

Alton Towers Resort

Alton Towers Resort, Alton, Staffordshire, ST10 4DB

015 3870 4096 (tel:015 3870 4096)

Visit website (<https://www.altontowers.com>)



Access Guide

Getting Here

By Road

- Alton Towers Resort is located between the M1 and the M6 and is well signposted from both motorways. Depending on your direction, the nearest motorway exits are:
 - M1 Northbound – Junction 23a
 - M1 Southbound – Junction 28
 - M6 Northbound – Junction 15
 - M6 Southbound – Junction 16The main entrance to the resort is accessed via Farley Lane.
- There are various car parks available around the resort (Express & Disabled, A, B, C, D, E, F, G, H, J, M, N, O, P). Blue Badge bays are available within the Express & Disabled Car Park only. It takes between 10 and 30 minutes, depending where you have parked your car to walk to the main theme park resort entrance.
Car Park walking times to Main Resort Entrance:
 - A,B,C - 10-15 Minutes
 - D,E,F,G,H - 18-22 Minutes
 - J,M,N,O,P - 22-28 MinutesAdditional car parking is available outside the hotels and other accommodation (for hotel guests only).

- D&G Bus are operating two services to Alton Towers Resort.

The X41 is a daily bus service from Stafford & Uttoxeter to Alton Towers Resort. Departing Stafford railway station at 9.30am each day, the bus route includes Weston and Uttoxeter on the way to Alton Towers Resort. The X41 departs Alton Towers at 17.30.

The 32X is a Monday - Saturday bus service from Stoke Railway Station to Alton Towers Resort. Departing Stoke railway station at 8.55am each day, the bus route includes Hanley, Werrington & Cheadle on the way to Alton Towers Resort. The 32X departs Alton Towers at 17.30.

Alton Towers also offers free coach parking for private parties and school trips travelling on a private hire bus.

Please note, bus times are estimates and may vary throughout the year. Please check prior to travelling.

By Train

- Visitors can travel to Alton Towers Resort by train, via several popular destinations.

Uttoxeter station is the nearest train station to Alton Towers, just 10 miles from the resort. Uttoxeter station is just a 20 minute drive away from the resort or 30 minutes by bus.

Stoke-on-Trent station is 15 miles from Alton Towers Resort. A local taxi would take around 25 minutes to the resort.

Derby station is around 25 miles from Alton Towers. From there you will need to order a taxi or a car service to arrive at the resort in around 50 minutes to one hour.

Useful Links

- The Alton Towers Monorail takes visitors from the car park to the theme park main resort entrance. The Monorail opens from 9am (Subject to operational restrictions) each day and closes one hour after the advertised ride close.
- For more information on travel to Alton Towers please follow the link below.

Getting Help and Assistance

- There is a member of staff available for help and assistance.
- There is a member of staff trained in British Sign Language.
- The alternative formats documents can be provided in include; large print on request.
- There is not an assistance dog toilet or toileting area at the venue/nearby.
- Water bowls for assistance dogs are available.
- There are mobility aids available.
- The mobility aids available include wheelchairs and mobility scooters.
- To obtain mobility aids please contact a member of staff or Guest Services.

- There is a designated place of safety which can be used by people who may feel scared or at risk.
- The quiet/safe place is located in No.1 Towers Street.
- Ear defenders and RADAR keys are available from Guest Services.
- Portable hearing loops are available for use around the resort. These are available from Guest Services.
- Free WiFi is available throughout the resort.
- All staff undertake Disability Awareness and Equality Training.

Parking and Facilities

Parking

- Blue Badge parking is located in the Express & Disabled Car Park only.

Changing Places

- Changing Places are located in the following areas; outside of X-Sector (Adventure Land), in The Towers area, and between Gloomy Wood and Forbidden Valley.

Accessible Toilet Facilities

- Accessible toilets are located in the following areas; at the main resort entrance (externally), at the top of Towers Street, in the Medical Centre, in The Towers Burger Kitchen, in the Explorer's Pizza and Pasta Buffet, in Forbidden Valley, in the Rollercoaster Restaurant and in CBeebies Land.

Standard Toilet Facilities

- Standard toilets are located in the following areas; at the main resort entrance (externally), at the top of Towers Street, in Mutiny Bay, in the Explorer's Pizza and Pasta Buffet, in Gloomy Wood, in Forbidden Valley, in The Towers area, in The Towers Burger Kitchen, in the Rollercoaster Restaurant, outside of X-Sector (Adventure Land) and in CBeebies Land.
- Baby change facilities are located in the following areas; at the main resort entrance (externally), at the top of Towers Street, in Mutiny Bay, in the Explorer's Pizza and Pasta Buffet, in Gloomy Wood, in Forbidden Valley, in The Towers area, in The Towers Burger Kitchen, in the Rollercoaster Restaurant, outside of X-Sector (Adventure Land) and in CBeebies Land.

