

Accessibility Guide



Sensory Rating System

Sound

1 - Low: There aren't many loud or distracting noises in this area.

2 - Medium: There might be a few noises, such as music or sound effects here.

3 - High: This area can be quite noisy, but you can borrow ear defenders.

Smell

1 - Low: There aren't usually any strong smells in this area.

2 - Medium: There are a few smells used in this area, but nothing significant.

3 - High: There might be strong smells in this area.

Sight

1 - Low: There are hardly any visual effects in this area.

2 - Medium: There are a few visual effects in this area, but no major triggers.

3 - High: There is an increased level of visual stimuli in this area, such as bright lighting.

Touch

1 - Low: There is nothing to touch in this area.

2 - Medium: There are a couple of sensory touch points.

3 - High: There are loads of different surfaces and textures to explore here.

Key:

Sound	1-3
Sight	1-3
Smell	1-3
Touch	1-3

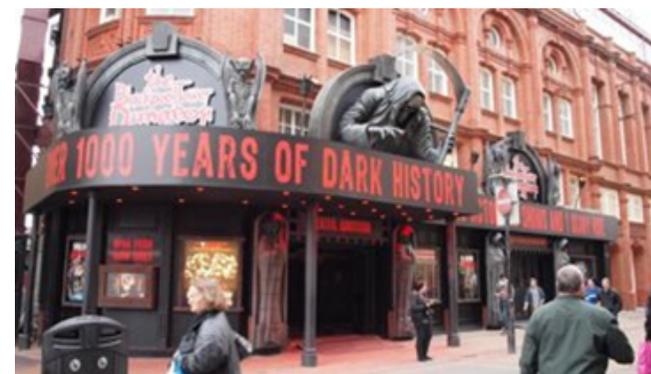
Exterior Entrances

The Blackpool Tower Entrance is located on the promenade. This entrance is accessible via steps and a ramp.

The main entrance to the Dungeon is on Bank Hey Street. This entrance is wheelchair accessible, with a ramp providing access.

Key:

Sound	2
Sight	2
Smell	1
Touch	1



Admissions

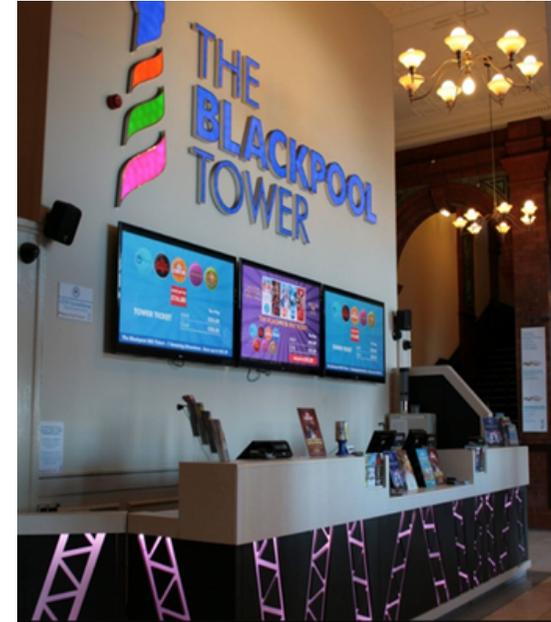
If you are visiting during our busier times of the year, there might be queue barriers outside the main doors. There is music playing, and a voiceover welcoming you to our attractions.

On arrival you will be greeted by our security team and admissions staff. There is likely to be a queue whilst the necessary security checks for your safety are undertaken but we will get you in as smoothly as possible.

When entering the building, there will be a member of staff behind a desk with TVs above them displaying prices and information.

After being served you will then head up either the stairs or the lift to access the Eye and Ballroom, or through the ground floor arcade to access the Dungeon.

The Tower is well staffed throughout the building corridors and on every attraction entrance point. Just ask our security team, or anyone with a tower lanyard should you need directions, they are all happy to help!



Key:

Sound	2
Sight	2
Smell	1
Touch	1

Main Building Lifts

On the ground floor there are two public lifts, one on either side of the admissions desk.

Guests can access the following floors via the lift: 3, 5 and Ground (your current location).

Guests can also access floor 7 by using the lift on the left side of the admissions desk.

Features of the lift:

- Mirror to aid reversing out of the lift
- Visual floor indicator
- Braille markings
- Clear door width of 80cm
- The lift is a standard lift size (size dimensions: 155cm x 180cm)
- Medium lighting level

Please note, the lifts do not have separate entrance and exit doors, and there is also not an audible announcer. Our team do not need to be notified for use of the lift but staff are always close by to help.

