

Madame Tussauds

LONDON

ACCESSIBILITY GUIDE

THIS DOCUMENT IS DESIGNED TO ENSURE THAT ALL GUESTS ARE AWARE OF WHAT MADAME TUSSAUDS LONDON IS AND WHAT IT INVOLVES, AND HELP EACH INDIVIDUAL MAKE INFORMED DECISIONS ABOUT THEIR VISIT.

WE ARE COMMITTED TO INCLUSIVITY AND ACCESSIBILITY AND WANT TO ENSURE THAT ALL OF OUR GUESTS WHO ENTER THE ATTRACTION HAVE THE BEST EXPERIENCE POSSIBLE.

SHOULD YOU NEED TO DISCUSS YOUR VISIT OR REQUIREMENTS WITH US, PLEASE EMAIL US AT GUEST.EXPERIENCE@MADAME-TUSSAUDS.COM OR CALL MERLIN ENTERTAINMENTS ON 02074870351

ACCESSIBLE TRAVEL TO MADAME TUSSAUDS LONDON



Train

The nearest railway station to Madame Tussauds London is Marylebone Station, which is less than half a mile from the attraction. All platforms are fully accessible from street level.



Tube

Baker Street station is on the Bakerloo, Jubilee, Metropolitan, Circle and Hammersmith & City lines and is 200m away from the attraction. The details of the station facilities can be found [here](#).

The closest London Underground station that is fully accessible from the platform to the street is Euston Station. TfL's Step Free Tube Guide can be found [here](#).



Bus

There is a bus stop just 2 minutes from the attraction with the following buses stopping here:

18, 27, 30, 205, 453, N18, N27, N205

PARKING



Please be aware that we have no car parking available on site. Parking facilities in the surrounding area are limited. For car parking nearby please visit [here](#).

ASSISTANCE DOGS



All assistance dogs and other support animals are permitted within Madame Tussauds London, however please do get in touch with our Guest Experience Team at guest.experience@madame-tussauds.com prior to your visit to let us know you're planning to bring a support animal with you. Please note that support animals will be unable to board our Spirit of London ride, please speak to a member of staff or the ride team for assistance on the day.

PREGNANT GUESTS



Pregnant guests are welcome to visit Madame Tussauds London at any time during their pregnancy and are able to gain access to all levels of the attraction. However, we do not recommend:

Spirit of London:

For comfort and safety, it is advisable for any expectant mothers to sit to their side, or as comfortable as they can be prior to the lap bar coming down. Should you experience any difficulties then in the duration of the ride, then you should raise your arm and the ride team who monitor the running of the ride will be able to assist.

Marvel Universe 4D Experience:

As a 4D experience, our Marvel movie has different effects which include a back poke as part of the effect. We do have 6 seats located at the back of the cinema and should you wish to avoid this affect then please speak to a team member before entering who will be able to assist you. If you do not wish to enter this part of the attraction, then our team can direct you to the next part of the attraction.

Chamber of Horrors:

Chamber of Horrors is based on some of the most infamous real crimes of the past 150 years. It features details of serious crime, violence and murder and includes real artefacts from crime scenes which some may find distressing.

FIRST AID



We have a number of 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 the team who would be happy to assist.

CARER TICKETS



One carer can enter Madame Tussauds London for free when accompanying a disabled guest. You must present one of the following forms of documentation on the day to enter with a carer ticket:

- *Entitlement to Disability Living Allowance for children under 16 or Personal Independent payments for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book*
- *Attendance Allowance or Carer's Allowance letter of award*
- *Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded*
- *A Blue or Orange badge, or Access Card with '+1' symbol*
- *In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI).*
- *International Proof of Disability (ISA (international symbol of access) or similar must be printed on it)*

All visiting guests except for the carer require a purchased entry ticket. The carer themselves must pre-book their entry by clicking [here](#).

Please note: The carer must be 14+ years.

QUEUING IF DISABLED



Madame Tussauds London is committed to making our attraction as accessible as possible to all of 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.

WHEELCHAIR USERS



Madame Tussauds London is homed in a heritage building built in 1884. The attraction is set across 6 floors with multiple staircases varying in width and length between each floor of the attraction.

As such, strict controls are placed on guest capacity within our building and we can therefore only welcome **3** wheelchair users into our building at any one time in order to ensure smooth and safe passage in case of an emergency. Our trained staff will ensure that guests with disabilities are transported safely from floor to floor within our building by means of a lift. Much as we are proud to state that we are fully accessible, our lifts are an intrinsic part of this access. We therefore are only able to book one wheelchair on the hour each hour within our opening times.

We also have accessibility call buttons located throughout the building. If you need assistance, please press one of these buttons and a member of staff will come meet you.

We highly recommend that guests pre-book a wheelchair slot in advance to avoid disappointment as these time slots can become fully booked. We may be able to accommodate on the day wheelchair slot requests onsite, however this is subject to remaining availability and is not guaranteed.

