
Sea Life Scarborough

Scalby Mills, Scarborough, North Yorkshire, YO12 6RP

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Send email (<mailto:slcscarborough2@merlinentertainments.biz>)

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



Access Guide

Getting Here

By Road

- Sea Life Scarborough is located off Burniston Road on Scalby Mills on the North Bay of Scarborough. The main roads into Scarborough are the A171 from the North, the A170 from the West, the A64 from the South West and the A165 from Bridlington to the South.
- There is a Scarborough Borough Council pay and display car park immediately outside the Sea Life centre. The car park has 11 Blue Badge parking bays. The nearest free parking is located on Scalby Mills Road.

By Bus

- There is a bus stop within 150 metres of the venue.
- Service 3A terminates at Scarborough Sea Life Sanctuary.

By Train

- The nearest Railway Station is Scarborough.
- The train station is 2.1 miles from the Sea Life centre. Visitors can use a station taxi, or catch the 3A bus from directly outside the station which will bring you to the centre.

The Scarborough Miniature Railway will also bring you directly to Sea Life Scarborough from its location near Peasholm Park.

Getting Help and Assistance

- There is a member of staff available for help and assistance.
- Staff receive disability awareness/equality training.
- There is not a member of staff trained in British Sign Language.

- The alternative formats documents can be provided in include; Braille on request and large print.
- There is an assistance dog toilet or toileting area at the venue/nearby.
- The assistance dog toilet or toileting area is located on the grass areas surrounding the venue.
- Water bowls for assistance dogs are available.
- There are not mobility aids available.

Opening Times

- Summer (March - August) - 10.00 - 17.00.
- Winter (September - February) - 11.00 - 16.00.
- Opening hours can be extended during school holidays.
- Please contact the venue/visit the website to obtain current opening hours.

Parking (Council Car Park)

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Parking

- The venue does not have its own parking facilities.
- The car park is located in front of the venue.
- The car park type is open air/surface.
- The car park does not have a height restriction barrier.
- The car park does not have a barrier control system.
- The car park surface is tarmac.
- Clearly marked/signposted parent and child parking bays are not available.
- All parking spaces are provided on a first come first served basis.

Blue Badge Parking

- There is a/are Blue Badge parking bay(s) available.
- The Blue Badge bay(s) is/are clearly marked.
- There is/are 11 designated Blue Badge parking bay(s) within the car park.

- The dimensions of the designated Blue Badge parking bay(s) surveyed are 360cm x 500cm (11ft 10in x 16ft 5in).
- Parking spaces for Blue Badge holders do not need to be booked in advance.

Paying

- There are parking charges for the car park.
- Payment signs are provided.
- Payment signs are clearly presented.
- Payment signs are located at the payment machines in the car park.
- Payment term signs do make it clear if parking charges apply to Blue Badge holders.
- Payment machines are located close to the Blue Badge parking bays and at the side of the car park.
- There is not a payment machine at a convenient height for wheelchair users.
- There is not a level turning space (minimum 185cm x 210cm) in front of the payment machine(s).

Access from the Car Park

- The route from the car park to the entrance is accessible to a wheelchair user unaided.
- The entrance is clearly visible from the car park.
- The surface on the approach to the entrance is tarmac and block paving.
- There is not a road to cross between the car park and the entrance.
- The nearest designated Blue Badge parking bay is approximately 12m (13yd 4in) from the main entrance.

Drop-off Point(s)

- There is not a/are not clearly marked drop-off point(s).

Comments

- Parking charges only apply from the 1st of March until the 31st of October. At all other times of year parking is free.

Approach

Photos



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Approach

- The surface of the approach is block paving.

Ramp/Slope

- There is a ramp/slope on the approach.

- The ramp/slope is permanent, has a slight gradient.

Outside Access (Main Entrance)

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Entrance

- This information is for the entrance located at the front of the building.
- The entrance area/door is clearly signed.
- There is step-free access at this entrance.
- There is a canopy or recess which provides weather protection at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) towards you (pull).
- The door(s) is/are double width but one door is locked.
- The door(s) may be difficult to open.
- The width of the door opening is 76cm.

- There is a small lip on the threshold of the entrance, with a height of 2cm or below.

Counter

Photos



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Counter

- The counter is located straight ahead as you enter.
- The counter is approximately 7m (7yd 1ft) from the main entrance.
- The counter is clearly visible from the entrance.
- There is step-free access to the counter.
- There is a clear unobstructed route to the counter.
- There are windows, TVs, glazed screens or mirrors behind the counter which could adversely affect the ability of someone to lip read.
- The counter is placed in front of a plain background.
- The lighting levels at the counter are varied.

- There is sufficient space to write or sign documents on the counter.
- There is a lowered section of the counter.
- The height of the lowered section at the counter is 71cm.
- There is sufficient space to write or sign documents on the lowered section of the counter.
- There is not a clear knee recess beneath the low/lowered section of the counter.
- The counter is staffed.
- Clipboards can be provided to anyone who is unable to use the counter.
- There is not a hearing assistance system at the counter.
- There is a touch screen.
- Signs and universally accepted symbols or pictograms, indicating lifts, stairs, WCs, circulation routes and other parts of the building are not provided near the counter.
- The type of flooring in this area is vinyl.

