

# Madame Tussauds

## SYDNEY

### **A VISUAL STORY**

Visual stories are used to prepare a person for, and increase the predictability of a new environment or situation. This helps bring familiarity to a process and to reduce anxiety and stress. Visual stories are written in an easy to read format and use pictures to provide greater accessibility for everyone





# ACCESSIBILITY

Madame Tussauds has a range of accessibility tools available. These include:

- Magnifying glass
- Magnifier strip
- Magnifier sheet
- Ear plugs
- Noise-reducing ear protection

Madame Tussauds is wheelchair accessible. There are some activities inside that are not wheelchair accessible.

Mobility aids such as wheelchairs are available at no cost. I will have to leave my ID with reception. I will get my ID back when I return the wheelchair.

Assistance animals are welcome at the Madame Tussauds.

Madame Tussauds supports and recognizes the Hidden Disability Sunflower.



# THE HIDDEN DISABILITIES SUNFLOWER LANYARDS

The Sunflower is a globally recognised symbol for Hidden Disabilities.

The lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support time and understanding.

It is OK if I don't have a lanyard, I can still get help if I need.

If I already have a Sunflower lanyard I can bring it with me.







# SENSORY INFORMATION

During my visit to Madame Tussauds, I might come across different sensory experiences. These include:

- Flashing lights
- Loud music
- Smoke machines
- Sudden loud noises
- Bright lights
- Crowds
- Things I can touch, feel and interact with
- Dress up
- Wax figures that look like real people

There are seats throughout Madame Tussauds where I can take a break if I need.



# WHAT TO BRING TO MADAME TUSSAUDS

Sometimes it is busy, noisy, bright and loud at Madame Tussauds  
I can bring things to help me enjoy the day.

Things I might want to bring:





# WHERE TO FIND MADAME TUSSAUDS

Madame Tussauds is located at 1-5 Wheat Road, Sydney NSW 2000 – Right next door to SEA LIFE Aquarium and WILD LIFE Sydney Zoo!

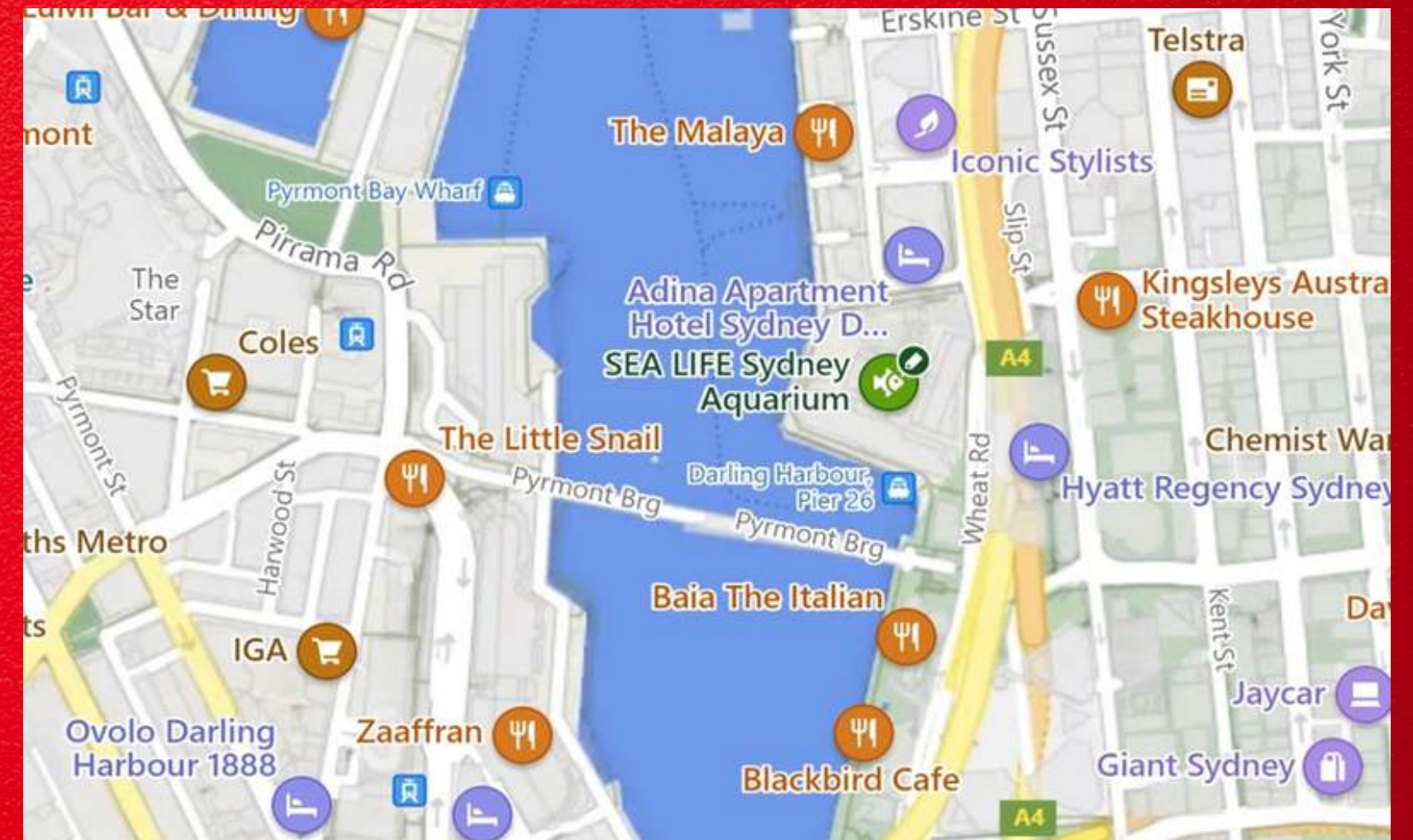
**Madame Tussauds is open at different times on different days.**