To book a wheelchair slot, please [click here](#) . Please note booking a wheelchair slot must be done at least 24 hours prior to your visit date.

In case of an emergency, our hosts are all trained to know how to assist our guests who are wheelchair users. These staff members will be on hand to assist any guests with access requirements in an emergency situation.

HIRING A WHEELCHAIR



We do have wheelchairs available to hire onsite, however this is limited and subject to availability. To hire a wheelchair please speak to a member of the team onsite on the day of your visit to discuss remaining availability.

MOBILITY SCOOTERS



Mobility scooters are permitted within Madame Tussauds London. However, some areas of the attraction may not be accessible when using a mobility scooter. Please speak to a member of staff upon arrival to discuss further.

For health and safety reasons, Madame Tussauds London can only permit a maximum of 1 wheelchair/scooter user into the attraction per hour from 11am - 1 hour prior to attraction close.

To book in your mobility scooter slot, please [click here](#)

Please note this must be done at least 24 hours prior to your visit date.

We may be able to accommodate on the day wheelchair/scooter slot requests onsite, however this is subject to remaining availability and is not guaranteed.

PUSHCHAIRS/BUGGIES



Due to the attraction being set over 6 floors, we do not permit pushchairs/buggies into the building. We do have a facility where your pushchairs can be stored, free of charge. Bags and coats can be stored at additional costs. Prices are listed inside our storage facility or you can ask our team members. Please note our cloakroom is manned by staff members, but pushchairs/buggies and bags are left at the owner's risk.

We have a limited amount of baby carriers we can hire out, however please do bear in mind these are subject to availability, and you will be asked to pay for a deposit which will be refunded to your account once you return the baby carrier. If you need to use your pushchair as a wheelchair or as a mobility aid, please book a wheelchair timeslot in our website.

SPIRIT OF LONDON RIDE RESTRICTIONS



The ride is unfortunately not suitable for guests who are non-ambulant.

The ride is continuously moving, and guests must be able to transfer to the platform and the ride with or without the assistance of their carer.

A maximum of 3 passengers are allowed per taxi, of which only 2 can be above 1.2m.

Passengers under 0.9m must be accompanied with an adult over the age of 16. Passengers above 0.9m and under 1.2m must be supervised by an adult over the age of 16 in the same taxi or next to it.

Large items of luggage are not permitted on the ride, and smaller bags should be placed on the floor of the taxi.

No smoking, eating, or drinking is allowed on the ride. Nobody intoxicated by drink or drugs may board the ride.

The ride is not suitable for passengers with torso measurements exceeding 51 inches.

Fog effects and strobe lighting are used on the ride.

Misbehaviour on the ride may result in eviction from the attraction.

Visually impaired guests may experience the ride and ideally accompanied by a sighted person and are able to transfer from the loading platform to a taxi with assistance from staff.

Guests with behavioural disabilities may use the ride provided that they are accompanied by a carer who understands the nature of their disability and who can ensure compliance with basic safety requirements including keeping arms inside the taxi.

Please note: while the ride is not designed to be scary, there are some scenes that young children may find upsetting - parental advisory is advised. Please feel free speak to a member of the Ride Team on your visit who will be happy to advise you

MARVEL UNIVERSE 4D RESTRICTIONS



Please be advised that the show features physical effects such as chair vibration, strobe lighting, loud noises, wind, fog, mist, and back pokes which may not be suitable if you have a medical condition or a disability.

For your safety, we do not recommend you experience the show if you have any of the following medical conditions:

- High blood pressure or a heart condition
- Back or neck injuries or conditions
- Medical conditions or disabilities affected by seat motion or environmental effects
- Epilepsy
- Pregnancy
- Breathing problems or allergies to scents or chemicals
- Sensory sensitivities
- Under the influence of alcohol, drugs, or other intoxicants
- Motion sickness

We have accessible seating for guests who may be affected by physical effects such as back pokes or vibrations, but still wish to watch the movie with the 3D effects only. Please speak to a member of staff if you are concerned.

CHAMBER OF HORRORS RESTRICTIONS

Please be advised that the experience features details of serious crime, violence and murder and includes real artefacts from crime scenes which some may find distressing. The majority of the area is dimly lit. The recommended age to enter our Chamber of Horrors is 16+, and the area can be bypassed by guests who do not wish to see it. Please follow the signs or speak to a member of staff if you wish to bypass the Chamber of Horrors.

For your safety, we do not recommend you experience this part of the attraction if you have any of the following medical conditions:

- High blood pressure or a heart condition
- Are affected by loud noises
- Are affected by strobing/flashing lights
- Sensory sensitivities
- Pregnancy

PHOTOSENSITIVE EPILEPSY/ LIGHT SENSITIVITY



Madame Tussauds London features both areas of strobe lighting and flashing lights. Unfortunately, the **Marvel 4D cinema** and the Jack the Ripper set in the **Chamber of Horrors** feature strobes and intense flashing lights, so this would not be suitable for guests with photosensitive epilepsy or other light sensitive conditions.

