

Helpful “On The Day” Information and FAQs

Our **Education Manager** is available to assist with any queries by telephone or e mail using the details below:

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The Education Manager should be the first point of contact for all school and group visitors both before and during visits to Blackpool Tower. On the day of your visit, they will be onsite and contactable by radio so if you need assistance, just ask any Duty Manager or the Visitors' Entrance staff and they will contact the co-ordinator on your behalf.

The Blackpool Tower Layout

The Blackpool Tower building is accessible by entrances on the Promenade and Bank Hey Street. The Blackpool Tower Dungeon's entrance is located on Bank Hey Street only. Unfortunately, the Blackpool Tower does not have any parking facilities. It is recommended that groups are dropped off at the side of the Blackpool Tower building, namely on Adelaide Street West, as it leads directly to a pedestrian zone. Groups can then enter via the Bank Hey Street entrance, where there is sufficient space to escape from the elements and wait for a short time for tickets to be issued.

Wheelchair access is at the Bank Hey Street entrance only. This is due to the constraints of the Blackpool Tower building being a Grade One listed building and being constructed in the late Victorian era. Therefore, we are unable to alter certain aspects of the building due to these stringent restrictions. More extensive disabled guest information is located online at: <https://www.theblackpooltower.com/plan-your-visit/accessibility/>

On arrival, teachers and group leaders should use the priority queue at the admissions desks in order to collect their pre-ordered tickets. The cashiers will be happy to answer any queries and key attraction information is available here, such as the operating status and opening and closing times of the attractions. There are fire exits located at the Promenade and Bank Hey entrances.

The Ground Floor Level

- **Visitors' Reception**- This is located on the “Dungeon Corridor,” around the corner from the Bank Hey Street admission desk.
 - This is the control room for the Blackpool Tower and there is always a member of staff there. The member of staff here will be able to help you with any further queries, including locating Blackpool Tower team members and managers in the building and to put out building calls in the event of a member of your group being lost or missing. The names of the daily incident managers and first aiders who are onsite are also available from here.
- **The Amusement Arcade**
- Along the “Dungeon Corridor” is:
 - **The Buggy Park – can be used for storing lunches**
 - **The disabled access to the Circus and for nursery aged children (Circus Entrance B)**
 - **Disabled toilets** (in the Arcade- key located with the Arcade Manager and at Visitors' Reception)
 - **Ladies' toilets**- opposite the Dungeon Gift shop doors (there are steps leading up)
 - **Men's toilets**- next to the Visitor's Reception (there is a narrow stair case leading down)
 - **The Blackpool Tower Dungeon Gift Shop.**
- If you continue through the amusement arcade, you will eventually reach the front of the building where the Promenade entrance and admission desk are located.

Two large guest staircases are either side of the Promenade admission desk at the Promenade entrance, giving access to the rest of the building. (there are two lifts behind the desk too)



The remainder of the building consists of:

Level 2- The Blackpool Tower Circus Entrance - All groups (excluding disabled guests) should enter the Circus Arena this way. Disabled guests should use Circus Entrance B on the Ground Floor.

Level 3- Also called the "Silver Landing" due to a model of a sliver Blackpool Tower being located here – **Entrance to the Blackpool Tower Ballroom** (access to dance floor and bar).

Level 4 - Middle Ballroom Balcony

Level 5 - Upper Ballroom Balcony, **Blackpool Tower Eye and 4D cinema, Jungle Jim's Play Area**, Harry Ramsden's Food and Dining area, Coffee Shop and Sea View Terrace, **BTH Curriculum Enrichment Room** and toilets.

Level 6 - The Blackpool Tower Gift Shop, Charlie Cairoli Statue and toilets.

Frequently Asked Questions

What if the Promenade entrance is closed? *During winter and in windy conditions, we will not open the Promenade entrance, but the Bank Hey Street Entrance will always be open from 10AM.*

What if my attraction is closed when we arrive? *This mainly applies to the Blackpool Tower Eye not operating in inclement weather due to health and safety guidelines. If this is the case, we will try to accommodate your group within an alternative attraction or recommend a suitable activity for them to do inside the building. Should the weather be windy, it is advised that you call ahead to see if the Blackpool Tower Eye is operating.*

Where are all the various the toilets located? *There are toilets located:*

- *in the Arcade/ Dungeon Corridor on the ground floor.*
- *in the Circus Arena*
- *at the end of the bar on the ground floor of the Blackpool Tower Ballroom (down some stairs)*
- *in Jungle Jim's*
- *at the back of Level 5 (past the BTH Enrichment room; behind Jungle Jim's)*
- *on level 6 next to the Charlie Cairoli statue*
- *Disabled toilets are located:*
 - *In the arcade on the ground floor*
 - *In Jungle Jim's*
 - *At the back of Level 5*
 - *On level 6*

Where is the BTH Curriculum Enrichment Room? *This is located on Level 5, past the Harry Ramsden seating area. There are signs outside the room.*

Is there anywhere to store our food or coats? *We recommend that you keep your coats with you at all times. Packed lunches may be stored on the ground floor in the Buggy Park, which is located next to the Visitors' Reception in the Dungeon Corridor on the ground level.*

Where can we eat our packed lunches? *The vast majority of schools should eat their lunches on the Blackpool Tower Ballroom Balcony (there is no additional charge for this) – access is via Level 3. Smaller groups may eat their packed lunches in the dining areas that are available on Level 5. Schools who attend the midday Circus show are permitted to eat their lunches in the arena.*



Additional Information

We recommend that you allow at least 60 – 75 minutes to complete the Blackpool Tower Eye experience, particularly in peak trading periods. The Blackpool Tower Eye is a continuous attraction that runs throughout the day, so you may visit slightly before or after your allotted time should that suit your needs.

For schools visiting attractions that run to a schedule, we recommend the following:

- Blackpool Tower Circus – arrive between 15 and 45 minutes prior to your show time.
- Blackpool Tower Dungeon – arrive between 10 and 15 minutes prior to your tour time.
- Jungle Jim's Play area – arrive up to 10 minutes prior to your time slot.

Late arrival to the Dungeon may mean that you miss your tour totally and we may not be able to allocate you an alternative time.

When you are here at the Blackpool Tower, please ask any member of staff if you need any assistance with your visit and we will endeavour to help and accommodate requests where ever we can.

The Blackpool Tower website, <http://www.theblackpooltower.com/> may also be of assistance should you require anymore information. The following links provide you with additional information about:

School prices and attraction information:

<https://www.theblackpooltower.com/plan-your-visit/school-and-colleges/>

Attraction opening times:

<https://www.theblackpooltower.com/plan-your-visit/opening-times/>

More attraction pre-visit information and FAQs:

<https://www.theblackpooltower.com/plan-your-visit/faqs/>

Rules of Play for Jungle Jims':

<https://www.theblackpooltower.com/attractions/jungle-jims-children-s-indoor-play/>

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 the **Education Manager**.