Bathrooms & Hygiene room

There are accessible bathrooms on the Ground Floor, Level 3, Level 5, Level 6 and at both amusement areas of the Tower.

There are also lots of standard bathrooms around the building, and places which include baby change facilities. The Tower also has a changing place, which is located on Level 3 and can be accessed via a lift to the third floor.

In the hygiene room there is a bed and hoist that can be used if guests require it.

Our staff perform regular checks on all the bathroom areas throughout opening hours.



Autism

Throughout the attraction, it may be loud and could cause sensory overload for guests who have hidden disabilities like autism.

It is recommended for ear defenders to be worn as there is a lot of music being played around the attraction, with noise levels increasing during busy periods.

We recommend for guests who may be sensitive to loud atmospheres to visit during our off peak times.

School holidays are our busiest time of year. Although this means our attractions are busy and often loud, there's plenty of staff on every corner and corridor who are there to help with any concerns.

Queuing might also be unavoidable during this time so we wouldn't recommend guests who experience sensory overload to visit during this period.

Epilepsy

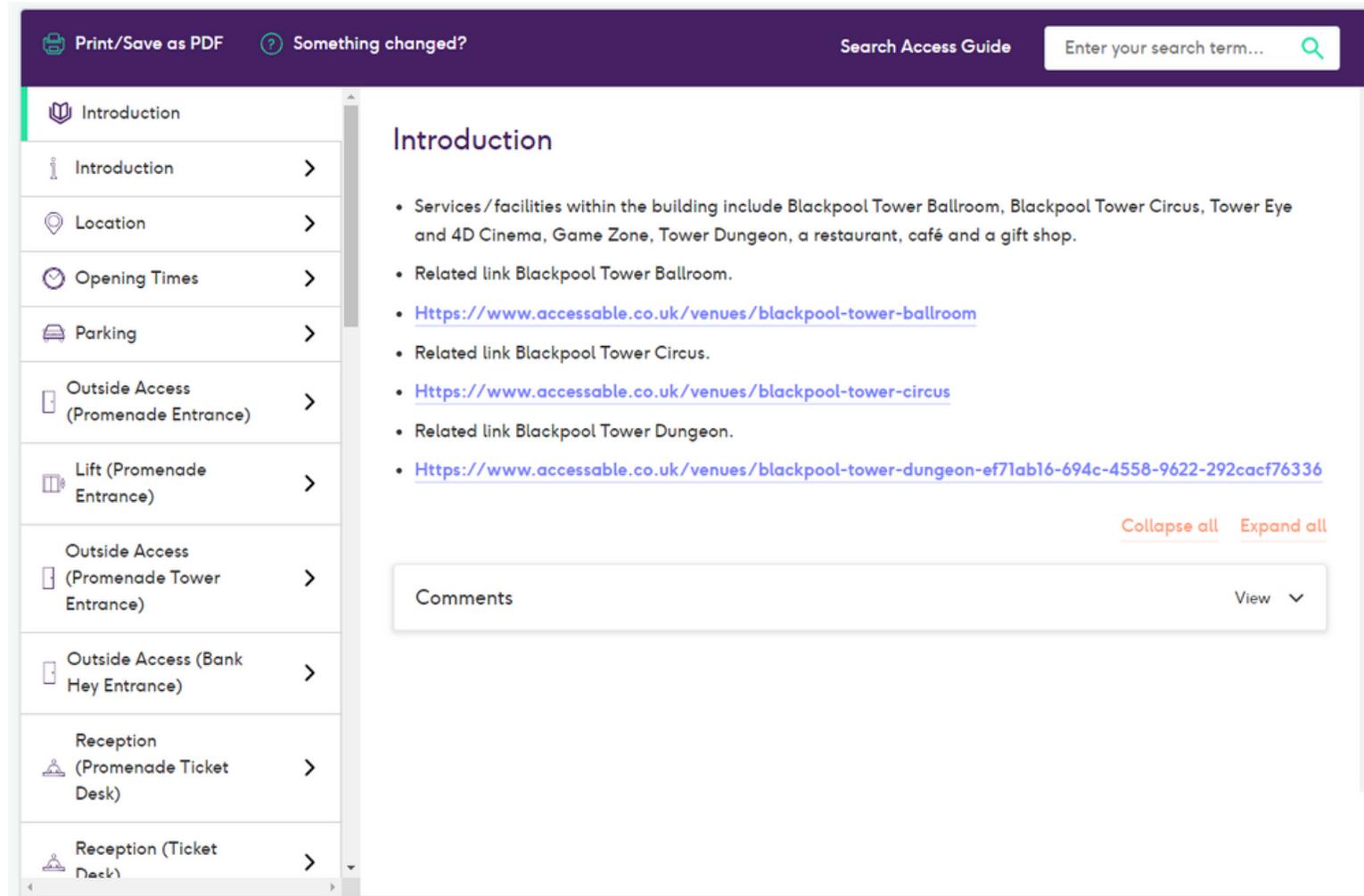
Throughout the Dungeon, 4D Cinema and Circus, strobe lighting and special effects are in use. They are also used in the Ballroom during events. Guests are warned about these effects when entering the attraction and before the experience begins.

