

# CBeebies Land

Alton Towers Resort, Alton, Staffordshire, ST10 4DB

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



## Access Guide

### Area Summary

- CBeebies Land is located to the right at the bottom of Tower Street.
- The following facilities are available in this area; an accessible toilet, standard toilets and baby changing facilities.
- Rides/Attractions within this area include; Big Fun Showtime, Bugbie Go Round, Jojo and Gran at Home, Get Set Go Tree Top Adventure, Go Jettters Vroomster Zoom Ride, In The Night Garden Magical Boat Ride, Justin's Pie-O-Matic Factory, Andy's Dinosaur Dig, Octonauts Rollercoaster Adventure, Peter Rabbit Hippy Hop, Postman Pat Parcel Post, Something Special: Sensory Garden, The Furchester Hotel Live, Hey Duggee Big Adventure Badge.
- The nearest changing places is located outside of X-Sector (Adventure Land).
- The guest information point is located in No.1 Towers Street, near to the Main Resort Entrance.
- The medical centre is located between Towers Street and Mutiny Bay.

# 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.

## Area

### Photos



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9



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## Access and Circulation

- There are 3 open access points into CBeebies Land. All access points have step-free access.
- There is step-free access throughout this area.
- There are some slight slopes in areas, including leading to Big Fun Showtime.
- There is a steep slope to the rear of this area, near to the toilets and Peter Rabbit Hippity Hop.
- The surface throughout consists of tarmac, artificial grass and block paving.
- The floor surface may be uneven in places.

- There is some flooring which includes patterns or colours which could be confusing or look like steps or holes to some people.
- During busy periods this area can become congested.
- There are resting areas in this area.
- Seating in the resting area(s) include(s); chairs with armrests, bench seating and picnic tables with fixed seating.
- Vending machines are available in this area.
- The vending machine controls range from 66cm to 130cm.
- Freestyle drinks machines are not available in this area.

### Signage and Audio

- Wayfinding signage is provided.
- Wayfinding signage includes symbols or pictograms.
- The colour, design and typeface of signs is not consistent throughout the area.
- There is background music/noise in this area.

## Eating and Drinking (Little Explorers Snack Box)

### Photos



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### Location and Access

- The following information is for the food and drink kiosk.
- The food and drink kiosk is located within the Big Fun Showtime area.
- There is stepped access to the food and drink kiosk.

### Service and Menus

- Plastic/takeaway cups are available.
- Adapted cups are not available.

- Adapted cutlery is not available.
- Drinking straws are available.
- There is not a hearing assistance system.

### Service Counter(s)

- The height of the counter is 130cm.
- There is a moveable card machine available for payment.
- The flooring in this area is artificial grass.

## Step(s) (Little Explorers Snack Box)

### Photos



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- There is a/are step(s) located within the Big Fun Showtime area, leading to the counter.
  - There is/are 1 or 3 step(s).
  - The step(s) is/are not clearly marked.
  - The height of the step(s) is/are between 15cm and 18cm.
  - There is a/are handrail(s) at the step(s).
  - The handrail(s) is/are on both sides of the step(s).
  - Handrails are not at the recommended height (90cm-100cm).
  - Handrails do cover the flight of stairs throughout its length.
  - Handrails are easy to grip.
  - Handrails do not extend horizontally beyond the first and last steps.

## Accessible Toilet(s) (CBeebies Land - Rear - Female - Left Hand Transfer)

### Photos



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

#### Location and Access

- This accessible toilet is located to the rear of CBeebies Land.
- There is ramped/sloped access into the accessible toilet.
- This is a female 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 good.
- 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 85cm (2ft 9in).
- The contrast between the internal door and wall is good.
- The door has a horizontal grab rail.
- The contrast between the horizontal grab rail and internal door is poor.

#### Toilet Features

- The dimensions of the accessible toilet are 175cm x 210cm (5ft 9in x 6ft 11in).



- The accessible toilet does have an unobstructed minimum turning space of 150cm x 150cm.
- The lighting levels are low to moderate.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 125cm (4ft 1in).
- 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 a red flashing fire alarm beacon within the toilet.
- Disposal facilities are available in the toilet.
- There is a/are sanitary and nappy/incontinence items bin disposal units.
- There is a/are coat hook(s).
- The height of the coat hook is 116cm from the floor.

