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London Eye

# Lastminute.com London Eye

## Accessibility Guide

We are committed to inclusivity and accessibility and want to ensure that every guest has the best experience possible.

This document is designed to help inform you of everything The London Eye can offer to make it accessible to every guest.

Should you wish to discuss with our team before you visit, you can contact us at [customer.services@londoneye.com](mailto:customer.services@londoneye.com).

# Staff Awareness



Our team are aware that every person's experience with disability is unique, and are trained to accommodate everyone.

## Tickets

One carer can enter The London Eye for free when accompanying a disabled guest. You must present one of the following forms of documentation on the day to enter with a carer ticket:

- Entitlement to Disability Living Allowance for children under 16 or Personal Independent payments for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book
  - Attendance Allowance or Carer's Allowance letter of award
  - Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded
  - A Blue or Orange badge, or
  - In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI).
  - International Proof of Disability (ISA (international symbol of access) or similar must be printed on it)
- Please note: The carer must be 14+ years.



## Pushchairs

Pushchairs must be folded when on board The London Eye for health and safety reasons. We have a buggy park in our ticket office where they can be left. The London Eye River Cruise can accommodate buggies.



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# Mobility Access

At The London Eye we can accommodate for all mobility requirements. We can allow wheelchairs of up to 94cm width onto The London Eye and 83cm width on The River Cruise.



## Mobility Scooters

We can allow mobility scooters of up to 94cm width onto The London Eye and 83cm width on The River Cruise. However please note that the lift on the London Eye River Cruise can accommodate standard size wheelchairs only.



## Accessible Queuing Entrance

For guests who may find it difficult or cannot stand for long periods of time either due to a physical disability or a learning/emotional impairment, we would like to extend the invitation for them to join us in our Accessible (Fastrack queue line). Please speak to a member of staff at the Fastrack entrance for assistance.



## Hearing Impairment

We have induction loops at our tills and a British Sign Language guide on our River Cruise (from April 2023)

# Pregnant/Breastfeeding Guests



Pregnant guests are welcome to visit The London Eye at any time during their pregnancy and are able to gain access to all levels of the attraction. We are a breastfeeding friendly attraction and our staff will be more than happy to provide you with a quiet space should you require one.

## First Aid



We have a number of first aid kits available throughout the attraction and trained first aiders onsite. Should you require first aid when you visit, please speak to a member of the team. Should you require assistance whilst on the Pod, we can communicate to you via an onboard intercom.

## Assistance Animals



Assistance dogs including guide dogs, seeing eye dogs and hearing dogs are permitted on The London Eye. Please note that other therapy pets and/or emotional support animals are not permitted onboard.

## Toilets



We have two accessible toilets on site – one of which requires the use of a RADAR Key. Please speak to staff if you require assistance.



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# The Hidden Disabilities Sunflower Lanyards

The Sunflower is a globally recognised symbol for Hidden Disabilities.



The lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support, time and understanding.

Feel free to bring one if you have one.



# Waterloo



# The London Eye



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# Sensory Information

## See:

- Crowds outside The Eye
- Flashing lights from our cameras by the greenscreen in our queue
- Other people on The Pod
- Seeing London from above
- Flashing lights at the end of your rotation

## Hear:

- Live music by performers further down the Southbank.
- Music in the queue line.
- A safety voiceover once you are on the Pod
- Music in the ticket office

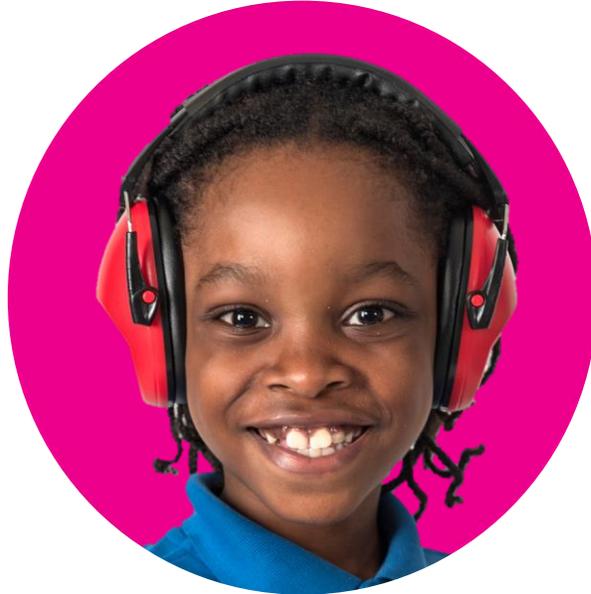


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Some items you are allowed to bring:



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# Who to ask for help?

Any of our London Eye staff will be able to help you or point you in the right direction!

We are often wearing pink or grey and you can find us all around The London Eye.



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# Helpful tips and tricks!

## Before

- The time on your ticket for The London Eye is the time you join the queue.
- We advise that you get to the London Eye River Cruise 15 minutes before the time on your ticket.
- It's best to go to the toilet beforehand as once you are on the pod you won't be able to go for half an hour. (Please see our map to find the toilets)
- Don't worry if you are late! We understand that travel doesn't always go to plan, so you will be welcome to come at any point within our opening hours.



## During

- The London Eye and The London Eye River Cruise both have ramps that can be used to board.
- The London Eye can stop its rotation if it is needed to give you time to board.
- There is an intercom within the pods of The London Eye that you can use to communicate with our ride operator.
- There is an accessible toilet on The London Eye River Cruise.

We hope you enjoy your visit!



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