Additional Guest Information

- The quest information point is located in No.1 Towers Street.
- The medical centre is located between Towers Street and Mutiny Bay.

Approach (Main Resort Entrance Area)

Photos



1



2



3



4



5



6



7



8



9



10



11



12

Approach

- The surface of the approach is block paving.
- The approach surface is uneven in places.
- Temperature checks and queuing systems are in place on the approach to the main resort entrance.
- Bench seating is available in this area.
- Vending machines are available near to the ticket counters.
Vending machine control heights vary between 68cm and 156cm.
- There is step-free access on the approach.

Ticket Counter(s) (Ticket Sales & Collection)

Photos



1



2



3



4



5



6

- There is/are 7 ticket counter(s).
- The ticket counters are located to the left as you face the main resort entrance.
- The ticket counter(s) is/are clearly signed.
- There is step-free access to the ticket counter(s).
- There is a clear unobstructed route to the ticket counter(s).
- The ticket counter(s) is/are placed in front of a background which is patterned.
- The height of the ticket counter(s) is 115cm.
- There is not sufficient space to write or sign documents on the ticket counter(s).
- There is not a lowered section of the ticket counter(s).
- There is not a hearing assistance system at the ticket counter(s).
- All tickets are currently pre-booked in advance.
- The queuing system leading to the ticket counters is 136cm wide.

Ticket Counter(s) (Tickets / Car Park Tickets (Self Service))

Photos



1



2



3



4



5



6

-
- There is/are 8 ticket counter(s).
 - The ticket counters and car park ticket machines are located to the left as you face the main resort entrance.
 - The ticket counter(s) is/are clearly signed.
 - There is step-free access to the ticket counter(s).
 - There is a clear unobstructed route to the ticket counter(s).
 - The ticket counter(s) is/are placed in front of a background which is patterned.
 - The height of the ticket counter(s) is 115cm.
 - There is not sufficient space to write or sign documents on the ticket counter(s).
 - There is a lowered section of the ticket counter(s).
 - The height of the lowered section at the counter is 95cm.
 - There is not sufficient space to write or sign documents on the lowered section(s) of the ticket office(s).
 - There is not a clear knee recess beneath the lowered section(s) of the ticket ticket(s).
 - There is a hearing assistance system at some of the ticket counters.
 - The hearing assistance system(s) is/are fixed.
 - The hearing assistance system(s) is/are signed.
 - Staff are trained to use the system.
 - All tickets are currently pre-booked in advance.
 - The queuing system leading to the ticket counters is 142cm wide.

- The self-service ticket machine control heights range between 95cm and 170cm.

Turnstile(s) (Main Resort Entrance)

Photos



1



2

-
- This information is for the turnstile(s) located at the main resort entrance.
 - The turnstile(s) is/are clearly signed.
 - The turnstiles are all similar.
 - There is step-free access to the turnstile(s) surveyed.
 - The turnstile(s) opening width is 48cm.
 - There is a/a fixed ticket reader(s) at the turnstile(s) surveyed.
 - The height of the ticket reader(s) is/are 120cm.
 - There is a member of staff available for assistance.
 - The turnstile(s) can be overcome by using the turnstile access gates or the Priority Entrance.
 - Handheld ticket readers are also available.

Access Point (Main Resort Entrance - Turnstile Access Gates)

Photos



1



2

Access Point

- Next to each set of turnstiles there are access gates for wheelchair users and buggies.
- There is step-free access at this access point.
- There is a gate which opens away from you (push).
- The width of the gap is 110cm.
- The fixed ticket reader is at a height of 120cm.
Handheld ticket readers are also available.
- This gate is opened by a member of staff once tickets have been checked.

Access Point (Main Resort Entrance - Priority Entrance)

Photos



1



2

Access Point

- There is a priority entrance for wheelchair users located between the turnstiles and the Ticket Sales and Collection counters.
- There is step-free access at this access point.
- There is a gate which opens away from you (push).
- The width of the gap is 80cm.
- Handheld ticket readers are available.
- This gate is opened by a member of staff once tickets have been checked.

