

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 helpers or carers, and we actively seek to promote and to provide equal opportunity for all who take the opportunity of visiting us.

We would wish to encourage everyone to fully enjoy the range of facilities and entertainment available, regardless of their ability or disability.

Madame Tussauds opened on its present site in Marylebone Road in 1884 and contains many different areas all of which are designed to be fully accessible to our disabled guests.

However one area, the 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.

MTL Staff will ensure that Guests with disabilities are transported safely from floor to floor within our building by means of a lift specially designed for this purpose.

The Main Attractions within the Attraction are:

- **BLUSH – Fully accessible with ramp access.**
- **PREMIERE NIGHTS – Fully accessible,**
- **WORLD STAGE – Fully accessible.**
- **CHAMBER OF HORRORS and CHAMBER LIVE – Fully accessible.**
- **SPIRIT OF LONDON RIDE – Continuously moving ride - Not accessible.**
- **SHOWDOME – Fully accessible with chairlift (Operated by MT Staff) and passenger lift access.**
- **RETAIL / SHOP – Chairlift (Operated by MT Staff)**

**Madame
Tussauds
LONDON** ★

Who do you want to meet?

Booking your visit

Our Customer Call Centre on 0870-400-3000 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 to a Guest capacity limit 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. Alternately there are also numerous pay and display parking spaces on the Inner and Outer Circles of Regents 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.

Admission for Guests with disabilities is £12 and one helper is welcome without charge to our attraction. We require documentary proof of disability i.e. blue/orange badge or similar.

An Induction Loop system is fitted at the main till points.

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LONDON ★
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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.

MTL 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. For safety reasons we can only accept three wheelchair users in the building at any one time and it is strongly advised that you pre-book in advance. Our Customer Call Centre on 0870-400-3000 will be pleased to book you into a time slot

Toilet Facilities

Toilets for our Disabled Guests fully equipped and with emergency Call Alarms can be found in the following locations:

Ground Floor Entrance Pre-Show Admissions

World Stage – 2nd Floor

Showdome – 1st Floor.

‘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 and attractions can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides 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: csc@madame-tussauds.com

phone: 0870-400-3000

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