



Groups get out more!

We want you to make the most of your group day out, so we've put together a sheet of helpful information to ensure everything goes as smoothly as possible.

Disabled Guide

This guide has been produced to assist and enable our guests with disabilities to enjoy to the full, all of our exciting and unique experiences in our World Famous Attraction.

Madame Tussauds London welcomes guests with disabilities, together with their helps or carers, and we actively seek to promote and to provide equal opportunity for all who take the opportunity of visiting us.

Madame Tussauds London opened on its present site in Marylebone Road in 1884 – over 125 years ago. The majority of our facilities and entertainment are designed to be fully accessible to our disabled guests. However one area, a themed ride known as the Spirit of London which opened in 1991 is a continuously moving ride requiring some physical endeavour to board and disembark, and is therefore unfortunately not accessible due to health and safety considerations.

Our staff will ensure that guests with disabilities are transported safely from floor to floor within our building by means of a lift specially designated for this purpose.

The Main Attractions within the Attraction are:

- A-LIST PARTY – Fully accessible with ramp access.
- PREMIERE NIGHTS – Fully accessible,
- SPORTS, ROYALS, CULTURE, MUSIC and WORLD LEADERS – Fully accessible.
- CHAMBER OF HORRORS and SCREAM! – Fully accessible.
- SPIRIT OF LONDON RIDE – Continuously moving ride - Not accessible.
- 4D EXPERIENCE – Fully accessible with chairlift (Operated by MT Staff) and passenger lift access.
- RETAIL / SHOP – Chairlift (Operated by MT Staff)

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Things can change, so it's a great idea to check back at www.groupfundays.co.uk before your visit to find out the latest updates. Calls to 0871 numbers are charged at 10 pence per minute at all times from a BT landline. Calls from mobile operators and other networks may vary.





Booking Your Visit

Our Customer Call Centre on 0871 894 3000 will be pleased to book you into a time slot and can advise you on any questions you may have regarding your visit to us. For safety reasons, we are strictly limited within our building and during busy periods we may limit guests entering our attraction to prevent congestion and to ensure a totally safe environment for all. This may require all of our guests, including those with disabilities who have not pre-booked, to queue for a period of time. In these circumstances we would ask for your co-operation and patience. Our first consideration is always that of safety.

Parking

The dropping off point is located at the main entrance to Madame Tussauds in Marylebone Road and there are disabled parking spaces available in the immediate surrounding area for Orange / Blue Badge holders as follows; Baker Street; Nottingham Place; Devonshire Place; Harley Street; Upper Montague Street. Alternatively there are also numerous pay and display parking spaces on the Inner and Outer Circles of Regent's Park.

On Arrival

Please follow Directional and Information signs displayed on the outside of our building to Entrance Number 3 making contact with a member of our Team who will meet you and arrange admission into the Exhibition.

Guests with disabilities receive 50% off admission, and one carer goes free but we require documentary proof of disability i.e. blue/orange badge or similar. An induction loop is fitted at the main till points.

Courtesy Wheelchairs

Wheelchairs are available on request but the number available is limited - there is no charge or deposit required but it is strongly advised that you pre-book in advance to ensure that one is reserved for your exclusive use.

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Toilet Facilities

Toilet facilities for our disabled guests are fully equipped and with emergency call alarms.

They are located in the following areas:

- Ground Floor entrance (admissions area)
- Sports Zone (2nd Floor)
- 4D experience area

BALPPA STATEMENT ON PUBLIC SAFETY FOR DISABLED PEOPLE

Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, certain rides/attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides/attractions should we feel there is a danger to a particular individual or individuals for whatever reason. We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety.

Feedback

We would welcome and greatly appreciate any comments on our services.

e-mail: quest.experience@madame-tussauds.com

Phone: 0871 894 3000





We've left some space for your notes

Opening times and facilities are correct at time of going to print (March 2010).
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