The doors will be closed during the shows, however should any guests wish to exit the attraction at any time, they are able to do so by asking the staff member on the door.

AccessAble

We are proudly on AccessAble.

View our guides here: <https://www.accessable.co.uk/the-fylde-coast/blackpool/access-guides/the-blackpool-tower>



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Introduction

- Services / facilities within the building include Blackpool Tower Ballroom, Blackpool Tower Circus, Tower Eye and 4D Cinema, Game Zone, Tower Dungeon, a restaurant, café and a gift shop.
- Related link Blackpool Tower Ballroom.
- <https://www.accessable.co.uk/venues/blackpool-tower-ballroom>
- Related link Blackpool Tower Circus.
- <https://www.accessable.co.uk/venues/blackpool-tower-circus>
- Related link Blackpool Tower Dungeon.
- <https://www.accessable.co.uk/venues/blackpool-tower-dungeon-ef71ab16-694c-4558-9622-292cac76336>

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The Blackpool Tower Eye & 4D Cinema

The entrance to the Blackpool Tower Eye is on Level 5, which can be accessed via stairs or lift. Guests will need to show their Eye ticket again here, and there may be a queue.

4D Cinema

As part of the Blackpool Tower Eye experience there is a 4D cinema, which has no seating.

In the cinema, there is space for wheelchairs to the rear of the room. Access to the other levels is by medium, clearly marked steps, which have handrails either side. The stairs can often be slippery from effects used within the 4D cinema experience so please approach the stairs and the rest of the cinema with caution.

The 4D cinema experience includes sensory effects, which range from strobe lighting, bubbles, snow and rain effects, as well as floor vibrations.

The cinema experience brings images to life through glasses provided to guests as they arrive.

Inside the cinema, the environment is loud and immersive - the experience brings the history of Blackpool to life. When entering, and during the cinema experience, there is music being played.

Wheelchair users are required to use a platform lift in the queueing area of the cinema to access the experience.

Key:

Sound	3
Sight	2
Smell	1
Touch	1



The Blackpool Tower Eye

Level 5 is home to The Blackpool Tower Eye, Fifth Floor, Coffee Company and our Retail Shop.

The Coffee Company consists of tables and chairs that guests are welcome to use. Unfortunately, the Coffee Company is not wheelchair accessible.

The Blackpool Tower Eye is fully wheelchair accessible, however once you arrive at the viewing observation deck, the upper levels are not available due to the use of a spiral staircase between each viewing platform.

There are a number of accessible toilets available in the Tower building. These are located on the Ground Floor, and in the Circus arcades down the corridor from the Coffee Shop, just past the Eye queue. They are also located at the back of the Fifth Floor and in the Retail Shop. Staff can direct you on any floor. There is no toilet at the top of the tower so make sure you go before you head up.



Arcades & VR Zone

Arcades

During peak periods, the ground floor and fifth floor arcades can get busy. There is different lighting used between both arcades - the arcade located on the fifth floor is brighter than the one on the ground floor.

Both arcades use sound effects, and the machines also play music. They are also both on even level flooring.

The ground floor arcade also acts as an entrance to the Tower. This area has a lift making it accessible to wheelchair users. To access the arcade on the fifth floor, guests can either use the internal lifts or walk up the stairs. Ask the staff member on the door and in the arcade if you need help.

VR Zone

The Virtual Reality Zone is on Level 6. It can be accessed via the stairs in the Level 5 Circus arcade, or through the Level 6 Retail Shop. This area is not wheelchair accessible.

Please note, there is an age requirement of 8 years and above to be able to use the VR Reality Zone.