### **Additional Fixtures**

- There is a mirror.
- The mirror is not placed at a lower level or at an angle for ease of use.
- There is not a shelf within the accessible toilet.
- The toilet has a cistern.
- There is a lid attached to the toilet seat.
- 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 height of the toilet roll holder is 98cm (3ft 3in).
- The contrast between the toilet roll holder and the wall is good.
- 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 sensor.
- 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 100cm.
- 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.

## Accessible Toilet(s) (CBeebies Land - Rear - Male - Right Hand Transfer)

### Photos



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

### **Location and Access**

- This accessible toilet is located to the rear of CBeebies Land.
- There is ramped/sloped access into the accessible toilet.
- This is a male 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 good.
- 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 85cm (2ft 9in).
- The contrast between the internal door and wall is good.
- The door has a horizontal grab rail.
- The contrast between the horizontal grab rail and internal door is poor.

### **Toilet Features**

- The dimensions of the accessible toilet are 180cm x 210cm (5ft 11in x 6ft 11in).
- The accessible toilet does have an unobstructed minimum turning space of 150cm x 150cm.
- The lighting levels are low to moderate.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.
- The lateral transfer space is 130cm (4ft 3in).
- 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 a red flashing fire alarm beacon within the toilet.
- Disposal facilities are available in the toilet.
- There is a/are nappy/incontinence items bin disposal units.
- There is not a/are not coat hook(s).

### **Additional Fixtures**

- There is a mirror.
- The mirror is not placed at a lower level or at an angle for ease of use.
- There is not a shelf within the accessible toilet.
- The toilet has a cistern.
- There is a lid attached to the toilet seat.
- 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 height of the toilet roll holder is 98cm (3ft 3in).
- The contrast between the toilet roll holder and the wall is good.
- 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 sensor.
- 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 100cm.

- 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.

## Accessible Toilet(s) (CBeebies Land - Rear - Shared - Left Hand Transfer)

### Photos



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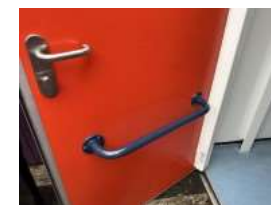
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- There is an/are accessible toilet(s) available.

### Location and Access

- This accessible toilet is located to the rear of CBeebies Land.
- 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 82cm (2ft 8in).
- The contrast between the internal door and wall is good.
- 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 150cm x 296cm (4ft 11in x 9ft 9in).
- The accessible toilet does 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 left.
- The lateral transfer space is 80cm (2ft 7in).
- 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, nappy/incontinence items bin and general waste (with no lid) disposal units.
- There is a/are coat hook(s).
- The height of the coat hook is 113cm from the floor.

### **Additional Fixtures**

- There is a mirror.

- The mirror is not placed at a lower level or at an angle for ease of use.
- There is not a shelf within the accessible toilet.
- The toilet has a cistern.
- There is a lid attached to the toilet seat.
- 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 cannot be reached from seated on the toilet.
- The height of the soap dispenser is 117cm.
- There is a towel dispenser.
- The towel dispenser cannot be reached from seated on the toilet.
- The towel dispenser is not placed higher than 100cm (3ft 3in).
- The contrast between the towel dispenser and the wall is poor.
- There is not a hand dryer.

### **Baby Changing Facilities**

- Baby changing facilities are located within the accessible toilet.
- There is a flip down baby change table available.
- The height of the baby change table is 86cm.

### **Comments**

- The walkway leading to the toilets narrows to 108cm in places.

## Standard Toilet(s) (CBeebies Land - Rear)

### Photos



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- Standard toilet facilities are available.

### Toilet Facilities

- The female and male toilets are located to the rear of CBeebies Land.
- There is ramped/sloped access into the toilet(s).
- The colour contrast between the external toilet door(s) and wall(s) is poor.
- There is pictorial and written text signage on or near the toilet door.
- An ambulant toilet cubicle is not available.
- The wash basin(s) tap type is push.



- Lighting levels are moderate to good.
- There is a 5cm lip leading into the toilets.

## Comments

- The walkway leading to the toilets narrows to 108cm in places.

## Parent and Baby Room (CBeebies Land - Rear - Baby Change)

### Photos



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- The parent and baby room is located at the rear of CBeebies Land.
  - 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 pictorial and 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 90cm (2ft 11in).
  - 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 80cm.
  - The wash basin tap type is sensor.
  - There is/are not chair(s) in the parent and baby room.
  - There is not a toilet in the parent and baby room.
  - There is not a flashing fire alarm beacon within the room.
  - The lighting levels are moderate to good.

