

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

If you plan on taking a bus to Madame Tussauds, the following bus numbers travel to within a 5 minute walk of the attraction: 2, 13, 18, 27, 30, 74, 113, 139, 189, 205, 274 and 453

PARKING



Please be aware that we have no car parking available on site. There is no parking onsite but there are numerous car parks near to Madame Tussauds. Find your nearest disabled Blue Badge bay [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 our team or the ride team for assistance on the day.

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 our team who would be happy to assist.

QUEUING IF DISABLED



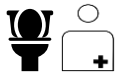
Madame Tussauds London is committed to making our attraction as accessible as possible to all of our guests. As such, we are happy to help guests who are unable to queue for long periods of time to access the attraction quicker if necessary. Please just speak to a member of our admissions team if you feel you will struggle to queue outside for any length of time, or head to the Fast track entrance.

ACCESSIBILITY CALL POINT



There are accessibility call points located at the end of each zone throughout the attraction, and can be used by guests who require assistance. Once activated, a member of our team will be notified and respond promptly to provide support. We're committed to ensuring all guests have a comfortable and accessible experience.

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 Culture Capital 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.

CHANGING PLACES TOILET



We have a Changing Places Toilet, where a changing bench and hoist is available, in our Ticket Office, which is located next to our main entrance. The Changing Places Toilet can be accessed by anyone with a Radar Key. If you don't have your own Radar Key or need help locating the Changing Places Toilet, please reach out to a member of our team.

RAMPED ACCESS



Our cloakroom and the Gift Shop are accessible by a ramp, please speak to a member of our team for assistance.

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.

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 DLA/Personal
- Independent Payments (PIP) 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 Incapacity Benefit, Employment and Support Allowance (ESA) Disability
- Students' Allowance (DSA), or DID card (UK Disabled ID card).
- A valid Blue Badge
- In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI).
- Nimbus Access Card with the companion/ +1 symbol

All visiting guests except for the carer require a purchased entry ticket. You can now pre-book a carer tickets online as part of the booking process.

Accepted proof of a second free carer ticket:

- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent
- Payments (PIP) for those aged 16-64 that states additional carer support
- Attendance Allowance or Carer's Allowance letter of award that states additional carer support
- A registered GP or NHS letter notifying the recipient requires additional carer support.
- Nimbus Access Card with the +2 (or higher) companion symbol

The eligibility documentation of why a second free ticket is required needs to be dated within 2 years of issue.

Please note: The carer must be 14+ years.

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 our team 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 our team onsite on the day of your visit to discuss remaining availability.

MOBILITY SCOOTERS



Mobility scooters are permitted within Madame Tussauds London. However, our stairlifts have a maximum weight capacity of **300kg**. Please speak to a member of our team 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 on the hour each hour within our opening times.

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 a member of our team. 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, please [click here](#).

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 would like to highlight the following areas:

Spirit of London:

Please let our ride team know you are pregnant when you reach our on-load platform, and they will be able to advise how to sit safely and comfortably. 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.

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.

SPIRIT OF LONDON RIDE RESTRICTIONS



The ride is unfortunately not accessible to guests who are unable to walk unaided. Alternatively, a Virtual Reality experience is available for guests who are unable to take the ride. Please speak to a member of our team to discuss further.

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 by 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.

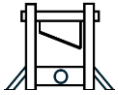
Misbehaviour on the ride may result in eviction from the attraction.

Visually impaired guests may experience the ride, 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.

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 before heading down to the basement 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 Jack the Ripper set in the **Chamber of Horrors** features 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 our team 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 our team 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 our team 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 Black Panther set in the Marvel Hall of Heroes
- On the stairs, the first set and the Darth Vader set in the Star Wars area.

Please speak to staff if you need to skip these areas.

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 our 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.

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 Convo to offer our guests the option to communicate using BSL. Convo is an online video interpreting service that connects individuals with qualified British Sign Language (BSL) interpreters. Your Convo interpreter serves as the intermediary between you and a member of our team. Learn more about how to use Convo 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 housed in a heritage building built in 1884 and spread across 6 floors with multiple staircases varying in width and length between each floor of the attraction. As such, we do have an accessibility lift to assist guests who are unable to use the stairs between floors. Please speak to a member of our team on the day at the admissions or at any point of your visit should you require this.

GUEST WITH AUTISM AND OTHER NEURO-DIVERSE 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 note that we only have a limited amount available, and these will be issued on a first-come, first served basis. Speak to our Admissions team on the day of your visit if you wish to hire some ear defenders.

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](#).

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 our team 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 our team on the day of your visit, or send us an email at guest.experience@madame-tussauds.com