The Blackpool Tower Circus

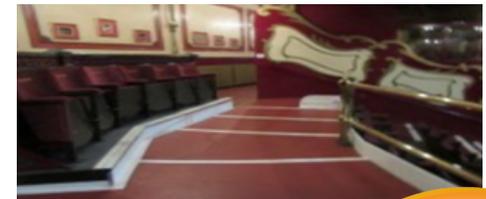
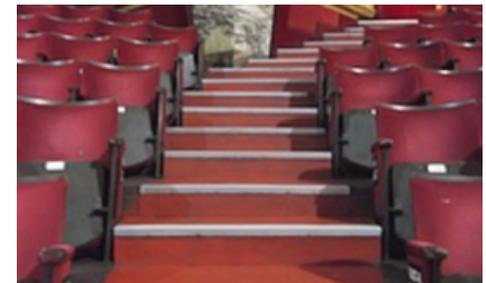
The Blackpool Tower Circus main entrance is via Level 2, which can be accessed from the Promenade entrance. Here you will go through the Circus exhibition, showing some of the Circus' history. This entrance requires ascending and descending one flight of stairs.

For guests who are unable to navigate the stairs or wish for a quieter entrance, Circus entrance B is on the Ground Floor and is accessed via the Ground Floor arcade.

All Circus entrances are staffed and you will be directed to your seat.

- We are limited to 8 wheelchair spaces within the Circus arena. Each wheelchair space has room for one carer to sit with the guest, any other members of the group will be seated in front.
- There are no accessible toilet facilities in the Circus arena. The closest toilets are in the Ground Floor arcade, which is accessed through Circus entrance B.
- The Circus balconies are not wheelchair accessible. To access the balconies, guests will be required to climb 15+ steps.

There may be a queue for the Circus while ticket and security checks take place.



The Blackpool Tower Circus

The Circus features a variation of lighting throughout the performance with strobe lights and smoke machines in use.

The Circus features loud music, and at peak times will be very busy.

There is an interval halfway through the show, where guests can buy refreshments from one of our two kiosks.

If you leave the arena to go to the accessible toilet you will need to show your ticket again to get back in.



Key:

Sound	3
Sight	3
Smell	2
Touch	1



The Blackpool Tower Ballroom

In this part of the attraction, you will be greeted by a member of staff before arriving at a flight of stairs. There is also a lift available, which is managed by staff, for guests who require lift access.

On the Ground Floor of the Ballroom, one side of the floor is allocated to Afternoon Tea. The other side of the Ballroom floor features table and chairs, where guests are welcome to sit to enjoy the atmosphere.

In the Ballroom, guests will hear music being played by one of our organists, and sometimes even the iconic Wurlitzer organ. Please note that the Ballroom can sometimes be loud and busy.

Located at the back of the Ballroom, there is a bar where guests can buy food and drink to enjoy.

There are three floors in total within the Ballroom, including two balconies which are accessible via stairs. Balconies can not be accessed by wheelchair users.

Staff members can be found on every level to help with any questions.

The lighting throughout the attraction is bright and well lit.



Key:

Sound	3
Sight	2
Smell	1
Touch	1



The Blackpool Tower Ballroom

The Ground Floor of the Tower Ballroom is accessible via a platform lift, and then a small ramp onto the Ballroom floor.

There is no wheelchair access for the Ballroom Balconies. In instances when a wheelchair user has purchased a Balcony ticket, these tickets may be transferred to a Ground Floor ticket.

The Tower Ballroom is home to our 'Changing Place' facility. This area features a changing bed, hoist and adapted toilet. This area can only be accessed with staff assistance.



The Blackpool Tower Dungeon

The Blackpool Tower Dungeon is located inside the Blackpool Tower, with its entrance situated on Bank Hey Street.

This entrance is staffed and you will need to show your ticket.

The Dungeon consists of 360° sets, with 10 live actor shows that reveal Lancashire's darkest history from start to finish. Throughout the attraction, there is a combination of seated shows, and standing shows. At the end of the immersive experience, there is also a drop ride.

The experience features special effects, including fog and smell effects throughout. Guests should be aware that the attraction is very dark at points, with most of the shows being delivered by actors in low light.

- The Dungeon is mostly wheelchair accessible (service lift required).
- There is an accessible toilet, which is available at the entrance of the attraction.
- Assistance dogs are welcome into the attraction, however please note that smells or sounds may startle them.
- For health and safety reasons, only two wheelchair users are permitted into the attraction at any one time. At least one user must be able to self evacuate if required.



Key:

Sound	2
Sight	3
Smell	2
Touch	2



The Dungeon Drop Ride

The majority of our facilities are designed to be fully accessible for our disabled guests. However due to the intense nature of the Drop Ride, guests who are unable to brace themselves unaided are not permitted to ride.