Attraction / Exhibit (Entrance / Photography Point)

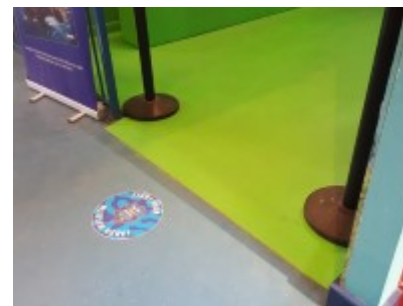
Photos



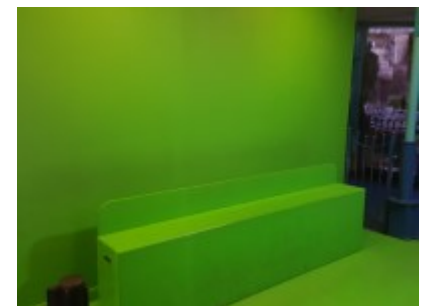
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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is clearly signed.
- There is ramped/sloped access at this entrance/opening.
- There is a steep permanent ramp, with no handrails, for access to the entrance / photography point.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is wood.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does not play background music/sound.
- There is some flash photography within this area.
- There are resting/seating areas within this area.
- There is a poor colour contrast between the walls and the floor in this area.
- The lighting levels in this area are low to moderate.

Exit

- Visitors exit via a separate set of doors/opening.
- The exit is clearly signed internally.

- There are no doors, however there is an open width of 75cm+ when exiting this area/attraction.
- The exit is ramped/sloped.
- There is a steep permanent ramp, with no handrails, when exiting.

Comments

- the ramps are thresholds.

Attraction / Exhibit (1. Native Sharks and Rays)

Photos



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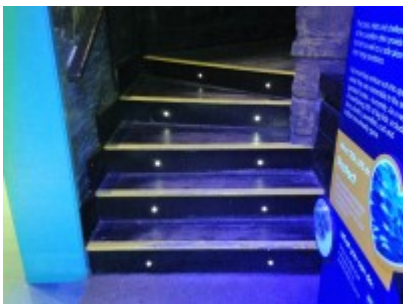
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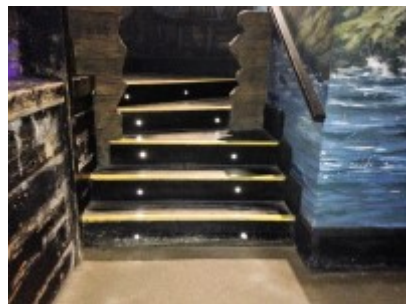
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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is not clearly signed.
- There is step-free access at this entrance/opening.

Attraction / Exhibit

- There is not level access throughout this area.
- There is stepped access to and from the raised viewing area at the rear of the tank. There are 6 deep steps with a handrail on left on one side and right on other. The last step doesn't have handrails. The steps are clearly marked. The going of the steps is 30cm. This area does not have to be accessed and can be bypassed.
- Clear directional signage is provided in this area.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.

- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board and television/screen format.
- No exhibits can be audio described.
- All exhibits start from the floor level.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between the walls and the floor in this area.
- The lighting levels in this area are low to moderate.

Attraction / Exhibit (2. Great Barrier Reef)

Photos



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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is not clearly signed.
- There is step-free access at this entrance/opening.

- There is a small lip on the threshold of the entrance/opening, with a height of 2cm or below.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board and television/screen format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 76cm.
- There is a single step on to a small elevated platform in front of one of the tanks as shown in Photograph 2. The step is deep and clearly marked.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between the walls and the floor in this area.
- The lighting levels in this area are low to moderate.

Attraction / Exhibit (3. Jellyfish Discovery)



Photos



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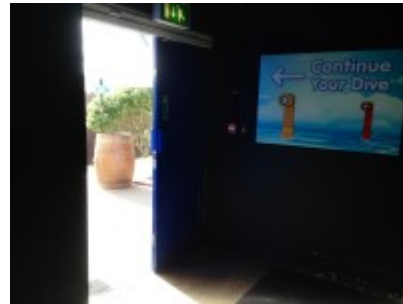
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Entrance/Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.

- The entrance/opening is clearly signed.
- There is step-free access at this entrance/opening.
- There is a small lip on the threshold of the entrance/opening, with a height of 2cm or below.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board and television/screen format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 76cm.
- Visitors cannot handle/touch marine life in this area.
- There is a poor colour contrast between the walls and the floor in this area.
- The lighting levels in this area are low to moderate.

Exit

- Visitors exit via a separate set of doors/opening.

