



AMAZEMENT PARK®

## ACCESSIBILITY GUIDE

[info@wakethetiger.com](mailto:info@wakethetiger.com) | | [www.wakethetiger.com](http://www.wakethetiger.com)

### WELCOME

The Amazement Park® is an interactive art experience, immersing the visitors into the fictional world of Meridia. You will experience the sights, sounds and smells of this world in a fully immersive environment filled with interactive installations where unguided exploration of the space is encouraged. This document is designed to ensure all visitors are aware of what the park 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 that all of our visitors have the best experience possible.

This accessibility guide accurately describes the facilities and services that we offer to all of our visitors. Should you need to discuss your visit or any requirements you have with us please contact us by email at [info@wakethetiger.com](mailto:info@wakethetiger.com) and we will be happy to assist you.

### ADMISSION COST

Ticket prices are subject to change and can be found on our website. Visitors 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.

Current forms of documentation accepted are as follows;

- Letter/notice of entitlement for Disability Living Allowance
- Letter from your doctor
- Blue parking badge or Freedom Pass
- DID or Access card

### GETTING HERE

The Amazement Park, Wake The Tiger, 127 Albert Road, Bristol, BS2 0YA

#### Travel by Car:

For directions please visit our website. We have 60 parking spaces in the car park next to the attraction. Parking at the attraction is provided for free for the first 3 hours. Please be advised the car park operates on a telephone based card payment system only so access to a mobile phone will be required to pay for your parking before you enter the attraction and that all prices may be subject to change. A number of blue disability badge parking bays are available close to the main



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entrance for the convenience of our eligible visitors. Should the car park be full there is additional parking available a short distance away in the fruit market which is £5 for 24 hours.

### **Travel by Coach or Minibus:**

For coaches and larger vehicles we have a pick up and drop off point at the front entrance of the building. We have limited space for larger vehicles to park on site however we will try to accommodate this wherever possible. If you are planning on visiting The Amazement Park® with a coach or large vehicle please speak to us in advance to enquire about parking arrangements as we cannot guarantee space will be available for you if it is not pre-arranged with us.

### **Travel by Bicycle:**

For visitors wishing to cycle to The Amazement Park® there is a covered bicycle rack located in the car park area.

### **Travel by Public Transport:**

The nearest railway station to The Amazement Park® is Bristol Temple Meads and direct services arrive there from a wide range of major UK cities. The attraction is located 25 minutes' walk from the station or a 5 minute car journey.

The nearest bus stop to The Amazement Park® is Paintworks which is serviced by the following routes: 1, 178, 349, X39 for more information on these routes check the First Bus Website [here](#).

## **LAYOUT**

Visitors will be greeted by staff at the main entrance and can be provided with a map to help navigate the world of Meridia if required, after which all visitors are free to walk around the venue at their own pace. On average visitors will spend 1-2 hours exploring The Amazement Park®. Staff are located throughout the experience to assist visitors when needed. Whilst most of the routes around the experience are well designed for accessibility, there are a few small areas of the experience which may not be suitable for visitors with certain mobility aids or access needs. These areas are marked clearly on the map provided upon entry and staff can provide further assistance if required. At the end of the experience visitors enter a large space containing the shop and café with bar facilities. Please see the map on the next page to see the layout of the venue.



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### **WHEELCHAIR ACCESS**

There is level access for manual wheelchairs up to 65cm wide throughout the majority of the Amazement Park®, however there are a few small areas with some access limitations – these are highlighted on the access map on the next page and explained individually below the map. There are also areas which are accessed by manually opening doors, and we have members of staff inside the attraction who will be happy to assist with opening doors and cupboards if required. For those who need to arrive using a large mobility vehicle or electric scooter but are able to transfer to a manual wheelchair we have one manual wheelchair on site which can be used by visitors and can be booked in advance for free by contacting our team at [info@wakethetiger.com](mailto:info@wakethetiger.com) (subject to availability). Please contact us prior to booking your tickets so that we can ensure this is available for you, and please note that for the safety of our staff and visitors, staff are not able to assist with guests transferring in and out of their wheelchairs. We offer a free carers ticket for visitors who require assistance during their visit, please visit our website or give us a call for more details.

