

Out and About in London

Information on how to access London tourist attractions and sights if you are person with any kind of special needs.

We want to help more people visit this magnificent city.



Transport in London:

Tube - While access to the tube for wheelchair users is improving, travelling on the underground system can still be problematic for some passengers. Not all of London's stations have access for wheelchair users, so it is important that you confirm this prior to travel. To help wheelchair users,

Transport for London has made available a tube access guide, which gives details of which stations have step-free access. There are currently 48 stations on the tube system that are step-free from the street to the platform. www.tfl.gov.uk



Buses - All buses are low-floor vehicles (excluding Heritage buses on routes 9 and 15), which means that they can be lowered to pavement level when the bus stops and the doors open. Floor-level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily. The wheelchair space on buses cannot take a wheelchair bigger than 70cm in width and 120cm in length.



Black Cab - They have a wheelchair access, and you will be assisted by drivers.

Mini Cab - At the present time, there are not so many Mini Cab Companies who will be able to give you wheelchair access, apart in helping you to enter the car and place your wheelchair in the boot of the car.

Tourist attractions and sights in London:



The British Museum - The Main entrance to the Museum on Great Russell Street has 12 steps with handrails at each side. There are self-operable lifts on both sides of the steps, with bells for visitors to call for assistance if required. There is a level entrance to the Museum on Montague Place and a lift to the different floors in the Museum. The majority of galleries and all special exhibitions are fully accessible. There are accessible toilets in the Great Court, the Ford Centre for Young Visitors, the Clore Education Centre and to the north of Room 66. Ask at the Information Desk in the Great Court.
www.britishmuseum.org



Imperial War Museum – One visitor was kind enough to provide us with the following comments regarding her visit to this museum. "I thought I'd let you know that I went to the Imperial War Museum recently with someone in a wheelchair. The staff couldn't have been more helpful. There is disabled access around the back (Dyke Street I think, or something similar!), there is access to all the special effect attractions i.e.. The blitz experience and the trench experience, all we had to do was ask. There were lifts to every floor for disabled people and disabled toilets on every floor. The staff at the front entrance even helped me carry my wheelchair user down to the gardens at the front entrance where we sat to take in the magnificent building."

<http://london.iwm.org.uk>



Kensington Palace - The newly-transformed Kensington Palace has improved access for all. In terms of physical accessibility this includes level access from Kensington Gardens to the palace, a lift to all floors for the first time, new wheelchairs and new portable seating to borrow during your visit. They also have developed new Describer Tours for blind and partially sighted visitors and will have a Braille leaflet available, and we facilitate British Sign Language Tours. Tickets and prices for disabled visitors - As all floors of Kensington Palace are now accessible for the first time, visitors who are registered disabled pay the adult price unless they are OAPs or students in which case they pay the concession price. One accompanying carer enjoys complimentary entry. Please purchase your tickets in advance from their Contact Centre on 0844 482 7799 or from ticketing room when you arrive at

the palace. Wheelchair access - With level access from Kensington Gardens and all three floors of Kensington Palace being accessible via new visitor lift, wheelchair users will be able to enjoy a complete visit to Kensington Palace. Four manual wheelchairs are available to use on a first come, first served basis and cannot be booked in advance - please ask Welcome Team on arrival. Please note that for health and safety reasons, staff are unable to assist in carrying wheelchairs or pushchairs, although their staff and volunteers will always do everything they can to help you get the most from your visit. Visitors with limited mobility - Seating: In addition to the visitor lift, they have been careful to provide many opportunities to sit down, both in the State Apartments and exhibitions, and in the entrance rooms. Portable seating is available on a first come first served basis and cannot be booked in advance - please ask Welcome Team on arrival. www.hrp.org.uk



London Eye - It's easy to get on and off the London Eye if you use a wheelchair or have walking difficulties. When you reach the embarkation point, the London Eye is slowed down or stopped to make boarding simple. Members of staff will always be on hand to assist guests, but they are unable to physically lift guests into and out of capsules. If you think you will need special assistance boarding your London Eye capsule, bring a carer to help. Their ticket is free. Please note safety concerns mean only two wheelchairs are allowed per capsule on the London Eye – and a maximum of eight in total at any one time. It's a very good idea to book your wheelchair space in advance, especially if your London Eye Experience is during a school holidays or a weekend.

To make a booking for a wheelchair space on the London Eye, call disabled booking line

Call + 44 (0)871 222 0188 (Calls cost 10p per minute plus network extras)

9.00am - 5.00pm Monday to Sunday Email accessiblebooking@londoneye.com

Wheelchair loan service - They have a limited number of wheelchairs available for loan at the customer service desk inside our ticket office in County Hall. Please note that this service is provided on a 'first come first served' basis, is subject to availability and requires a deposit of £350.00 using a credit card. It cannot be pre-booked. These wheelchairs are for use solely at the London Eye for the duration of the experience and cannot be taken off site. www.londoneye.com



London's Transport Museum - London Transport Museum is located in the south east corner of Covent Garden Piazza. The Piazza is cobbled, with a level path only part of the way round. The museum is accessible for wheelchair users with level access at the Ticket Desk, and lifts to all floors. There are ramps in some areas. Due to the historic nature of our collection, not all of the vehicles are accessible. www.ltmuseum.co.uk



The National Gallery is wheelchair accessible, with the exception of the Portico entrance and mezzanine level. Four entrances have level access: the Getty, Sainsbury Wing, National Café and Pigott Education Centre entrances. Wheelchairs are available at the Getty Entrance on level 0, the Sainsbury Wing cloakroom on level 0 and the Pigott Education Centre (street level). Please ask at the desk upon arrival. <http://www.nationalgallery.org.uk>



