

the London™ Dungeon

Accessibility Booklet

The London Dungeon Accessibility Information

The London Dungeon is a live, interactive theatrical tour through London's perilous past. You will experience the sights, sounds (and smells!) of our great and gruesome past.

This document is designed to ensure all guests are aware of what The London Dungeon 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 all guests who cross our threshold have the best experience possible.

Should you need to discuss your visit or requirements with us, please email us at LDGuestExperience@merlinentertainments.biz or call our Merlin Contact Centre on 0333 321 2001.

During your visit to The London Dungeon, should you wish to enter The London Dungeon but later feel that you need to leave, please just speak to a member of staff or an Actor and they will assist – you are welcome to take some time backstage and re-join the tour when you are ready, or you are able to leave should you wish to do so, and a manager will be called to facilitate your exit.

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Guests who are wheelchair users

The London Dungeon has two flights of stairs inside, though is fully accessible to guests who use a wheelchair. We admit one wheelchair user per hour, at each quarter past the hour. This is due to fire evacuation procedures and the wheelchair lift only being suitable for one wheelchair at a time, due to weight and dimension restrictions.

For your information, the dimensions for our wheelchair lift are as follows:

Width – 94cm

Length – 146cm

Weight – maximum load 400kg

Please note that a team member needs to be present in the lift at all times.

If a wheelchair exceeds our weight and/or dimension restrictions, we may have to facilitate your tour using alternative methods. If this is the case a member of staff will assist you and will ensure your experience is as smooth as possible.

In addition to the standard ride restrictions for each of our rides, guests who use a wheelchair will be subject to further ride restrictions, as follows:

Tyrant Boat Ride – Restrictions

In order to ride the Tyrant Boat ride, for reasons of health and safety and in the event of a ride evacuation, guests who use a wheelchair will need to:

- Be able to sit upright
- Be able to get in and out of the ride without assistance
- Be without their own personal wheelchair in case of a ride evacuation
- Be able to use two flights of stairs in case of a ride evacuation

If any guests do not meet this health and safety criteria, for their own safety, they will unfortunately be unable to ride the Tyrant

Boat ride. However, an alternative bypass route around the ride is available which will not impact upon the rest of the tour.

Drop Dead Drop Ride - Restrictions

In order to experience The Drop Dead Drop ride, for reasons of health and safety and in the event of a ride or building evacuation, guests who use a wheelchair will need to:

- Be able to sit back and brace themselves
- Be able to get in and out of the ride without assistance
- Be without their own personal wheelchair in case of a ride evacuation
- Be able to use two flights of stairs in case of a ride evacuation

Guests with prosthetic limbs will need to ensure that they are secure. Height Restrictions still apply after removal of prosthetic limbs.

Height restrictions are as follows:

Tyrant Boat Ride:

To ride with an adult – minimum 1.0m

To ride unattended – minimum 1.2m

Drop Dead Drop Ride:

To ride - minimum 1.4m

If any guests do not meet this health and safety criteria, for their own safety, they will unfortunately be unable to ride the Drop Dead Drop Ride. However, an alternative bypass route around the ride is available which will not impact upon the rest of their tour.

We have an accessible toilet at the entrance to the tour. At the exit to the tour, the closest accessible toilets are found by The London Eye Ticket Office which is on ground level.

Wherever possible, actors will encourage wheelchair users to the front of the group in order to ensure they have an unrestricted view of the shows. The shows where guests are seated all accommodate wheelchair users in the best place possible for them to experience the best of the show. There are certain shows with experiences specifically involving the seating, including a

chair tilt in the Sweeney Todd's Barber Shop and the moving objects in the seat cushions in the Plague Doctor's Surgery. Wheelchair users will be able to experience these if they are able to transfer from their wheelchair to the show seating. If not, you can still experience the show, with the exception of the seat effects.

Please note that for the safety of our staff and guests, staff are not able to assist with guests transferring in and out of their wheelchairs.

We do not currently have wheelchairs available to hire at The London Dungeon.

Guests with mobility impairments

The London Dungeon has two flights of stairs to walk up, and many areas have low lighting and uneven flooring. The floor will move in areas including Guy Fawkes and The Lift (at the beginning of the experience). Should you require lift assistance, you will need to book the next available timeslot for lift assistance – please speak to a member of Front of House staff to do so.