### **POWERED CHAIRS & MOBILITY SCOOTERS**

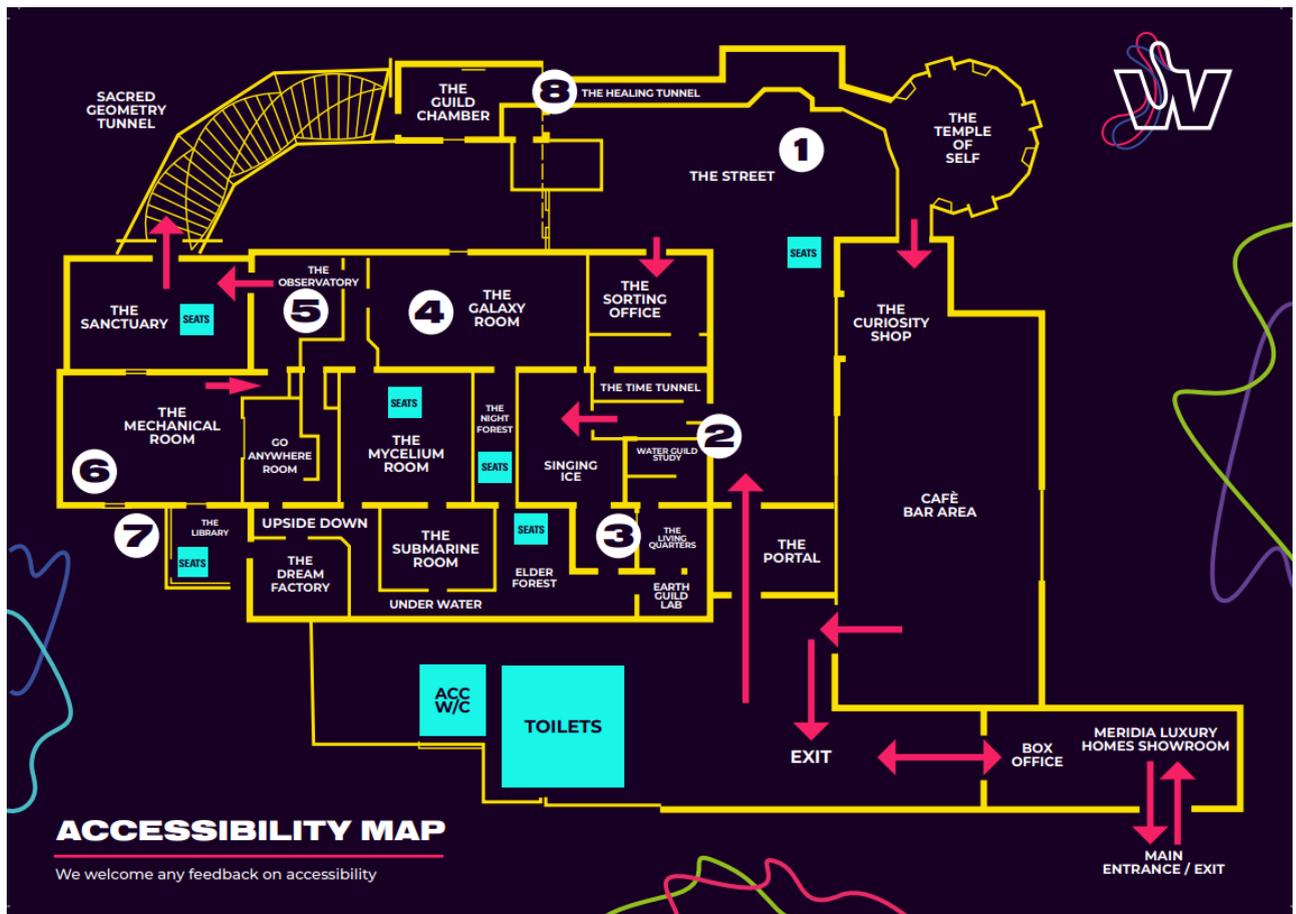
There is level access for powered chairs throughout the attraction however there are some narrow areas and turning circles, so we ask that anyone with a powered chair visiting us brings with them a person to assist with navigating the attraction as required. For health and safety reasons we cannot allow powered mobility scooters to enter the attraction. We have a manual wheelchair available to borrow for those who need to arrive using a large mobility vehicle or electric scooter but are able to transfer to a manual wheelchair. Please contact us prior to booking your tickets to ensure this is available for you, and please be aware that if you need assistance transferring in to or out of a wheelchair or mobility vehicle our staff will not be able to assist you with this. We offer a free carers ticket for visitors who require assistance during their visit. Please visit our website or call us for more details.

