flow attraction where you move through each room/section at your own pace. During busier times and dependant on other guests dwell time within the attraction or certain areas, some may feel uncomfortable.

To begin your visit, you will enter one of our 2 lifts and descend to -2 level. This lasts approximately 30 seconds. If you do not wish to use the lifts, there are stair directs next to the lifts.

There are two more lifts as you go through the aquarium however there are stairs also located right next to them.

After the Ray Lagoon there is an Ocean Tunnel where you walk through to the next section. This is a clear tunnel surrounded by water and creatures within the tank of the Ocean tank. This take approximately 1-3 minutes to walk through dependant how busy the attraction is. It can feel

disorientating and closed in to some however, rest assured it is constantly moving and around 4 metres long. Alternatively should you wish to skip the Ocean Tunnel, please speak to a member of staff and they will bypass you.

Should you wish to enter SEA LIFE London Aquarium but later feel that you need to leave, please just speak to a member of staff and they will assist – you are welcome to take some time in a quieter area and re-join the aquarium when you are ready, or you are able to leave should you wish to do so, a staff member will be called to facilitate your exit.

## **Pregnant Guests**

SEA LIFE London Aquarium is a 90 -120 minute walking attraction and there is not always seating available in every area.

Within SEA LIFE London Aquarium, some areas are darker with uneven flooring.

Should you feel that you need to some time to sit down in a quiet area at any time, please let a staff member now and they will assist you.

## **Children**

SEA LIFE London Aquarium is suitable all children of all ages. However, this is totally at the discretion of the child and their parent/guardian.

Please note that there are some elements of the aquarium, and characters that you might meet along the way that your children may be scared of including the spiders, snakes, sharks and our occasional costume character Roxo the Penguin, who may be intimidating to some children.

However, if they do enter the attraction and wish to leave, they can do so at any time. Just ask a team member.

Please note, anyone under the age of 16 must be accompanied, at all times, by someone over the age of 18.

All our toilet areas are equipped with baby change facilities.

For those that wish to breastfeed in the attraction, there are areas throughout, however if you wish to go somewhere more private, please ask a member of staff and they will be more than happy to assist.

## **Buggies**

Currently we do not have a buggy park facility, but you are welcome to take your buggy into the attraction as there are lifts to assist with moving between the different levels. However, it must be kept with you at all times. Any unattended items are likely to be removed by our security team.

## **I am disabled. Do you offer concessions or free tickets for a carer?**

Guests with disabilities can bring a carer, personal assistant or support worker with them free of charge when relevant documentation is shown to our admissions staff.

## **Language Suitability**

SEA LIFE London Aquarium is an English language attraction. Signage and information on our displays are in English.

For consistency and as we welcome many international guests, we find that the English language caters for the vast majority of our visitors.

Unfortunately, at this time, audio guides are not available.