



ACCESSIBILITY GUIDE

access@wbstudiotour.co.uk | 0800 640 4550 | wbstudiotour.co.uk

WELCOME

The Studio Tour is a behind-the-scenes walking tour which immerses visitors into the world of filmmaking, featuring authentic sets, costumes, and props, created at Warner Bros. Studios Leavesden. It is primarily a showcase of the sets used and a chance for us to reveal some closely guarded secrets, including facts about the special effects and animatronics that made these films so hugely popular all over the world. There will be interactive elements to the Studio Tour including exciting photographic opportunities. This access statement accurately describes the facilities and services that we offer all our visitors.

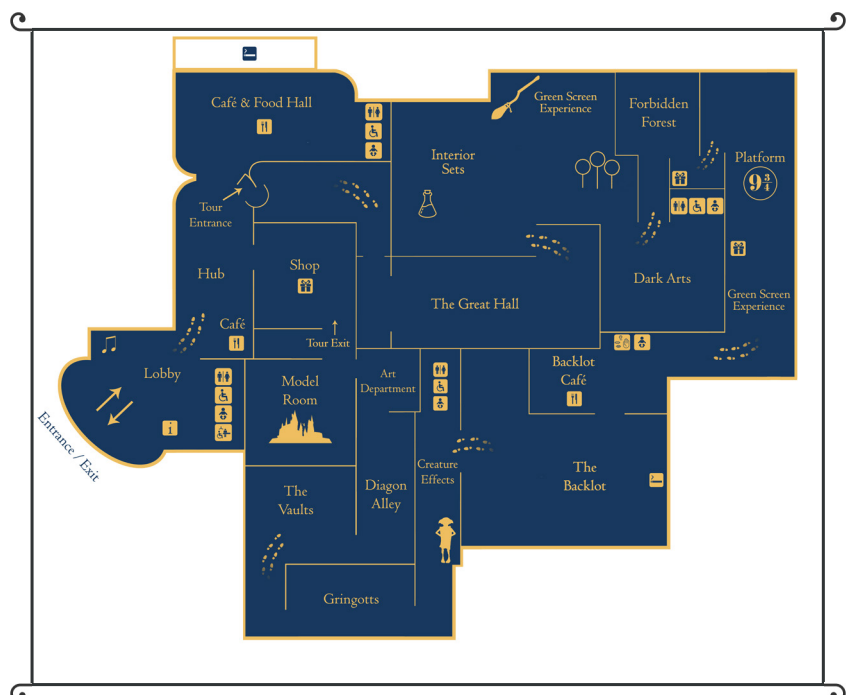
Please contact our Visitor Services Team on 0800 640 4550 if you require any further information.

LAYOUT

- Visitors are guided through the holding room, cinema, and Great Hall. After which visitors are free to walk around at their own pace.
- On average visitors will spend approximately 3-4 hours at the Studio Tour.
- Staff are located throughout the Studio Tour and will assist when necessary.
- The Studio Tour is divided up into sections. Visitors can return to sets within each section before they move on.

The Studio Tour is divided up as follows:

- J Stage (from Interior Sets to Platform 9 $\frac{3}{4}$)
- Backlot and Backlot Café
- K Stage (from Creature Effects to the Model Room)



WBSTUDIOTOUR.CO.UK/ADDITIONAL-NEEDS

ADMISSION COST

Ticket prices are subject to change and can be found on our website. One free carer can be provided for each paying disabled visitor when proof of entitlement can be provided. Please note, that as children aged 4 and under are entitled to free entry, a carer ticket will not be added in this instance.

To collect your carer ticket, you will need to show one of the following proof of entitlement:

- Letter/notice of entitlement for Disability Living Allowance
- Letter from your doctor
- Blue Parking Badge or Freedom Pass
- DID or Access Card
- Any international equivalent of the above

These can be added to your booking by contacting our Visitor Services Team. If you have any questions regarding proof of entitlement, please contact the Visitor Services Team before your visit.

WHEELCHAIR ACCESS

- There is level access throughout the majority of the Studio Tour.
- The Hogwarts Express can be accessed via a short staircase, the inner corridor is too narrow for wheelchairs as this is an original set piece. However, a viewing carriage can be found at the end of Platform 9 ¾.
- The Hogwarts Bridge can be accessed via a short staircase. Alternative access cannot be provided as it is an original set piece with an uneven surface which is unsuitable for wheelchair users.
- The Knight Bus has a short boarding platform which cannot be accessed by wheelchairs.
- Some areas can be difficult to navigate, this includes Diagon Alley's cobbled street, which is also on an incline, the Great Hall's slate floor and the Forbidden Forest's spongy surface.
- Due to the layout of the attraction only a certain number of wheelchair users can enter the latter part of the Studio Tour at any given time. Staff members are present to advise and assist.