## Parent and Baby Room (CBeebies Land - Rear - Adult and Baby Change)

### Photos



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- The parent and baby room is located at the rear of CBeebies Land.
- 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 pictorial and 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 98cm (3ft 3in).
- 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 80cm.
- The wash basin tap type is sensor.
- There is/are not chair(s) in the parent and baby room.
- There is not a toilet in the parent and baby room.
- There is not a flashing fire alarm beacon within the room.
- The lighting levels are moderate to good.

## Ramp(s) or Slope(s) (CBeebies Land - Toilets and Changing Facilities)

### Photos



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- There is a ramp/slope located at the rear of CBeebies Land.
- The ramp/slope is used to access the toilets and changing facilities.
- The gradient of the ramp/slope is steep.

## Accessible Toilet(s) (CBeebies Land - Big Fun Showtime - Right Transfer)

### Photos



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

### Location and Access

- This accessible toilet is located in the Big Fun Showtime area.
- There is step-free 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 good.
- The door opens outwards.
- The door is easy to open.
- The door is locked by a twist lock.
- The width of the accessible toilet opening is 88cm (2ft 11in).
- The contrast between the internal door and wall is good.
- The door has a horizontal grab rail.
- The contrast between the horizontal grab rail and internal door is poor.

### **Toilet Features**

- The dimensions of the accessible toilet are 134cm x 204cm (4ft 5in x 6ft 8in).
- 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 77cm (2ft 6in).
- 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 nappy/incontinence items bin disposal units.
- There is a/are coat hook(s).
- The height of the coat hook is 118cm from the floor.

### **Additional Fixtures**

- There is a mirror.
- The mirror is not placed at a lower level or at an angle for ease of use.
- There is not a shelf within the accessible toilet.
- The toilet has a cistern.
- There is a lid attached to the toilet seat.
- 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 sensor.
- 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 100cm.
- 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.

# Standard Toilet(s) (CBeebies Land - Big Fun Showtime)

## Photos



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- Standard toilet facilities are available.

## Toilet Facilities

- The female and male toilets are located in the Big Fun Showtime area.
- There is step-free access into the toilet(s).
- The colour contrast between the external toilet door(s) and wall(s) is good.
- There is pictorial and written text signage on or near the toilet door.
- An ambulant toilet cubicle is available.
- There are horizontal wall mounted rails available on both sides of the toilet.
- The ambulant toilet does not have vertical wall mounted grab rails.
- The height of the wash basin(s) is 86cm.
- The height of the lowered wash basin is 49cm.
- The wash basin(s) tap type is sensor.
- Lighting levels are moderate to good.



## Parent and Baby Room (CBeebies Land - Big Fun Showtime - Baby Change)

### Photos



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- There is a parent and baby room for public use.
- The parent and baby room is located in the Big Fun Showtime area.
- There is step-free access into the parent and baby room.
- Staff do not need to be notified for use of the room.
- There is pictorial and 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 96cm (3ft 2in).
- 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 80cm.
- The wash basin tap type is sensor.
- There is/are not chair(s) in the parent and baby room.
- There is not a toilet in the parent and baby room.
- There is not a flashing fire alarm beacon within the room.
- The lighting levels are moderate to good.

## Parent and Baby Room (CBeebies Land - Big Fun Showtime - Adult and Baby Change)

### Photos



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- The parent and baby room is located in the Big Fun Showtime area.
- There is step-free access into the parent and baby room.
- Staff do not need to be notified for use of the room.
- There is pictorial and 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 80cm (2ft 7in).
- There are not 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 80cm.
- The wash basin tap type is sensor.
- There is/are not chair(s) in the parent and baby room.
- There is not a toilet in the parent and baby room.
- There is not a flashing fire alarm beacon within the room.
- The lighting levels are moderate to good.

## Parent and Baby Room (CBeebies Land - Big Fun Showtime - Baby Feeding)

### Photos



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- The parent and baby room is located in the Big Fun Showtime area.
- There is step-free access into the parent and baby room.
- Staff do not need to be notified for use of the room.
- There is pictorial and 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 96cm (3ft 2in).
- 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 80cm.
- The wash basin tap type is sensor.
- There is a/are chair(s) in the parent and baby room.
- There is a chair with armrests on both sides.
- There is not a toilet in the parent and baby room.
- There is not a flashing fire alarm beacon within the room.
- The lighting levels are moderate to good.