

# Accessibility Statement

The National Marine Aquarium is proud to be a fully accessible public aquarium. We make every reasonable effort to ensure that our facilities are accessible to all. The exhibition is fully serviced by ramps or lifts throughout, all corridors are wide and accommodating and we allow entry with assistance animals.

## Before Your Visit

Please check our website for opening times, prices and any news about local travel issues. We have 3 allocated parking spaces for disabled drivers. These are located at the rear of the Aquarium off of Lockey's Quay, Plymouth. If using Sat Nav please use the postcode PL4 0DX for directions. This will bring you to the rear of the aquarium where the disabled parking bays are located on the right hand side behind the aquarium.

Take the footpath around the left of the building which is gently ramped to get to the main entrance (approximately 300m from the parking bays).

Wheel chairs are available free of charge, on a first come first served basis, for customers who require them.

We allow free entry to essential carers.

Assistance dogs are allowed within the attraction.

## On arrival

The main entrance doors bring you directly into the main entrance of the aquarium. Although not automatic, staff are always on hand to assist with entry into the building.

Free wheelchair hire is available, should this be required. Our chairs are all manual and are issued on a first come first served basis.

Essential carers qualify for free entry to the Aquarium, if booking on-line, there is no need to reserve a ticket for carers.

Once you have purchased your entry ticket, which allows you to revisit the aquarium free of charge for 12 months following your initial visit you will be directed up the ramps to begin your visit. There are two flights of steps before the entrance to the Aquarium. If you are unable to use these then a lift is available in the Waves Café to take you to the beginning of the exhibition.

Disabled toilet facilities are located at Waves Café.

## In the exhibit

All of the exhibits have been designed to allow viewing by all of our guests including those in wheelchairs. There are rest areas, with seating located throughout the attraction. Some areas of the exhibition are kept deliberately dark to enhance the viewing of the aquatic exhibits. Should you require assistance going around the attraction please let any member of staff know.

The exhibition is ramped in full compliance with building regulations.

Only one area within the exhibition requires a lift to access it. This is the Atlantic Ocean exhibit just passed the Ocean Drifters section. Lifts are standard widths able to accommodate small and medium sized motorized chairs.

Disabled toilets are located next to the Eddystone Reef area, approximately 1/3rd of the way around the exhibit.

There is no flash photography allowed and no flashing lights are in use in any exhibit areas.

## Catering Facility

This is to be found in the Waves Café on the first floor of the aquarium. It is accessible by ramp or lift from all areas of the building. All allergies or dietary requirements can be catered for. If you have any specific requests please ask a member of staff who will be happy to help.

## Retail outlet

This is located at the exit of the aquarium and is fully accessible being on one level.

## General Statement

The aquarium welcomes in excess of 300,000 visitors each year. Many of these visitors have special requirements for access. Many visit on their own or as part of organised groups. All of our staff are proficient in serving the diverse needs of all of our visitors and each and every one will be very happy to help you in any way they can to ensure that you enjoy your visit.

## Key contact

Web: [www.national-aquarium.co.uk](http://www.national-aquarium.co.uk) Email: [enquiries@national-aquarium.co.uk](mailto:enquiries@national-aquarium.co.uk)  
Tel: 08448937938 Opening hours: April to October 10am til 6pm.  
October to April 10am to 5pm. Last entry is 1 hour before closing.