MOBILITY SCOOTERS

- Mobility scooters must be no wider than 86cm to enter the Studio Tour for health and safety reasons. Charging facilities are not available for electric scooters or wheelchairs.
- We have a number of free manual wheelchairs, available to borrow for the duration of your visit. The wheelchairs are available from the Information Desk on a first come basis and cannot be pre-booked.

SEATING

- There is seating throughout the Studio Tour.
- We have a number of free lightweight foldable stools available to borrow. Please speak to a member of staff on the day of your visit.

ASSISTANCE DOGS

- We welcome all registered guide dogs, assistance dogs, buddy dogs, hearing dogs and medical alert dogs into the Studio Tour. If you wish to bring a guide dog in training with you for your visit, please ensure you have formal identification for the dog with you such as the official 'guide dog in training' blue jacket.
- If your dog requires a water bowl, please ask a member of staff who will be happy to provide one.
- The spending area, a designated toilet space for guide dogs to use outside can be found off the Backlot. Please ask a team member for assistance.

VISITORS WITH HEARING IMPAIRMENT

- Ear defenders are available to borrow for visitors who are sensitive to loud noises. They are available to collect from the information desk on arrival.
- Induction loops are fitted at our ticket windows, information desk, holding room and cinema which are compatible with most hearing aids provided with the "T-coil" (T switch) function. Personal induction loops can also be provided for our Digital Guides. Please note, the induction loop is not available in the Creature Effects Department.
- Subtitles are present on media throughout the attraction, except for the Holding Room and Cinema. For these areas, we can provide a portable iPad with a subtitled version of the cinema film for those who are deaf or hard of hearing. Please request these ahead of time by contacting our Visitor Services Team.
- The videos on our Digital Guides are subtitled in nine different languages. They are provided free of charge to visitors with hearing impairments.
- BSL tours with a qualified sign language interpreter can be requested from our Visitor Services Team. Please fill out our [request form](#) and email it to access@wbstudiotour.co.uk. Our interpreters are subject to availability and will remain onsite for the duration of your visit after meeting you at the Information Desk upon arrival. BSL tours are limited to eight visitors per interpreter.



VISITORS WITH VISUAL IMPAIRMENT

- Some parts of the Studio Tour have low lighting.
- Touch tours are not available at the Studio Tour as we feature authentic sets and props from the Harry Potter film series.
- An audio descriptive tour can be provided, subject to availability. For more information and to make a request please use the [request form](#) and email it to access@wbstudiotour.co.uk.

VISITORS WITH AUTISM

- The Studio Tour welcomes large numbers of visitors daily, which can be noisy and overwhelming for visitors with Autism.
- The quieter tours are often the first or last tour of the day however this cannot be guaranteed. Opening times can be found on our website [here](#).
- Our Autism and Visitor Support Guide can be found [here](#). This is a guide for parents/carers of visitors on the autistic spectrum and related conditions.
- We can arrange for visitors to bypass queues in busier areas of the Studio Tour. Please speak to a member of staff on the day of your visit.
- If you find that you need somewhere quiet, the Studio Tour has a Sensory room and Sensory chair that can be used as a quiet space. This is located next to the Parent and Baby room in the Backlot Café. Visitors can be escorted here by a member of staff if required.



VISITORS WITH HIDDEN DISABILITIES

- Visitors with additional needs can collect a Sunflower Lanyard during their visit. These act as a discreet sign to staff that an individual may need additional assistance or support during their visit.
- Our staff have been trained to recognise if an individual is wearing a Sunflower Lanyard to ask whether there is anything that they may need assistance with.



VISITORS WITH CLAUSTROPHOBIA

- There are enclosed areas within the Studio Tour with low lighting, like the holding room and cinema.
- The Studio Tour may be busy at times. Please speak to a member of staff on the day of your visit if you are feeling overwhelmed or if you suffer from claustrophobia or panic attacks.

BABY CARE

- A Parent and Baby Room is also available at the Studio Tour. It's equipped with a nursing chair, a baby changing unit and ample space for a pushchair. If you require access to this prior to entering the Backlot Café, please speak to a member of staff.
- Each toilet block has a baby changing unit available.
- The Studio Tour is pushchair friendly.
- Staff in the Food Hall and Backlot Café can assist with warming bottles and baby food.



GETTING HERE

Find us here:

Warner Bros. Studio Tour London
Studio Tour Drive
Leavesden
WD25 7LR



TRAVEL BY CAR

- For directions, please visit our website [here](#).
- Parking is provided free of charge in our car park directly outside the Studio Tour. A number of blue disability badge parking bays are available close to the main entrance for the convenience of our eligible visitors.
- When entering the car park, please make sure you have your booking confirmation ready to show our Car Parking Team. If visiting as part of a group travelling independently, each vehicle will require a booking confirmation to show at the car park entrance.