- The exit is not clearly signed internally.
- There are double, manual doors with an opening width of 75cm+, which may be difficult to open when exiting this area/attraction.
- The exit is step-free.
- There is a small lip on the threshold of the exit, with a height of 2cm or below.

Attraction / Exhibit (4 .Turtle Rescue)

Photos



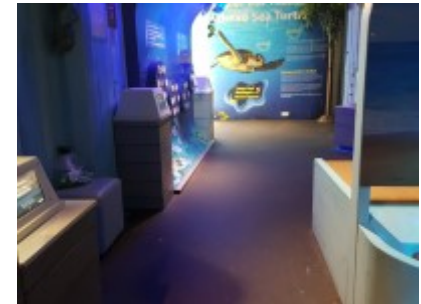
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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is clearly signed.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- There is step-free access at this entrance/opening.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- During busy periods this area can become congested.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board and television/screen format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 61cm.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between the walls and the floor in this area.

- The lighting levels in this area are low to moderate.

Exit

- Visitors exit via a separate set of doors/opening.
- The exit is not clearly signed internally.
- There are double, manual doors with an opening width of 75cm+, which are easy to open when exiting this area/attraction.
- The exit is step-free.

Attraction / Exhibit (5. Penguin Island)

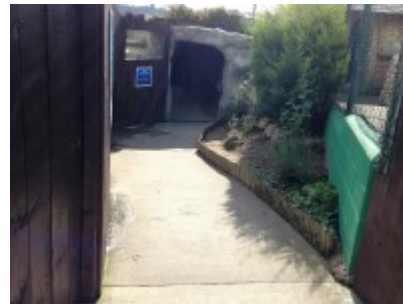
Photos



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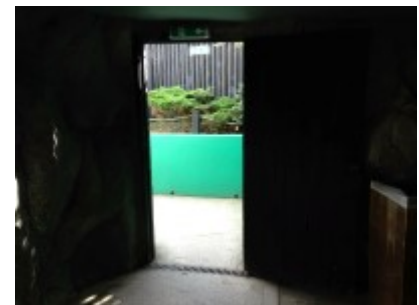
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Entrance/Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is not clearly signed.
- There is not a canopy or recess which provides weather protection at this entrance/opening.
- There is ramped/sloped access at this entrance/opening.
- There is a steep permanent slope, with no handrails, for access to Penguin Island.

- The width of the ramp/slope is 140cm (4ft 7in).

Attraction / Exhibit

- There is not level access throughout this area.
- The walkways that run through this area have some slight and steep slopes. The slopes do not have handrails.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is concrete.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 40cm.
- Visitors cannot handle/touch marine life in this area.
- The majority of this area is outside and exposed to the elements.
- There is a good colour contrast between the walls and the floor in this area.
- The lighting levels in this area are varied.

Exit

- Visitors exit via a separate set of doors/opening.

- The exit is clearly signed internally.
- There are double, manual doors with an opening width of 75cm+, which may be difficult to open when exiting this area/attraction.
- The exit is ramped/sloped.
- There is a steep permanent slope, with no handrails, when exiting.
- The width of the ramp/slope is 140cm (4ft 7in).

Comments

- There is a small Penguin Hide viewing area which has a height of 100cm.
- The exit leads directly to the gift shop.

Attraction / Exhibit (5a. Penguin Island Viewing Platform)

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Entrance / Opening

- There are double, permanently held open doors with an opening width of 75cm+ for access to this area/attraction.
- The entrance/opening is not clearly signed.
- The entrance door(s) does/do contrast visually with its immediate surroundings.
- There is not a canopy or recess which provides weather protection at this entrance/opening.
- There is ramped/sloped access at this entrance/opening.
- There is a steep permanent slope{Dropdown} for access to the Penguin Island viewing area.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- During busy periods this area can become congested.
- The type of flooring in this area is concrete.
- Handrails with a rounded or oval profile are not provided in this area.

- This area does play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in pictorial and information board format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between the walls and the floor in this area.

Exit

- Visitors exit via the entrance/opening.

Eating and Drinking (6. Beach Bites)

Photos



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- The following information is for the café.
 - The café is located between Penguin Island and the Seal Hospital.
 - There is ramped/sloped access to the café.
 - Full table service is not available.
 - Food and/or drinks are ordered from the service counter.
 - Food and/or drinks can be brought to the table.
 - The height of the service counter is medium height (77cm - 109cm).
 - There is not a lowered section of the counter.
 - There is not a hearing assistance system.
 - There is step-free access within the café.
 - There is ample room for a wheelchair user to manoeuvre.
 - This area does play background music.
 - The type of flooring in this area is tiles and concrete.
 - No tables are permanently fixed.

- All chairs are permanently fixed.
- No chairs have armrests on both sides.
- The nearest table is approximately 1m from the entrance/opening.
- The nearest table is approximately 2m from the till/counter.
- The standard height for tables is 69cm.
- Plastic/takeaway cups are available.
- Plastic/takeaway cutlery is available.
- Drinking straws are available.
- There are menu boards/signs available.
- Menus are not available in Braille.
- Menus are not available in large print.
- Picture menus are not available.
- Menus are clearly written.
- The type of food served here is ice cream and donuts.
- The lighting levels are varied.