I can check what times Madame Tussauds is open by visiting the opening hours section on the website

**I will need a ticket to visit Madame Tussauds.**

I can buy my ticket online at:

[www.madametussauds.com/sydney/tickets](http://www.madametussauds.com/sydney/tickets)





# PARKING

I can park at one of the Wilson parking stations near by.

I can receive discounted parking at Wilson parking if I am visiting Madame Tussauds.

To get discounted parking I will need to:

- Pre-book my parking online or via the Wilson Parking App
- Select from one of these car parks:
  - 100 Murray Street (Harbourside)
  - Citipark
  - Darling Park
  - 383 Kent Street
  - 321 Kent Street
- Enter the promo code 'MERLIN' before I pay

I can find the parking stations listed on the Madame Tussauds website.



# PUBLIC TRANSPORT

## Train

Madame Tussauds is a short walk from Town Hall or Wynyard train station.

## Bus

If I have a ticket for Big Bus Sydney, I can ride to the Madame Tussauds stop on Wheat Road.  
I could also take any bus that goes to Market Street or King Street and walk down the hill to Darling Harbour.

## Ferry

I can catch the Public ferry services to Darling Harbour.  
The ferry will depart from Circular Quay (Wharf 5) every half an hour.

## Light Rail

Madame Tussauds is a short walk from either the Convention Centre or Pyrmont Bay Light Rail stations.



# WHAT TO EXPECT

There are lots of things to see and do at Madame Tussauds. These might include:

- Interactive activities
- Dressing up activities
- Singing and dancing activities
- Wax figures that look like famous people
- Smoke machines
- Places I can have my photo taken

There might be other things to see and do at Madame Tussauds, I can check on their website to see what is on before I visit.





# TOILETS

There are toilets just inside Madame Tussauds. They are located at the 'Australian History' exhibit.

Please note that these bathrooms are at the beginning of the attraction, and the next bathrooms are by the exit.

I should try to use the toilet before I go into the rest of the exhibits.

If I need help to find a toilet I can ask a Madame Tussauds staff member.







# RULES

There are rules that I need to follow inside Madame Tussauds to help keep me and the museum safe. The most important rules to remember are:

## **Rule 1: no rushing**

- I must not rush, run, push or hurry
- I will walk slowly and be patient when I am in Madame Tussauds

## **Rule 2: no eating food or drinking inside Madame Tussauds**

- I must not eat inside Madame Tussauds
- It is ok to drink from my water bottle if I need

## **Rule 3: I can touch the wax figures**

- I can touch the figures but it's important to be gentle and respectful

The Madame Tussauds staff will help to remind me of the rules if I forget.