The London Dungeon tour is a 90-110 minute walking experience and guests will be required to stand in the majority of shows. Seating is available in some shows however due to the nature of the attraction and the demographic of groups we cannot guarantee priority seating.

At weekends and during peak periods, the attraction can become busy and you may be required to queue prior to starting your tour. Should you require any assistance please speak to a team member.

Guests with spine, back and neck problems, and broken limbs

Although there are moments you may be able to sit throughout the tour, the majority of the time you will be standing and walking over uneven flooring. There are also sections of the tour that may create a risk of aggravating the injury. These include a chair tilt in Sweeney Todd's Barber Shop, shaking floors in Guy Fawkes and the Lift (at the beginning of the experience), as well as the Tyrant

Boat Ride and the Drop Dead Drop ride.

Manufacturer guidelines state that any guests with spine, back or neck problems, or broken limbs, cannot ride the Tyrant Boat ride or the Drop Dead Drop ride. However we will be happy to show you an alternative route around the rides, which will not affect the rest of your experience.

Guests with a visual or hearing impairment

The London Dungeon experience is largely delivered by actors and voiceover audio, often in low light levels. Therefore guests with low vision, a visual impairment or hearing difficulties, may struggle to experience the attraction fully; however you are able to bring a carer, personal assistant, support worker or interpreter to assist. Guests with disabilities are entitled to a 'free carer's ticket' when relevant documentation is shown to our admissions staff.

Assistance dogs are welcome in The London Dungeon, however due to health and safety regulations they are not permitted to ride on any rides with the guests. A team member can assist with providing an alternative route for the dog, if their owner is able to experience the ride. Please speak to a team member to facilitate this. Please note there are loud noises, mist effects and smells (good and nasty) that may be confusing for assistance animals.

Guests with epilepsy

The London Dungeon is very dark, with loud noises, bangs and sound effects. Actors often perform 'jump scares' which may shock you, however no one will touch you or chase you. There are areas within the attraction with intentionally distinct, strong, pungent smells. There are also lots of lighting effects, flashing lights, and one instance of strobe lighting.

Photosensitive epilepsy

We recommend speaking to a team member before you enter The London Dungeon to discuss your photosensitive epilepsy. There is one show in The London Dungeon with 'strobe' lighting – this is the Ten Bells Pub, which is directly after the Mirror Maze. If you cannot be subjected to strobe lighting, please speak to the

actress who takes you out of the Mirror Maze and into the Ten Bells Pub, and she will allow you to bypass this show.

Other shows feature 'flashing lights', though these are not specifically strobe lights. These shows are:

- The Lift (at the beginning of the experience)
- Guy Fawkes
- Plague Doctor's Surgery (blackouts and light 'stings')
- The Drop Dead Drop ride
- Seasonal shows potentially include flashing lights, please enquire further with a member of staff

Guests with autism and other neuro-diverse conditions

The London Dungeon is not a scare attraction, nor is it a horror maze, it is an interactive theatrical experience.

Inside The London Dungeon, it is very dark, with loud noises and bangs, flashing lights, jump scares and areas which intentionally smell quite pungent, so the experience is intentionally a very sensory one.

Guests with some neuro-diverse conditions, including autism, may feel that the experience is an overwhelming one.

Should you wish to enter The London Dungeon but later feel that you need to leave, please just speak to a member of staff or an Actor and they will assist – you are welcome to take some time backstage and re-join the tour when you are ready, or you are able to leave, and a manager will be called to facilitate your exit.

Guests with heart problems and pace makers

The London Dungeon is very dark, with loud noises, bangs and sound effects. Actors often perform 'jump scares' which may shock you.

Guests with pacemakers are unable to ride the Drop Dead Drop ride, due to the presence of magnets in the ride which can affect the functioning of the pacemaker.

Guests with claustrophobia and those who experience panic attacks

The London Dungeon is not a scare attraction, nor is it a horror maze, it is an interactive theatrical experience.