- The minimum height restriction is 1.4 meters tall.
- Pregnant guests are not permitted to ride.
- Guests with photosensitive epilepsy are unable to ride.
- Guests must be free from: Heart complaints or pacemakers. Back or neck complaints. Broken limbs or have recently had surgery. Any other condition which may result in injury or other complications.



The Red Lion & Escape Room Experience

The Red Lion

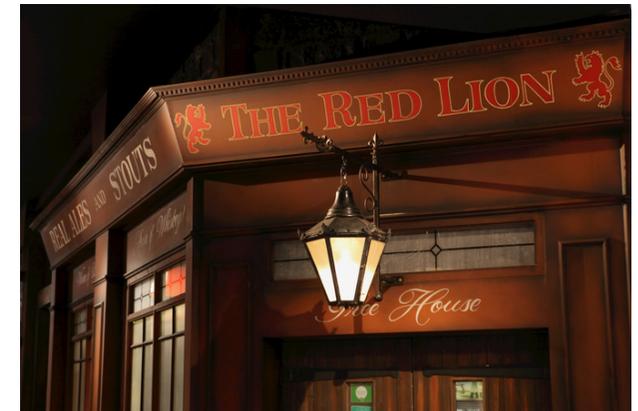
The Red Lion is the Tower Dungeon's Bar. This is accessed at the end of the Dungeon's tour, or via the ground floor arcade.

There are tables and booths, a bar, and a small selection of souvenirs available to purchase.

Escape Room Experience

Your group of 3-6 has 60 minutes to figure out the puzzles and break free, so you'd better get a move on!

Our escape room bears the same quality sets, effects and acting as the infamous Blackpool Tower Dungeon. There are different sections to escape in the experience, however everything is on one floor.



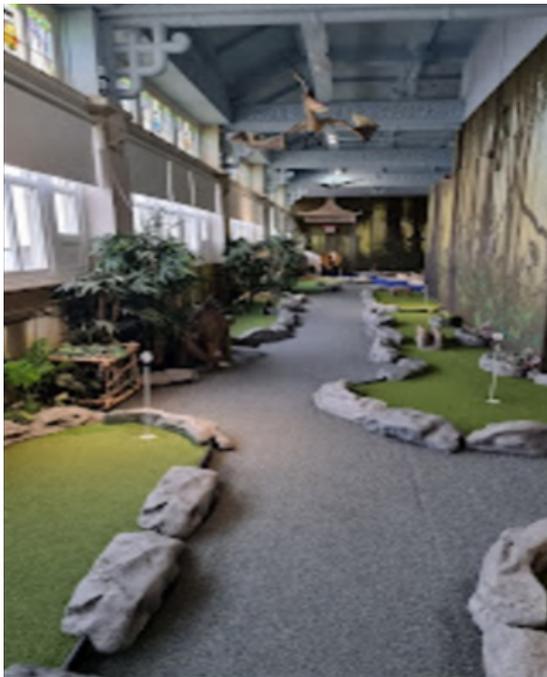
the
Blackpool Tower
Dungeon

Dino Golf - Level 7

To access Dino Golf, guests can use either the internal lift or the stairs located inside the Retail Shop. Both will take you to the attraction.

Dino Golf is well lit by both artificial light and also a lot of natural light.

There is background music that is played throughout the experience for the attraction theming.



The Fifth Floor

The Fifth Floor is our large events space. The venue has good lighting, and strobe lights can also be used in this room.

There is an entrance to the Fifth Floor on Bank Hey Street, located to the rear of the Blackpool Tower. To access the Fifth Floor from this entrance, guests are required to climb several flights of stairs.

Guests can also access the Fifth Floor via the internal lifts in the main building.



Additional information

Our team are trained to recognise the hidden disabilities sunflower lanyard here at The Blackpool Tower.

We have ear defenders in the Dungeon and Ballroom should you or your friends and family need them. In addition, we have headphones and sensory packs available to borrow from our control room.

We have lifts within the building for wheelchair and electric scooter users, meaning our attractions are accessible for everyone.

Guests with assistance dogs are also able to access the attractions, however owners of guide dogs should be aware that sound effects used throughout the attractions may startle them.

Please talk to a member of staff at any point during your time in the attraction should you require any assistance. We want your magical day out in The Blackpool Tower to be the best experience you can have.

For more information, please contact our Guest Services team: blackpoolclusterguestservices@merlinentertainments.biz.

Alternatively, please message us on Facebook.