# Symbols I will see in this Visual Guide

These symbols will help me prepare for spaces that might have bright lights, smells, loud sounds, dark spaces, smoke machines or be very visual.



**Dark  
Spaces**



**Smoke**



**Smells**



**Loud  
Sound**



**Touch**



**Strobe  
Lighting**



**Sudden  
Sound**



**Scare**





Madame Tussauds entry

# ENTERING MADAME TUSSAUDS

The entrance to Madame Tussauds is from Darling Harbour.

I may have to line up to get in.

After I enter I can have my photo taken by the staff.

If I do not want my photo taken I can say no.

I should wait for the people having their photo taken to finish before I walk past.

When I first enter Madame Tussauds there is loud music and sounds playing. I may want to wear noise-cancelling ear protection or headphones.

## Sensory warning

- The camera uses a flash.
- This is very bright.
- I can wear sunglasses if I need.



Loud  
Sound



Sudden  
Sound



Smells



Strobe  
Lighting





# History

The first area of Madame Tussauds is History. Here I can learn about Madame Tussaud and many Australian figures.

There are props and interactives that I can touch to learn about the figures.

There are bathrooms in this area that I can use if I need.



Touch



Loud  
Sound



Sudden  
Sound



Smells



# World Leaders

In the world Leaders area, I can learn about a lot of important leaders in history. I will see figures of the royal family.

I am allowed to take photos with all the figures in Madame Tussauds.

I can interact with all the props and interactive screens in this area.



Touch



Loud  
Sound



Sudden  
Sound



Smells







# Sport

In the Sport zone, I will see figures of athletes from around the world.

There are lots of areas where I can take photos or use interactives to play sport-related games.

There may be some loud sudden noises in this area, so I may want to wear my noise-canceling ear protection or headphones.



Touch



Loud  
Sound



Sudden  
Sound



Smells



# Pride

In the Pride zone, I will see figures of a lot of Pride Icons.

There are lots of areas where I can interact and sit for photo opportunities.

There are a lot of bright lights so I may want to wear sunglasses or a hat.



Touch



Loud  
Sound



Sudden  
Sound



Smells



Strobe  
Lighting



# Sydney Live



In this area, I will see figures of different musicians and singers.

I can interact with items in this area and use props that I find in this area to take photos with.

There will be a lot of sudden and loud noises in this area, so I may want to wear my sound-canceling ear protection or headphones.



Smoke



Touch



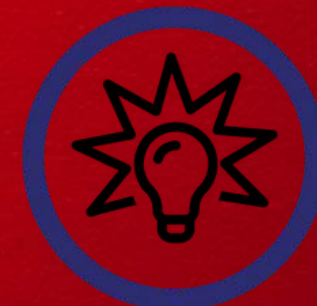
Loud  
Sound



Sudden  
Sound



Smells



Strobe  
Lighting



# Marvel

In this area, I will see figures of different Marvel superheroes.

At the entrance to the Marvel zone, there is a loud interactive. I may want to wear my noise-canceling ear protection or headphones.

I can use the photo booth for an additional cost to take photos with a Marvel background.



Touch



Loud  
Sound



Sudden  
Sound



Smells



Strobe  
Lighting





# Carnival Carnage

The Wax Museum has an additional experience called Carnival Carnage.

It is a short (4-5 minutes) 7D experience

Things I need to know about the Carnival Carnage Experience:

- I can choose to do the experience if I want to
- I do need an extra ticket (\$15 per person)
- I might have to line up and wait
- It is ok if I have to wait a long time, I will still get to ride
- Children under 12 years of age must be accompanied by an adult (18+) during the ride
- Carnival Carnage is a thrilling 7D experience with themes of violence that may not be suitable for young children
- The ride does move slightly, in addition with strobe lights, and wind effects
- There is an alternate ride that is family-friendly called Los Banditos - a cowboy vs robots themed game.