The London Dungeon is very dark, with loud noises, bangs and sound effects. Some areas may feel 'claustrophobic', as though you are enclosed. Actors often perform 'jump scares' which may shock you, however they will not touch you or chase you. There are areas within the attraction which intentionally smell quite distinctly. There are also lots of lighting effects, flashing lights, and one instance of strobe lighting.

With your group, you move from room to room through the tour. You will not be in any particular room for longer than a maximum of 6 minutes, unless there is a technical difficulty which is unlikely but possible.

Towards the end of the tour there is Mirror Maze, which can be quite disorientating, and it may feel as though you are unable to escape it. Rest assured - an actress will let you out of the maze a maximum of 5 minutes after you enter it and will search the whole maze to ensure that no-one is left behind. Alternatively should you wish to skip the Mirror Maze, please speak to the actress in the 'Jack the Ripper – Mitre Square' show, and she will bypass you around the maze.

Should you wish to enter The London Dungeon but later feel that you need to leave, please just speak to a member of staff or an Actor and they will assist – you are welcome to take some time backstage and re-join the tour when you are ready, or you are able to leave, and a manager will be called to facilitate your exit.

Pregnant guests

Pregnant guests are welcome to visit The London Dungeon at any time during their pregnancy and can take part in all 19 shows on our tour. However, the Tyrant Boat Ride and Drop Dead Drop Ride are not suitable for pregnant guests at any stage of pregnancy; we care about your wellbeing and will be happy to show you alternative routes to avoid these rides.

Please inform our 'Yeomen' (Ride Operators and Loaders) that you wish to bypass the ride and they will show you into the next part of the tour where the rest of your group disembark the Boats. This will not affect the rest of your experience.

The London Dungeon tour is an approximately 110 minute walking experience and guests will be required to stand in the majority of shows as there is not always seating available in the show area.

The London Dungeon is very dark, with loud noises, bangs and sound effects. Some areas may feel 'claustrophobic', as though you are enclosed. There will be other members of the general public in your tour group, and please note that during peak periods, the attraction can get very busy.

Actors often perform 'jump scares' which may shock you, however they will not touch you or chase you. There are areas within the attraction which intentionally smell quite pungent.

Please note that there is a chair tilt in Sweeney Todd's Barber Shop.

Children and Infants

The London Dungeon is not a scare attraction, nor is it a horror maze, it is an interactive theatrical experience. However, inside, it is very dark, with lots of loud noises, and some actors perform 'jump scares' however they will not touch or chase you.

We recommend that The London Dungeon is suitable for children aged 12 and above. However this is totally at the discretion of the child and their parent/guardian. The experience is subjective, and in the past we have welcomed very young children who have loved their experience and older children (and adults!) who were terrified, so it really does depend on the individual child.

If your child is of a nervous disposition, gets scared easily, and is very afraid of the dark, you may wish to check whether they are confident that they want to enter The London Dungeon.

However, if they do enter and wish to leave, they can do so at any time. Just ask an actor or a team member!

Please note, anyone under the age of 16 has to be accompanied

by someone over the age of 18. Please bear this in mind if you choose to leave but wish to leave other guests to continue the tour. Young children and infants may find the experience distressing. Please note that there are two flights of stairs within The London Dungeon and, guests with buggies will be required to carry the buggies up the stairs.

Height restrictions apply for our rides. These are as follows:

Tyrant Boat Ride:

To ride with an adult – minimum 1.0m

To ride unattended – minimum 1.2m

Drop Dead Drop Ride:

To ride - minimum 1.4m

I am disabled. Do you offer concessions or free tickets for a carer?

Guests with disabilities can bring a carer, personal assistant or support worker with them free of charge when relevant documentation is shown to our admissions staff.

Language Suitability

The tour of The London Dungeon is an English language tour. The London Dungeon is not a scare attraction, nor is it a horror maze, it is an interactive theatrical experience.

Some cultural references are not directly translatable, so for consistency and as we welcome many international guests, English language caters for the vast majority of our visitors.

Many of our non-English speaking guests still enjoy the sights, sounds (and smells!) of London's gruesome history, however may not experience the attraction in the same way as those proficient in the English language.

If someone in your party wishes to translate, they are of course welcome to, however please be mindful of other guests.

Unfortunately at this time, audio guides are not available.