The Natural History Museum is wheelchair accessible, apart from the Earth Lab. The Museum has 2 entrances, the Cromwell Road entrance has steps. The Exhibition Road entrance is step-free, and best for entry with wheelchairs and pushchairs. Cromwell Road entrance, 10 steps via a ramped path at either side of the entrance. Exhibition Road entrance - There are no steps into the entrance lobby. Beyond that are 18 steps, or you can take the lift. Wheelchairs are available on loan from the cloakrooms just inside the Exhibition Road entrance. Step-free access to After Hours - Limited car parking for Blue Badge holders can be booked via the Control Room on +44 (0)20 7942 5888. If you are needing assistance or have any queries concerning these arrangements then please contact Customer Services by telephone +44 (0)20 7942 5839. <http://www.nhm.ac.uk>



St Pauls Cathedral - Access to the Cathedral - The Cathedral has two entrances at the west end which are accessed by 24 steps. South Entrance - From the south entrance there is direct lift access to the Cathedral floor and the crypt. Wheelchair users can access all part of the Cathedral floor. The quire and sacristy has a small chairlift that can be operated by the user. Wheelchair users can access all areas in the crypt including the shop, café and restaurant. Toilets for wheelchair users are in the crypt opposite the shop. They have a small number of their own wheelchairs which are available during your visit. Please ask staff at the south entrance. Standard charges apply for wheelchair users, and carers' entrance is free. North Entrance - (temporary ramp.) A temporary ramp is currently in place on the north side of the Cathedral in order to test proposals for a more permanent (but reversible) solution that will increase St Paul's accessibility for all. From the temporary ramp there is direct access to the Cathedral floor only. Use of the temporary ramp for

groups can be requested in advance by contacting the Visits department on 020 7246 8357.

www.stpauls.co.uk



The Science Museum is wheelchair accessible, except for the flight/ships gallery and rides. The Museum map is available on entry to the Museum from the information and ticket desks. The Map provides information about the location of stairs, lifts, ramps, eating areas and toilets. A Museum floor plan is also available on the network of touchscreen terminals located throughout the museum. Museum staff are on hand to give assistance and can also provide help with the lifts for groups of visitors. www.sciencemuseum.org.uk



The Tate Britain- at Millbank presents the world's greatest collection of British art in a series of new displays and exhibitions. There are four entrances to Tate Britain:

1. The Manton Entrance is on Atterbury Street on Level 1 and can be reached by ramp or steps down, with central handrails. There are automatic sliding doors for level entry. Access to the main gallery areas on Level 2 is by lift or stairs.

2. The entrance on Millbank on Level 2 is reached by a flight of 18 unmarked steps. This is followed by two wider marked steps. There are handrails at the edge of the main flight of steps. There is a revolving door flanked by two side doors at the top.
3. The Clore Gallery entrance at Level 1 is to the right of the main gallery on Millbank. It has level access to the Auditorium and a lift to the main gallery areas on Level 2.
4. The North Entrance on John Islip Street at the back of the gallery has ramp access and parking for disabled visitors which must be booked in advance.

Wheelchairs - Wheelchairs are available to book in advance, or ask a member of staff on arrival. To book, email ticketing@tate.org.uk or call 020 7887 8888, Monday – Friday 10.00–17.00.

www.tate.org.uk/



Tate Modern - The Main Entrance to Tate Modern is on Holland Street. Entry to the gallery is via a ramp which extends down into the Turbine Hall and Level 1. A flight of steps with a handrail runs alongside the length of the ramp. Access to the rest of the gallery is via escalator, lift and a staircase to all floors. Entry for wheelchairs, prams, and buggies is via the River Entrance or via the Café Entrance situated next to the Main Entrance ramp. www.tate.org.uk/modern/ Assistance dogs are welcome and there are six wheelchairs available upon request (pre-booking required) for use by visitors. Entrance is free except for special exhibitions, when disabled visitors can buy concessionary tickets and if they are accompanied, their escorts are allowed in free. Fully accessible toilets are located on each floor.



Tower Bridge - 0207 403 3761 has step-free access throughout the five floors, via a lift. Panoramic views across London can be had from the walkways, while the exhibition brings the story of the bridge to life. Helpers are admitted free.



The Tower of London - Whilst the Tower welcomes all visitors, this historic building has places with difficult stairs and passageways and wheelchair access is limited. There are also a large number of steps throughout the Tower with cobbles laid in some of the roads. However, the Jewel House and the Crown Jewels are fully accessible to all visitors. A virtual tour of the Medieval Palace and south and east Wall Walks is available; it can be viewed in small chunks, a room at a time, or as a complete

sequence. Toilets: Easy ramped access is available behind the Jewel House, and next to the Salt Tower. Wheelchairs: A limited number of wheelchairs are available from the Welcome Centre at the main entrance to the Tower.



Westminster Abbey - Some areas of the Abbey are unavoidably inaccessible to people permanently confined to wheelchairs. Therefore, the Abbey offers a free admission to such visitors and their carers. Visitors should enter via the North Door, where there is a small ramped step. They have their own wheelchairs that are freely available to use. Speak to a Marshal on your arrival and they will arrange it. If you prefer to use your own wheelchair, you will have access to most areas of the Abbey. A stair climber is available which can be used with an electric wheelchair for access to the Henry VII Chapel. Tube: Westminster or St James's Park. Running special tours which last approximately 90 minutes.