Ramp(s) or Slope(s) (Main Resort Entrance to Towers Street)

Photos



1



2



3



4



5



6

- There is a ramp/slope located ahead as you enter the main resort entrance.
- The ramp/slope is used to access Towers Street and all areas of the theme park.
- The gradient of the ramp/slope is steep.

Approach (Hotel Guests Exclusive Entrance (Gate 13))

Photos



1



2

Approach

- The surface of the approach is concrete.
- There is a/are fixed bollard(s) on the approach.
- The height of the bollard(s) is 46cm.
- The bollards contrast visually with the paving.

- There is step-free access on the approach.

Access Point (Hotel Guests Exclusive Entrance (Gate 13))

Photos



1



2



3



4

Access Point

- There is an exclusive access point at the rear of the theme park for hotel guests only.
- This information is for the access point located next to Car Park G.
- There is step-free access at this access point.
- There is a gate which opens towards you (pull).
- The width of the gap is 80cm.
- This gate is opened by a member of staff once tickets have been checked.
There is a larger access point next to this entrance with an opening width of over 150cm.
- Queuing systems are in place on the approach to the access point and guest temperatures are checked when entering the park.

Getting Around

Photos



1



2



3



4



5



6



7



8



9



10



11



12



13



14



15



16

-
- There are a variety of floor surfaces throughout each area of the theme park, ranging between block paving, concrete, tarmac and grass.
 - Some floor surfaces are uneven in places.
 - There are a number of slight and steep slopes throughout the park and between each area. For access to each ride/attraction please see the separate Access Guides.
 - There are some very steep slopes in the following areas; between Katanga Canyon and Gloomy Wood, between The Towers and X-Sector, leading into X-Sector, and leading from Haunted Hollow to Gloomy Wood/Forbidden Valley.
 - There are stepped access points leading from some areas into The Gardens.
 - The most accessible route into The Gardens is via The Towers, accessing a steep slope.
 - There is a Skyride available for access between the following areas; Mutiny Bay, Forbidden Valley, and The Towers. For access to the Skyride stations please see the separate Access Guide.
 - In some areas there are ride structures that obstruct walkways and paths.
 - Themed music is played throughout the park, in all areas.
 - Wall fixed hand sanitisers are available throughout at varying heights.
 - Freestyle Units to re-fill drinks are available in the following areas; Towers Street, Mutiny Bay, on route to Katanga Canyon (from Mutiny Bay), Forbidden Valley, The Towers, Dark Forest and X-Sector.
 - Hydration Stations are also available in some areas around the park.
 - There are lockers and buggy parks in various areas around the park.

- Bench seating, resting areas and designated smoking points are available in most areas.
- Cash machines are available in Towers Street, Forbidden Valley and outside of X-Sector (Adventure Land).

Yellow Route to Forbidden Valley

Photos



1



2



3



4



5



6



7



8

- The Yellow Route leads from Dark Forest to Forbidden Valley.
- This route travels through the Gardens and encompasses numerous slopes and steps.
- The slope gradients vary between slight and steep.
- There are over 150 steps along the route.
- The majority of steps are unmarked with no handrails.
- Some steps are very narrow in places and have cracked surfaces.
- When wet, the route may become slippery in places.
- There is no written or pictorial signage along this route, however there are occasional coloured posts directing the paths to take.
- Path surfaces vary and are uneven in places.
- There is an open waters edge along this route.

Red Route to Dark Forest

Photos



1



2



3



4



5



6



7



8

- The Red Route leads from Forbidden Valley to Dark Forest.
- This route travels through the Gardens and encompasses numerous slopes and steps.
- The slope gradients vary between slight and steep.
- There are over 150 steps along the route.
- The majority of steps are unmarked with no handrails.
- Some steps are very narrow in places and have cracked surfaces.
- When wet, the route may become slippery in places.
- There is no written or pictorial signage along this route, however there are occasional coloured posts directing the paths to take.
- Path surfaces vary and are uneven in places.
- There is an open waters edge along this route.

Accessible Toilet(s) (Main Resort Entrance - Outside - Right Transfer)

Photos



1



2



3



4



5

- There is an/are accessible toilet(s) available.

Location and Access

- This accessible toilet is located to the right as you face the Main Resort Entrance.
- This accessible toilet is approximately 15m (16yd 1ft) from the Main Resort Entrance.
- There is ramped/sloped access into the accessible toilet.
- This is a shared toilet.
- A key is not required for the accessible toilet.
- There is pictorial and written text signage on or near the toilet door.
- The contrast between the external door and wall is poor.
- The door opens outwards.
- The door may be difficult to open.
- The door is locked by a twist lock.
- The width of the accessible toilet opening is 86cm (2ft 10in).
- The contrast between the internal door and wall is poor.
- The door has a horizontal grab rail.
- The contrast between the horizontal grab rail and internal door is good.