Touch



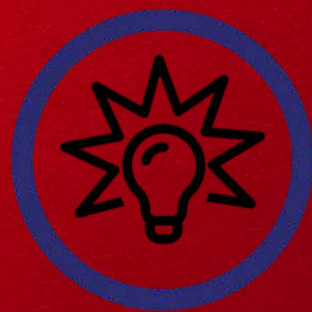
Loud  
Sound



Sudden  
Sound



Scare



Strobe  
Lighting



# Fashion & Television

In the Fashion and Television zones, I will see figures of fashion idols and television stars.

I have lots of opportunities to interact and take photos in these areas.

There will be a lot of sudden and loud noises in this area, so I may want to wear my sound-canceling ear protection or headphones.



Touch



Loud  
Sound



Sudden  
Sound



Smells







# Justice League

In the Justice League zone, I will see figures of lots of superheroes from the DC Justice League.

There are lots of areas I can interact with and take photos.

There will be a lot of sudden and loud noises in this area, so I may want to wear my sound-canceling ear protection or headphones.



Smoke



Touch



Loud  
Sound



Sudden  
Sound



Smells



Strobe  
Lighting



# Illuminate

The Illuminate zone is the last area in Madame Tussauds.

In this area, I can interact with the Ipad to change the light theme.

I can take photos with the figures.

I may need to wait my turn to take photos or use the interactives

There is loud pop music playing in the room, so I may want to wear my sound-canceling ear protection or headphones.

When I want to leave Madame Tussauds I can exit through the path to the left of the Opera house model.



Touch



Loud  
Sound



Sudden  
Sound



Smells



Strobe  
Lighting



# Photo sales area

After the Illuminate zone, there is an area to purchase photos, that you took at the entry, in the form of printed photos, magnets and keyrings.

If I have my card, I can purchase photos if I am interested and I can take a look at the options before deciding to purchase.

If I do not want to buy photos or I didn't take a photo, I can say no.

When I want to leave this area, I can exit through the path to the left to go into the gift shop.



Touch



Loud  
Sound



Sudden  
Sound



Smells



Strobe  
Lighting





# Exit bathrooms

Nearby the photo sales area, there are bathrooms in the WILDLIFE Zoo themed corridor.

Closest to the photo kiosks are a set of stairs that lead to the Male and Female bathrooms.

If I need the parent or unisex bathroom, they are located down the end of the corridor through the door on the left.

Through this corridor, there may be loud sounds and may be quite crowded, so I may want to wear my sound-canceling ear protection or headphones.

If I am afraid of crocodiles or reptiles, I can use the SEALIFE cafe bathrooms instead to avoid this area.



Touch



Loud  
Sound



Sudden  
Sound



Smells





# GIFT SHOP AT MADAME TUSSAUDS

Madame Tussauds has a gift shop, it is located near the exit.

The gift shop sells lots of different things like stationery, keyrings, and books. The gift shop also sells items from the WILD LIFE Zoo.

If I have a bank card, I can buy something from the gift shop.

I do not have to buy something if I don't want to.



Loud  
Sound



Touch



Smells





# EATING & DRINKING

There are two vending machines in the Marvel zone. One offered drinks and the other offers snack options like chips and chocolates.

I can eat and drink inside Madame Tussauds as long as I do not make a mess and do not block any pathways or emergency doors, or I can eat and drink outside the attraction or at the SEALIFE café.

I can bring my own food with me if I want to.

If I have a card with me, I can buy food from the vending machines, at the Madame Tussauds giftshop or at the SEALIFE café near Madame Tussauds.

The SEALIFE café sells additional food items like pies, pastries, sandwiches and drinks.



Loud  
Sound



Touch



Smells







# WHO TO ASK FOR HELP IF NEEDED

I can ask Madame Tussauds staff for help if I need.

I can say no if I do not require any assistance when asked.

Madame Tussauds staff wear a red shirt and wander around to offer assistance to guests.

I can find staff throughout Madame Tussauds or at the front desk.



# LEAVING MADAME TUSSAUDS

When I am finished at Madame Tussauds I can leave.

If I am with a group or my family I should wait for them to be finished too.

I can visit Madame Tussauds another day If I would like.

I can also head back over to the entry areas down the wharf to visit other attractions if I have purchased a multi-attraction pass.