TRAVEL BY PUBLIC TRANSPORT

- The Studio Tour's nearest railway station is Watford Junction and direct services arrive there from both London Euston (20-minute journey) and Birmingham New Street (1 hour journey).
- The Studio Tour is 15 minutes away via our shuttle bus. The shuttle bus is included in the price of your ticket, and you must show a valid Studio Tour ticket or booking confirmation for the date of travel to the driver to use this service.
- The Shuttle bus is operated by National Express and runs every 20 minutes from 9:20am (with additional services available from 8:15am when the first Studio Tour is at 9:00am.) For more information regarding this, please see the [opening times calendar](#) on our website.
- The shuttle bus has a ramp and is wheelchair accessible. It can accommodate one wheelchair per journey.



TOILETS & CHANGING PLACES FACILITY

- Throughout the Studio Tour, we have accessible toilets that are stoma friendly. Each accessible toilet has a shelf to provide a space to lay out medical supplies.
- A Changing Place facility can be found in our Lobby and is accessed using a RADAR key. If you require use of this space during your visit and do not have a RADAR key, please speak to a member of staff.
- The facility is big enough for a wheelchair user with two carers and is equipped with grab rails, WC, a hoist, a height adjustable changing bench, a height adjustable basin and an alarm pull cord. We do request that visitors bring their own sling to use with the hoist.



FOOD & DRINK

- Visitors can enjoy a hot meal, sandwich or snack in our Hub Cafe, Food Hall & Chocolate Frog Cafe, and Backlot Cafe.
- We provide a range of food suitable for a vast number of food sensitivities and allergies. For more information and menus please visit our food and drink [page](#).
- The Food Hall can be found in the Lobby. Visitors have access to the Food Hall, Chocolate Frog Café and Hub Café before or after their visit.
- The Backlot Café is situated halfway through the Studio Tour.
- Butterbeer and Butterbeer ice cream can be purchased in our Backlot Café.
- Butterbeer is suitable for those with gluten, wheat and nut allergies. It does, however, contain trace amounts of dairy. Alternatively, a vegan bottled or draft Butterbeer is also now available.
- Visitors are welcome to bring their own lunch and eat in our picnic areas. These are located at the front of the Studio Tour and in the Backlot.



THE STUDIO SHOP

- There are three shops located throughout the Studio Tour: the Studio Shop, the Forbidden Forest shop, and the Railway shop on Platform 9 ¾.
- Stock at the Forbidden Forest shop is subject to change in line with Studio Tour features and is not always available.
- All three shops are only accessible with a valid Studio Tour ticket for the date of your visit.



EMERGENCY

ALARMS

- In the event of an alarm sounding at the Studio Tour, visitors should follow any instructions given by members of staff and make their way through the nearest exit door.
- The Studio Tour has Evacusaft Chairs for visitors with mobility issues, which our staff are fully trained on.



LOST VISITORS

- If anyone becomes separated from your party, please let a member of staff know as soon as possible, our staff will be able to assist you in locating the remainder of your party.
- Children under the age of 16 must be always accompanied. Unaccompanied children will not be able to proceed to new areas of the Studio Tour without an adult.

FIRST AID

- If you or one of your party require first aid, please approach the closest member of staff.
- First aiders wear a green cross on their name badge. A Paramedic is also on-site to assist, if needed.
- A first aid room is available at the Studio Tour.



SECURITY

- For the safety of the public and the protection of the Studio Tour, visitors may be subjected to a bag and/or personal search on entry.
- Certain items are prohibited from entering the Studio Tour including knives and bladed weapons, alcohol or illegal drugs, CS / pepper spray or anything which could be considered security risk.
- Items found will be confiscated and illegal items will not be returned. We work in conjunction with the police to maintain safe and enjoyable experience for all. Please not bring these items with you.



PUBLIC ADDRESS (PA) ANNOUNCEMENTS

PA announcements may sound during your visit to the Studio Tour. These are used, on occasion, to relay information to our visitors.

STAFF

- All staff have disability awareness training.
- Some staff have BSL training.
- If you require assistance while visiting the Studio Tour, any member of staff will be happy to help.



Warner Bros. Studio Tour London – The Making of Harry Potter is committed to improving access and facilities for all visitors and welcomes all comments from individuals and groups regarding the services we provide. Please contact our team; access@wbstudiotour.co.uk.

We hope you enjoy your visit to Warner Bros. Studio Tour London – The Making of Harry Potter.

We look forward to meeting you.