Comments

- The Beach Bites cafe was closed at the time of the survey.

Attraction / Exhibit (7. Childrens Adventure Playground)

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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is not clearly signed.
- There is not a canopy or recess which provides weather protection at this entrance/opening.
- There is step-free access at this entrance/opening.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is concrete and rubberised bark.
- There is some flooring which includes patterns or colours which could be confusing or look like steps or holes to some people.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 92cm.

Exit

- Visitors exit via a separate set of doors/opening.
- The exit is not clearly signed internally.
- There are no doors, however there is an open width of 75cm+ when exiting this area/attraction.
- The exit is ramped/sloped.
- There is a steep permanent slope{Dropdown} when exiting.

Attraction / Exhibit (8. Seal Hospital)

Photos



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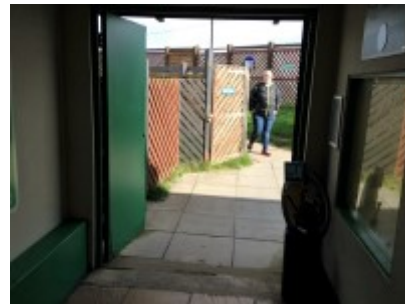
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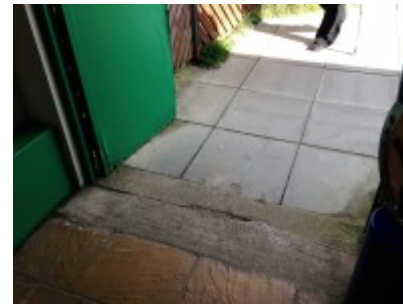
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Entrance / Opening

- There are double, permanently held open doors with an opening width of 75cm+ for access to this area/attraction.
- The entrance/opening is clearly signed.
- The entrance door(s) does/do contrast visually with its immediate surroundings.
- There is a canopy or recess which provides weather protection at this entrance/opening.
- There is ramped/sloped access at this entrance/opening.

- There is a slight permanent slope, with no handrails, for access to the Sea Rescue Hospital.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is tiles and concrete.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does not play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 79cm.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between the walls and the floor in this area.
- The lighting levels in this area are good.

Exit

- Visitors exit via a separate set of doors/opening.
- The exit is not clearly signed internally.
- There are double, permanently held open doors with an opening width of 75cm+ when exiting this area/attraction.

- The exit is ramped/sloped.
- There is a small lip on the threshold of the exit, with a height of 2cm or below.
- There is a slight permanent slope, with no handrails, when exiting.
- The width of the ramp/slope is 120cm (3ft 11in).

Attraction / Exhibit (9. Seals)

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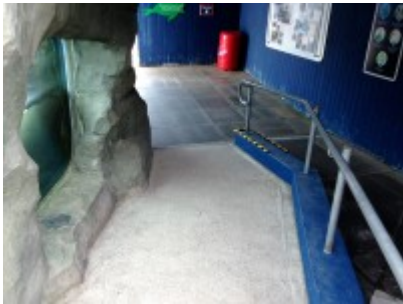
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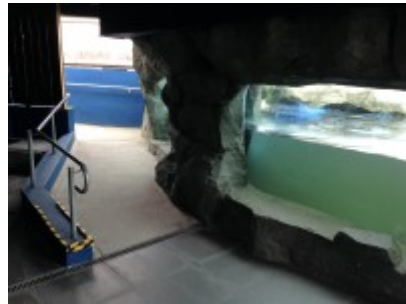
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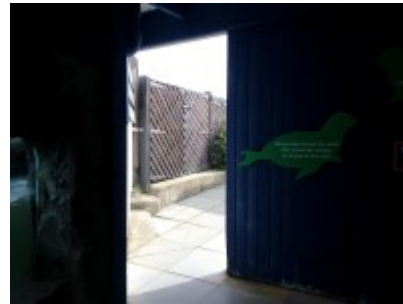
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Entrance/Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is clearly signed.
- There is not a canopy or recess which provides weather protection at this entrance/opening.
- There is ramped/sloped access at this entrance/opening.
- There is a slight permanent slope, with no handrails, for access to the seal seating area.
- The width of the ramp/slope is 100cm (3ft 3in).

Attraction / Exhibit

- There is level access throughout this area.
- There are 6 medium, clearly marked steps which give access to the middle of the 3 rows of staggered seating. The steps do not have handrails. There is level access to the front and back rows of seating via the 2 entrances. There is then a long sloped walkway which leads to the underwater viewing area just before the exit. The walkway is 130cm wide and the slope is mostly slight with a short steep section at the end. The walkway has handrails on both sides.
- Clear directional signage is not provided in this area.
- There are walkways/corridors with a surface width of less than 120cm (excluding any permanent obstructions over a small distance).
- The type of flooring in this area is tiles and concrete.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 30cm.
- Visitors cannot handle/touch marine life in this area.
- There is a poor colour contrast between the walls and the floor in this area.