# WAKE THE TIGER

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### ACCESS MAP



- 1. The Docking Bay:** there is a viewing platform that can only be accessed via a flight of 13 stairs. This area cannot be accessed in a wheelchair but is not a core part of the experience. The vehicle in this area is accessed by walking up 4 steps and cannot be accessed in a wheelchair. This is a very small part of the venue and does not affect visitors ability to experience the rest of the attraction.
- 2. Water Guild Study:** This cannot be accessed in a wheelchair but large windows allow visitors to see inside from the Singing Ice area. A door leading out of this



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space also requires crossing a large single step up and then down in a dark space.

3. **Alchemists Living Quarters:** Access to and from this space in a wheelchair is only possible from the Red section of the ice cave with large flowers in it.. The Earth Guild Lab area next to it is not large enough for a wheelchair to be turned around - this room is decorative only and can be seen through from the door.
4. **Interdimensional Galaxy:** This area includes fully immersive moving projections on the walls and floor, which may be disorientating to some visitors, and may affect visitors who are sensitive to flashing lights. There is a geometrical structure in this area which has a low opening for visitors to get inside it, the height of the opening is 130cm and is wide enough for access in a manual wheelchair, taller guests will need to bow their heads to enter
5. **Observatory –** This area has a small half height door with a step to access the Sanctuary area which may not be accessible to certain visitors however an accessible ramped access door is located immediately next to this door for all visitors to use.
6. **Mechanical:** There are 3 steps leading to the Hidden Library, ramp access is also provided to the right of the stairs. Accessing the Sanctuary from this room involves walking up 2 steps. Ramp access to the Sanctuary can be found inside the Astrologers Study.
7. **Hidden Library:** There is a secret route between here and the Dreamscape room which involves climbing one large steps and is not suitable for those with limited mobility.
8. **The Healing Tunnel:** There is a section of floor which starts to wobble when a button is pushed on the wall and stops when you let go of the button. This feature can be used while standing or in a wheelchair however we do not recommend it for visitors who are unsteady on their feet.

## SEATING

Some of the rooms within The Amazement Park® do not have seating inside them, however the following areas contain some seating areas inside them: Elder Forest, Hidden Library, Singing Ice, Night Forest, Mycelium and Sanctuary. At peak periods, the attraction can become busy and you may be required to queue prior to starting the experience. Should you require any assistance please speak to a team member.

## ASSISTANCE DOGS

We welcome assistance dogs and can provide water bowls for them. These are provided at the Main Entrance. The nearest toilet area for assistance dogs is located



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in the park across the road from the attraction. Please ask staff for assistance. Due to the nature of the venue we are unable to permit entry to assistance dogs in training. Please note there are loud noises, mist effects and smells (nothing nasty!) that may be confusing for assistance animals. Assistance dogs must be kept on a lead at all times.

### **VISITORS WITH HEARING IMPAIRMENT**

Ear defenders are available to borrow for visitors who are sensitive to loud noises but we recommend bringing your own if you can as numbers are limited. Please speak to a member of staff on arrival. We have two portable induction loops available at the box office and bar and café area. Please let a member of staff know if you would like to use these. They are compatible with most hearing aids provided with the “T-coil” (T switch) function. Subtitles are not present on media throughout the attraction. We do not currently offer BSL tours but should you wish to bring somebody to interpret for you can book them a free carers ticket to accompany you on your visit.

### **VISITORS WITH VISUAL IMPAIRMENT**

Some parts of the experience have low lighting. We encourage visitors to interact with the space as much as they wish so visitors can touch the scenery and props in all of the rooms in self-guided touch tours. Due to the visual aesthetics in the world of Meridia, some visitors with low vision or a visual impairment may struggle to experience the park 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 and drinking water is available.

### **VISITORS WITH AUTISM AND OTHER NEURODIVERSE CONDITIONS**

The Amazement Park® is a busy environment, particularly at weekends and peak times and therefore can be noisy and overwhelming for visitors with Autism. The quieter tours are often the first or last tour of the day however this cannot be guaranteed. Weekdays are also less busy than weekends. Opening times can be found on the website. The attraction is intentionally a highly sensory experience which is dark in places with immersive scenery, different soundscapes, smells and some flashing or moving light effects. We have a limited number of noise cancelling headphones for visitors to borrow whilst on site, we recommend bringing some with you if you can as we cannot guarantee they will be available at the time of your visit. We have created a Social Story guide with a detailed description of what to expect



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which can be viewed on our website or you can click [here](#) to read it. A plain text version is also available [here](#).

### **VISITORS WITH HIDDEN DISABILITIES**

We recognise that not all disabilities are visible. Our staff have been trained to recognise if an individual is wearing a Sunflower lanyard to ask whether there is anything that they might need assistance with. All staff have disability awareness training. If you require assistance while visiting The Amazement Park® any member of the team will be happy to help. We are committed to improving access and facilities for all visitors and welcome all comments and suggestions of ways to improve from individuals and groups regarding our accessibility. Please contact our team by email at [info@wakethetiger.com](mailto:info@wakethetiger.com).

