



# ACCESSIBILITY GUIDE

## Ice Rink

- Entrance to the ice rink is via a ramp and is accessible to wheelchair users.
- The ramp, whilst not steep, may be difficult for those with limited mobility; please don't hesitate to speak to a member of our team should you require help.
- Several benches are available for those spectators who may need to be seated.
- Wheelchairs can go on the ice; however, carers must wear skates. Crampons are not permitted on the ice.
- No strobes will be used; however, there will be slow flashing and moving lights.
- Music will be set to a comfortable daytime volume and is unlikely to cause problems for guests sensitive to sensory input.
- Please be aware that sometimes the rink may become relatively crowded. Should this cause distress to you or a member of your party, please don't hesitate to speak to a member of our team. It may be possible to offer you an alternative time on the day, but this cannot be guaranteed.

## Light Trail

- The light trail is fully accessible to wheelchair users; however, due to the nature of the site, there are one or two challenging slopes. Please don't hesitate to speak to a member of staff should you require assistance.
- Benches are placed throughout the trail and on all show areas, should you or a member of your party need a rest stop.
- The trail includes a rest area where refreshments can be purchased.
- No strobes are used on the trail; however, several areas will have flashing lights.
- Sound effects will be set at a comfortable level and are unlikely to cause problems for those guests sensitive to sensory input.

## Stories with Santa

- This attraction is fully accessible; wheelchair access is via an accessible lift to the left of the Great Hall and staterooms. Should you require the lift, please speak to a member of staff.
- There are no steps in this attraction.
- There will be a short queue as you wait to see Santa, but this should not last longer than a few minutes. We encourage guests not to arrive too early for their time slot to avoid long queue times.
- All our elves have been busy with Santa, learning Makaton sign language.