Exit

- Visitors exit via a separate set of doors/opening.

- The exit is not clearly signed internally.
- There are no doors, however there is an open width of 75cm+ when exiting this area/attraction.
- The exit is ramped/sloped or stepped.
- There is a slight permanent slope, with no handrails, when exiting.

Attraction / Exhibit (10. Otters)

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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is not clearly signed.
- There is not a canopy or recess which provides weather protection at this entrance/opening.
- There is ramped/sloped access at this entrance/opening.
- There is a slight permanent slope, with no handrails, for access to the Otter area.

Attraction / Exhibit

- There is not level access throughout this area.
- There is a sloped walkway leading to the meeting point next to the Seal Hospital. This is where Otter talks and feeds take place, at 11.00 and 14.00. The walkway has a slight slope and a width of 103cm.
- Clear directional signage is not provided in this area.
- There are walkways/corridors with a surface width of less than 120cm (excluding any permanent obstructions over a small distance).

- The type of flooring in this area is concrete.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board format.
- No exhibits can be audio described.
- There are some exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 30cm.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between some walls and the floor in this area.

Exit

- Visitors exit via a separate set of doors/opening.
- The exit is not clearly signed internally.
- There are double, permanently held open doors with an opening width of 75cm+ when exiting this area/attraction.
- The exit is ramped/sloped.
- There is a steep permanent ramp, with no handrails, when exiting.

Attraction / Exhibit (11. The Ocean Tunnel- Step Free Route)





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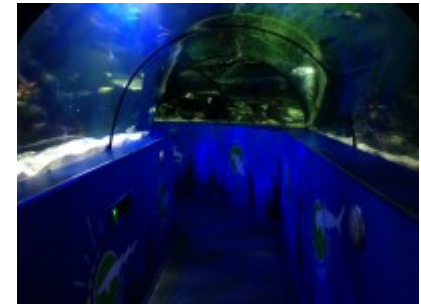
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Entrance/Opening

- There is a single, manual door with an opening width of 75cm+, which may be difficult to open for access to this area/attraction.
- The entrance/opening is not clearly signed.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- There is ramped/sloped access at this entrance/opening.
- There is a small lip on the threshold of the entrance/opening, with a height of 2cm or below.
- There is a slight permanent slope, with no handrails, for access to the entrance leading into the Ocean Tunnel.

- The width of the ramp/slope is 112cm (3ft 8in).
- The ramp/slope does bypass the step(s).

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- During busy periods this area can become congested.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 115cm.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between the walls and the floor in this area.
- The lighting levels in this area are low to moderate.

Exit

- Visitors exit via the entrance/opening.

- The exit is not clearly signed internally.

Comments

- This route gives step free access to the Shark Encounter attraction. Step-free exit is via the door used to gain entrance.

Attraction / Exhibit (12. Interactive Rockpool)

Photos



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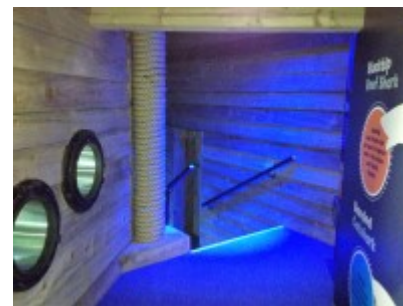
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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is not clearly signed.
- There is a canopy or recess which provides weather protection at this entrance/opening.
- There is ramped/sloped access at this entrance/opening.
- There is a steep permanent ramp, with no handrails, for access to the Interactive Rockpool area.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does not play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board format.
- All exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 80cm.
- Visitors can handle/touch marine life in this area.
- There is a wash basin in this area.
- The height of the wash basin is 76cm.

- The wash basin tap type is push.
- There is a good colour contrast between the walls and the floor in this area.
- The lighting levels in this area are good.

Exit

- Visitors exit via the entrance/opening.
- The exit is not clearly signed internally.

Comments

- There is stepped access to the Shark Encounter attraction from this area.
- This can be bypassed by exiting via the entrance and accessing the Shark Encounter attraction via the Otter and Seal attractions.

Attraction / Exhibit (13. Shark Encounter - Access from Interactive Rockpool)

Photos



1



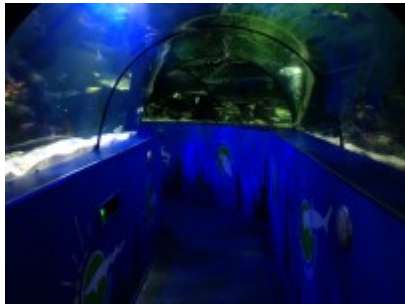
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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is not clearly signed.
- There is stepped access at this entrance/opening.
- There is/are 6 clearly marked step(s), with handrails on both sides, for access to the tunnel viewing area.
- 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.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are not between the recommended 30cm and 45cm.