### **CLAUSTROPHOBIA AND VISITORS WHO EXPERIENCE PANIC ATTACKS**

The Amazement Park® is not a playground, nor is it an art gallery, it is an immersive experience. The venue combines elements of storytelling, free exploration and interactive art designed to immerse visitors in a fictional world. Intricate scenery covers the walls, floors and ceilings which combined with areas of atmospheric lighting can make some areas feel enclosed or overwhelming. Visitors are free to explore the different spaces at their own pace which means that some areas may become congested on busy days. Staff members are on hand to assist if needed.

### **EPILEPSY**

The Amazement Park® is very dark in some areas, with strange noises, and sound effects. There are areas within the attraction with intentionally distinct, strong, smells. There are also lots of lighting effects, flashing lights, primarily in the Interdimensional Galaxy area, and optical illusions on the walls of the Healing Tunnel which are highly contrasted. For visitors with photosensitive epilepsy we recommend speaking to a team member before you enter The Amazement Park® to discuss your photosensitive epilepsy. Please be advised that the experience incorporates low level, flashing and various moving lighting effects which some visitors may find triggering.

If you cannot be subjected to strobe lighting, we would recommend you speak to a team member with regards to this. Please be advised other areas in the venue could potentially include flashing lights during special events or seasonal activity, please enquire further with a member of our team.

### **PREGNANT GUESTS**



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Pregnant guests are welcome to visit The Amusement Park® at any time during their pregnancy. The park is predominantly a walking experience however there are areas within the attraction that have small seating areas. Please note that during peak periods there may not always be seating available in the different areas of the tour.

### FIRST AID

If you or one of your party requires first aid please approach the closest member of staff. All first aiders and staff wear radios so can be contacted quickly.

### TAKING SOME TIME OUT

During your visit, should you wish to enter but later feel that you need to leave. Please just speak to a member of staff and they will assist you. You are welcome to take some time in the café and re-join the experience when you are ready, or a manager can be called to facilitate your exit. Terms and conditions still apply. These can be found on our [website](#).

### LANGUAGE SUITABILITY

There are some parts of the experience that contain audio and written text in the English language. Many of our non-English speaking guests still enjoy the sights, sounds (and smells!) of Meridia, 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 others.

### LIGHTING, SOUNDS AND EFFECTS

The Amusement Park® is a fully immersive experience and visitors will walk through rooms with different lighting effects, flashing lights and a range of sound effects and soundscapes. There are areas within the attraction which intentionally smell quite distinctly. Some areas have low lighting levels and may feel 'claustrophobic', as though you are enclosed. Some areas use small amounts of haze and smoke.

### TOILETS

The toilets are located next to the entrance area, and can also be accessed through the café area at the end of the tour. There is an accessible toilet with baby changing facilities located next to the main toilet block which is accessible for wheelchairs. Please note that we do not currently have any hoist or adult changing facilities on site.

### BABY CARE



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A Parent and Baby area is available in the café. Baby changing facilities are available in the accessible toilet. Due to the nature of the attraction we ask that any pushchairs or buggies are left in the designated buggy park area at the box office before starting the tour. Hot water for heating up bottles can be provided by the café staff.

### CHILDREN

Please note, anyone under the age of 13 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 visitors to continue the tour.

### THE SHOP

The shop is located at the exit from the world of Meridia. The shop is only accessible with a valid attraction ticket for the date of your visit.

### FOOD & DRINK

We provide a range of food suitable for a wide variety of food sensitivities and allergies. For more information and menus please contact us for the most up to date menu information. We do not currently permit visitors to bring in their own meals or snacks to the café area. All food and beverages consumed on site must be purchased from our café, with the exception of personal water bottles.

### LOST VISITORS

If you or a member of your party becomes separated, please let a member of staff member know as soon as possible. All our staff have a radio. Lost children will be kept with a member of staff until they are reunited with the family or group.

### SECURITY

Visitors are only permitted to carry a small bag with them whilst visiting the attraction, (roughly the same size as an A4 piece of paper). Larger bags can be left at the Box Office. The Amusement Park® cannot accept responsibility for bags left at the Box Office, so please try not to bring any oversized baggage or valuable items with you on your visit.

If you have further questions please do email us on [info@wakethetiger.com](mailto:info@wakethetiger.com) or visit [www.wakethetiger.com](http://www.wakethetiger.com)