Toilet Features

- The dimensions of the accessible toilet are 136cm x 200cm (4ft 6in x 6ft 7in).
- The accessible toilet does not have an unobstructed minimum turning space of 150cm x 150cm.
- The lighting levels are moderate to good.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.
- The lateral transfer space is 78cm (2ft 7in).

- The transfer space is obstructed by a sanitary bin.
- There is a flush on the transfer side.
- There is a spatula type lever flush.
- There is a dropdown rail on the transfer side.
- The contrast between the dropdown rail(s) and wall is good.
- There is a/are wall-mounted grab rail(s) available.
- As you face the toilet the wall-mounted grab rail(s) is/are on both sides.
- There is a vertical wall-mounted grab rail on the transfer side.
- There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
- The contrast between the wall-mounted grab rail(s) and wall is good.
- The contrast between the walls and floor is good.
- There is an emergency alarm.
- The emergency pull cord alarm is fully functional.
- There is not a red flashing fire alarm beacon within the toilet.
- Disposal facilities are available in the toilet.
- There is a/are sanitary and general waste (with no lid) disposal units.
- There is not a/are not coat hook(s).

Additional Fixtures

- There is not a mirror.
- There is not a shelf within the accessible toilet.
- The toilet has a cistern.
- The height of the toilet seat above floor level is 48cm (1ft 7in).
- The toilet seat colour contrast is good.
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is not placed higher than 100cm (3ft 3in).
- The contrast between the toilet roll holder and the wall is poor.
- There is a wash basin.
- The wash basin and tap(s) can be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).
- There are vertical wall-mounted grab rails on both sides of the wash basin.

- The contrast between the wash basin wall-mounted grab rail(s) and wall is good.
- The wash basin tap type is lever mixer.
- There is a wall fixed soap dispenser.
- The soap dispenser can be reached from seated on the toilet.
- The height of the soap dispenser is 92cm.
- There is not a towel dispenser.
- There is a hand dryer.
- The hand dryer is not placed higher than 100cm (3ft 3in).
- The contrast between the hand dryer and the wall is poor.

Ramp(s) or Slope(s) (Main Resort Entrance - Accessible Toilet Outside)

Photos



1



2

- There is a ramp/slope located on the paved surface in front of the toilets.
- The ramp/slope is used to access the accessible toilet.
- The gradient of the ramp/slope is steep.

Standard Toilet(s) (Main Resort Entrance - Outside)

Photos



1



2



3



4



5



6

-
- Standard toilet facilities are available.

Toilet Facilities

- The female and male toilets are located to the right as you face the Main Resort Entrance.
- There is ramped/sloped access into the toilet(s).
- The standard toilet(s) is/are approximately 30m from the Main Resort Entrance.
- The colour contrast between the external toilet door(s) and wall(s) is poor.
- There is written text signage on or near the toilet door.
- An ambulant toilet cubicle is not available.
- The height of the wash basin(s) is 83cm.
- The wash basin(s) tap type is push.
- Lighting levels are moderate to good.

Parent and Baby Room (Main Resort Entrance - Outside)

Photos



1



2

-
- The parent and baby room is located to the right as you face the Main Resort Entrance, between the standard toilets.
 - The parent and baby room is approximately 30m from the Main Resort Entrance.

- There is ramped/sloped access into the parent and baby room.
- Staff do not need to be notified for use of the room.
- There is written text signage on or near the parent and baby room door.
- The baby change table is not set against the wall, permanently fixed at 75cm from the floor.
- The baby change table is not height adjustable.
- The height of the baby change table once extended is 92cm (3ft).
- There are disposal facilities in the parent and baby room.
- There is a wash basin in the parent and baby room.
- The height of the wash basin is 79cm.
- The wash basin tap type is push.
- There is a/are chair(s) in the parent and baby room.
- There is not a chair with armrests on both sides.
- There is not a toilet in the parent and baby room.
- The lighting levels are good.

Ramp(s) or Slope(s) (Main Resort Entrance - Standard Toilets and Baby Change Outside)

Photos



1



2

-
- There is a ramp/slope located on the paved surface in front of the toilets.
 - The ramp/slope is used to access the male and female standard toilets and the baby changing room.
 - The gradient of the ramp/slope is slight.