Attraction / Exhibit

- There is level access throughout this area.

- Clear directional signage is not provided in this area.
- During busy periods this area can become congested.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board format.
- No exhibits can be audio described.
- There are no exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 115cm.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between the walls and the floor in this area.
- The lighting levels in this area are low to moderate.

Exit

- Visitors exit via a separate set of doors/opening.
- The exit is not clearly signed internally.
- There are no doors, however there is an open width of 75cm+ when exiting this area/attraction.
- The exit is stepped.
- There is/are 7 clearly marked step(s), with handrails on both sides, when exiting.
- 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.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are not between the recommended 30cm and 45cm.

Attraction / Exhibit (14. Seadragons)

Photos



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Entrance / Opening

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is clearly signed.
- There is ramped/sloped or stepped access at this entrance/opening.
- The ramp/slope does bypass the step(s).

- There is/are 7 clearly marked step(s), with handrails on both sides, for access to the Seadragons area from the Shark Encounter area.
- 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.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are not between the recommended 30cm and 45cm.

Attraction / Exhibit

- There is level access throughout this area.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board and television/screen format.
- No exhibits can be audio described.
- There are some exhibits which start from the floor level.
- Visitors cannot handle/touch marine life in this area.
- There is a poor colour contrast between the walls and the floor in this area.

- The lighting levels in this area are low to moderate.

Exit

- Visitors exit via a separate set of doors/opening.
- The exit is not clearly signed internally.
- There are no doors, however there is an open width of 75cm+ when exiting this area/attraction.
- The exit is ramped/sloped or stepped.
- The ramp/slope does bypass the step(s).
- There is/are 10+ unmarked step(s), with handrails on both sides, when exiting.
- Handrails are at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are not easy to grip.
- Handrails do not extend horizontally beyond the first and last steps.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are not between the recommended 30cm and 45cm.

Comments

- The exit steps lead up to the first floor.
- Alternative access is via the gift shop staircase platform lift.

Attraction / Exhibit (14. Seadragons - Step Free Route)

Photos



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Entrance / Opening

- There are double, manual doors with an opening width of 75cm+, which may be difficult to open for access to this area/attraction.
- The entrance/opening is not clearly signed.
- The entrance door(s) does/do contrast visually with its immediate surroundings.
- There is ramped/sloped access at this entrance/opening.
- There is a steep permanent ramp, with a handrail on the left going up, for access to the Seadragons area from the Photography Point.
- The ramp/slope does bypass the step(s).

Attraction / Exhibit

- There is level access throughout this area.

- There is stepped access to and from this attraction unless it is accessed via the door described here.
- Clear directional signage is not provided in this area.
- The type of flooring in this area is vinyl.
- Handrails with a rounded or oval profile are not provided in this area.
- This area does not play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board and television/screen format.
- No exhibits can be audio described.
- There are some exhibits which start from the floor level.
- Visitors cannot handle/touch marine life in this area.
- There is a good colour contrast between some walls and the floor in this area.
- The lighting levels in this area are low to moderate.

Exit

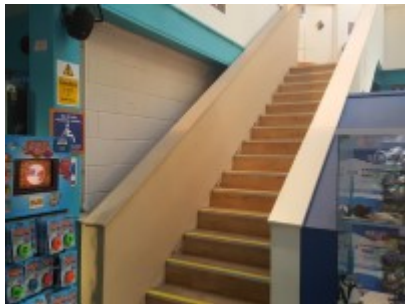
- Visitors exit via the entrance/opening.
- The exit is clearly signed internally.

Comments

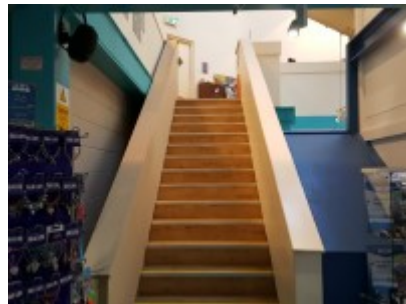
- This route gives step free access to the Seadragons area.
- Alternative access is via steps from the Shark Encounter area.

Other Floors

Photos



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Stairs

- Stairs can be used to access other floors.
- The stairs are for public use.
- The stairs are located in the gift shop, just past the lift.
- The stairs are approximately 18m from the main entrance.
- Signs indicating the location of the stairs are not available from the entrance.
- The floors which are accessible by stairs are G and 1.
- There are 15+ steps between floors.
- The height of the step(s) is/are not between the recommended 15cm and 18cm.
- The height of the step(s) is/are 19cm.
- The depth of the step(s) is/are not between the recommended 30cm and 45cm.

- The steps are clearly marked.
- There is not a/are not handrail(s) at the step(s).
- Handrails are at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are not easy to grip.
- Handrails do not extend horizontally beyond the first and last steps.
- There is not a landing.
- Clear signs indicating the facilities on each floor are not provided on landings.
- The lighting levels at the steps are good.