Please see below for other areas that could be of concern:

- **Awards Party (first room):** In the first corridor, there is a screen imitating paparazzi taking photos. The camera flashes are bright. The light effect can be quickly moved past, but this corridor is not avoidable without being taken a very different route by a member of staff, so please speak to a member of staff near the entrance before entering the lifts, if you are concerned.
- **Fashion:** This area features flashing lights. There are colour-changing LED strips on the floor and ceiling which flash at different speeds depending on the song that is playing, however there is no strobing. Please speak to a member of staff if you need to bypass this area.
- **Impossible Festival:** There are flashing lights in the phone booths that can be found in these area. These lights change colour and flash at different speeds depending on the chosen song. The phone booths can be avoided. Impossible Festival also features bright screens with sometimes flashing lights towards the end of the area, please speak to a member of staff if you wish to avoid these. There are no strobing lights in this area.
- **Spirit of London ride:** Some low-level slow strobing, and pulsing lights at points in the ride, but not throughout. The ride can be bypassed if necessary.

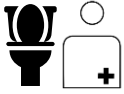
There are some UV lights in the following areas of the attraction: the E.T. set in the Film area, the Black Panther set in the Marvel Hall of Heroes, and the Star Wars area. Please speak to staff if you need to skip these areas.

SUNFLOWER LANYARD SCHEME



We would like to take this opportunity to highlight the Sunflower lanyard scheme (info can be found at: <https://hiddendisabilitiesstore.com/>). The purpose of this lanyard scheme is to raise awareness of hidden disabilities and additional needs, and our staff recognise these lanyards. By wearing 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.

ACCESSIBLE & STOMA FRIENDLY TOILETS



We have 3 accessible toilets in the attraction. There is one on the ground floor which can be accessed from our admission area or halfway through the attraction before our Spirit of London ride. The second is in our World Stage area of the attraction which is located near our Culture section. The third is located in our Star Wars experience which is the last section of the attraction. Each of these toilets has a Radar Key systems installed and therefore will be able to be accessed by anyone who already has their own Radar Key.

GUESTS WITH A VISUAL OR HEARING IMPEDIMENT



We do not have any guides within the attraction or team members who assist throughout the whole duration of a visit. If this is absolutely necessary then you can contact our team at guest.experience@madame-tussauds.com in order to discuss in more detail.

We have partnered with SignLive to offer our guests the option to communicate using BSL. SignLive is an online video interpreting service that connects individuals with qualified British Sign Language (BSL) interpreters. Your SignLive interpreter serves as the intermediary between you and a member of our team. Learn more about how to use SignLive during your next visit to Madame Tussauds London [here](#).

Hearing loops can be found at all of our retail points. These can be connected to hearing aids.

GUESTS WITH A MOBILITY IMPAIRMENT



Madame Tussauds London is located in a heritage building built in 1884 and is set across 6 floors, and as such, there are a lot of steps around the attraction. We have accessibility lifts and stair lifts to assist guests who are unable to use the stairs between floors. Please speak to a member of staff on the day of your visit if you require any assistance.

GUEST WITH AUTISM AND OTHER NEURODIVERSE CONDITIONS



We are a highly sensory experience with many different sights, sounds and smells.

During your visit to Madame Tussauds London, should you wish to enter Madame Tussauds London but later feel that you need to go into a quieter space in the attraction for a short while then please speak to any member of our team who will be able to assist you and you can then re-join the flow of the attraction when you are ready. If you wish to leave the attraction, then a team member will call for a manager who will be able to facilitate your exit.

Our attraction can be busy and noisy at times and as such, we have ear defenders for hire. Please speak to our Admissions team on the day of your visit.

On selected dates we have adjusted our opening hours, with limited tickets available, to host Quiet Sessions at Madame Tussauds London. During these sessions, we reduce the sounds and lights within the attraction to provide a quieter experience and a more comfortable visit for those with autism and other sensory requirements. You can find more information [here](#).

GUESTS WITH SPINE, NECK OR BACK PROBLEMS



Although there are moments you can sit throughout the visit, the majority 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 the team about the specific nature of your medical issue and we can ensure that we provide you with the opportunity to bypass areas which may not be suitable for you as well as get you a chair.

LANGUAGE SUITABILITY



As we welcome many international guests, we find that the English language caters for the vast majority of our visitors, therefore signage and information about our figures, as well as any restrictions for specific areas, are displayed in English.

Unfortunately we do not have audio guides.

ALLERGIES



We have a number of food and drink areas available throughout the attraction. Please ensure you speak to a member of staff should you have any questions before making a purchase.

If you have any further questions that have not been answered in this guide, please do speak to a member of the team on the day of your visit, or send us an email at guest.experience@madame-tussauds.com