Lift (Platform Lift)

Photos



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- There is a lift for public use.
 - The lift is located to the right of the main staircase in the gift shop.
 - Signs indicating the location of the lift are not available from the entrance.
 - The lift is approximately 20m (21yd 2ft) from the main entrance.
 - The lift is a platform lift.
 - A member of staff does not need to be notified for use of the lift.
 - The floors which are accessible by this lift are G and 1.
 - Clear signs indicating the facilities on each floor are not provided on lift lobby landings.
 - There is a clear level manoeuvring space of 150cm × 150cm in front of the lift.
 - Lift doors do not contrast visually with lift lobby walls.
 - The external controls for the lift are within 90cm - 110cm from the floor.
 - The colour contrast between the external lift controls and the control plate is good.
 - The colour contrast between the external lift control plate and the wall is good.
 - The clear door width is 91cm (2ft 12in).

- The dimensions of the lift are 108cm x 140cm (3ft 7in x 4ft 7in).
- There are no separate entry and exit doors in the lift.
- There is not a mirror to aid reversing out of the lift.
- There is not a list of floor services available within the lift.
- The lift does have a visual floor indicator.
- The lift does not have an audible announcer.
- The internal controls for the lift are within 90cm - 120cm from the floor.
- There is not a hearing loop system.
- The lift does have Braille markings.
- The lift does have tactile markings.
- The lighting levels in the lift are good.

Comments

- There is a steep ramp to enter/exit the lift on the ground floor.

Counter (Photo Collection)

 **Photos**



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Counter

- The counter is located on the first floor between the restaurant and the Turtles attraction.
- The counter is approximately 4m (4yd 1ft) from the platform lift.
- The counter is clearly visible from the lift.
- There is step-free access to the counter, via lift.
- There is a clear unobstructed route to the counter.
- There are windows, TVs, glazed screens or mirrors behind the counter which could adversely affect the ability of someone to lip read.
- The counter is placed in front of a plain background.
- The lighting levels at the counter are low to moderate.
- There is sufficient space to write or sign documents on the counter.
- There is not a lowered section of the counter.
- The counter is staffed.
- There is not a hearing assistance system at the counter.

- The type of flooring in this area is laminate.

Seating Area

- There is not a waiting area close to the counter.

Comments

- Background noise/music is present.

Eating and Drinking (Restaurant)

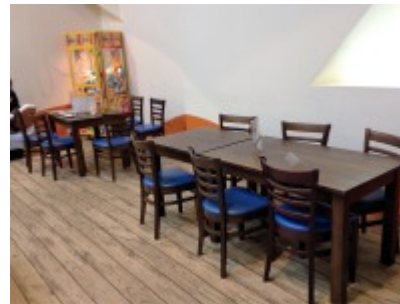
Photos



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- The following information is for the restaurant.
 - The restaurant is located on the first floor.
 - There is step-free access, via lift, to the restaurant.
 - Full table service is not available.

- Food and/or drinks are ordered from the service counter.
- Food and/or drinks can be brought to the table.
- The height of the service counter is medium height (77cm - 109cm).
- There is not a lowered section of the counter.
- There is not a hearing assistance system.
- There is step-free access within the restaurant.
- There is ample room for a wheelchair user to manoeuvre.
- The type of flooring in this area is vinyl and laminate.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- No chairs have armrests on both sides.
- The nearest table is approximately 10m from the entrance/opening.
- The nearest table is approximately 3m from the till/counter.
- The standard height for tables is 62cm.
- Plastic/takeaway cups are available.
- Plastic/takeaway cutlery is not available.
- Drinking straws are available.
- There are hand held menus and wall menus available.
- Menus are not available in Braille.
- Menus are not available in large print.
- Picture menus are not available.

- Menus are clearly written.
- Menus are presented in contrasting colours.
- The type of food served here is hot and cold light meals and snacks.
- The lighting levels are good.

Sea Life Academy

Photos



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- The Sea Life Academy is a teaching room which is located on the ground floor and accessed via the gift shop.
 - Access is via a single manual door.
 - The width of the door opening is 86cm.
 - The door is heavy and opens away from you (push).
 - The flooring is patterned vinyl tiles.
 - There is room for a wheelchair user to manoeuvre.
 - There are no permanently fixed seats and tables.

- Lighting levels are good.

Counter (Gift Shop)

Photos



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Counter

- The counter is located to the rear of the gift shop.
- There is step-free access to the counter.
- There is a clear unobstructed route to the counter.
- There are no windows, TVs, glazed screens or mirrors behind the counter which could adversely affect the ability of someone to lip read.
- The counter is not placed in front of a plain background.
- The lighting levels at the counter are good.
- There is not sufficient space to write or sign documents on the counter.
- There is a lowered section of the counter.
- There is sufficient space to write or sign documents on the lowered section of the counter.

- There is not a clear knee recess beneath the low/lowered section of the counter.
- The counter is staffed.
- There is not a hearing assistance system at the counter.

Inside Access (Gift Shop)

Photos



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Access and Circulation

- There is step-free access throughout the area.
- The type of flooring in corridors/walkways is vinyl.
- There is some flooring in corridors/walkways which is shiny and could cause issues with glare or look slippery to some people.
- The lighting levels are good.

Audio

- This venue does play background music/sound.
- Music/sound is played throughout the gift shop.
- There is not a hearing assistance system.

Exit

Photos



1

Exit

- This information is for the exit located in the reception area, next to the entrance.
- The exit area/door is not clearly signed internally.
- The exit is step-free.
- The exit door(s) does not/do not contrast visually with its immediate surroundings.
- There is a canopy or recess which provides weather protection at this exit.
- The door(s) open(s) away from you (push).

- The door(s) is/are double width but one door is locked.
- The door(s) is/are permanently held open.
- The width of the door opening is 76cm.
- There is a small lip on the threshold of the exit, with a height of 2cm or below.

Accessible Toilet(s)

Photos



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- There is an/are accessible toilet(s) for public use.

Location and Access

- This accessible toilet is located in the gift shop to the rear of the admissions counter.
- This accessible toilet is approximately 21m (22yd 2ft) from the main entrance.
- There is step-free access into the accessible toilet.

Features and Dimensions

- 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 door opens outwards.
- The door is heavy.
- The door is locked by a twist lock.
- The width of the accessible toilet door is 94cm (3ft 1in).
- The door has a horizontal grab rail.
- The dimensions of the accessible toilet are 210cm x 200cm (6ft 11in x 6ft 7in).
- The accessible toilet does not have an unobstructed minimum turning space of 150cm x 150cm.
- The toilet has a non-slip floor.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.
- The lateral transfer space is 60cm (1ft 12in).
- There is a flush on the transfer side.
- There is not a spatula type lever flush.
- There is a dropdown rail on the transfer side.
- There is an emergency alarm.
- The emergency pull cord alarm was out of reach (higher than 10cm (4") from floor) when surveyed.
- There is not a flashing fire alarm beacon within the toilet.

- Disposal facilities are available in the toilet.
- There is a/are general domestic waste, pedal bin and female sanitary disposal units.
- There is a/are coat hook(s).
- The height of the coat hook is 122cm from the floor.

Position of Fixtures

- There is a/are wall-mounted grab rail(s) available.
- As you face the toilet the wall-mounted grab rail(s) is/are on the left.
- There is not 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.
- There is not a mirror.
- There is not a shelf next to the toilet.
- The toilet has a lid.
- The height of the toilet seat above floor level is 40cm (1ft 4in).
- 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).
- There is a wash basin.
- The wash basin cannot be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).
- The height of the wash basin is 74cm (2ft 5in).

- There is a vertical wall-mounted grab rail on the right hand side of the wash basin.
- The wash basin tap type is lever.
- There is not a mixer tap.
- Taps have clear markings to indicate hot and cold settings.
- There is a soap dispenser.
- The soap dispenser cannot be reached from seated on the toilet.
- The height of the soap dispenser is 106cm.
- There is a towel dispenser.
- The towel dispenser cannot be reached from seated on the toilet.
- The towel dispenser is placed higher than 100cm (3ft 3in).
- The height of the towel dispenser is 140cm (4ft 7in).
- There is a hand dryer.
- The hand dryer cannot be reached from seated on the toilet.
- The hand dryer is not placed higher than 100cm (3ft 3in).

Colour Contrast and Lighting

- The contrast between the external door and wall is poor.
- The contrast between the internal door and wall is good.
- The contrast between the dropdown rail(s) and wall is poor.
- The contrast between the wall-mounted grab rail(s) and wall is poor.
- The toilet seat colour contrast is poor.

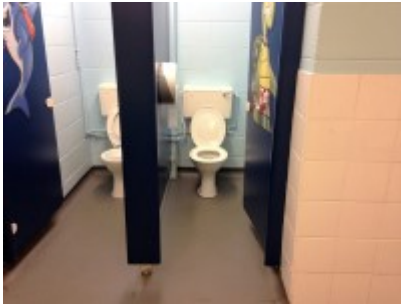
- The contrast between the walls and floor is good.
- The lighting levels are good.

Baby Changing Facilities

- Baby changing facilities are located within the accessible toilet.
- The baby change table is set against the wall, permanently fixed at 75cm from the floor.
- The baby change table is not height adjustable.

Standard Toilet(s)

Photos



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- Standard toilet facilities are available.

Access to Standard Female and Male Toilet(s)

- The female and male toilet facilities that were surveyed are located in the gift shop to the rear of the admissions counter.

- The female and male toilets are approximately 21m (22yd 2ft) from the main entrance.
- There is step-free access into the female and male toilet(s).
- There is pictorial signage on or near the toilet door.
- An ambulant toilet with wall-mounted grab rails is not available.
- There is not a flashing fire alarm beacon within the toilets.
- Lighting levels are good.