

LONDON EYE ACCESSIBILITY GUIDE



LONDON
EYE

At the London Eye we are committed to inclusivity and accessibility. We continuously focus on ensuring that every guest can comfortably navigate and experience our attractions.

This document is designed to help inform you of all we offer our guests. If you have any queries you would like to discuss before your visit, please contact us on customer.services@londoneye.com



QUEUING

For guests who may find it difficult or cannot stand for long periods of time either due to a physical or hidden disability, we would like to extend the invitation for them to join us in our Fast Track/ Accessible queue line. Please speak to a member of staff at the Fast Track entrance upon arrival.

BUGGIES/ 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 are left free of charge. On the London Eye River Cruise pushchairs must be placed on the lower deck during the tour.

HEARING IMPAIRMENT

Our tills are equipped with Induction Loops.
Our London Eye River Cruise offers a British Sign Language (BSL) cruise once a month.
[London Eye River Cruise | British Sign Language \(BSL\) Tours](#)

VISION IMPAIRMENT

Our River Cruise includes commentary performed by our skilled team throughout the entirety of the cruise.
A braille book is available to use during your visit on the London Eye however will need to be returned once you have finished your experience.
Speak to a member of our team at the queue who can grab this for you.



FIRST AID

Should you require first aid during your visit please speak to a member of the team who will be able to request our trained first aiders attendance. If you require assistance while on the Pod, you can communicate to us 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.

PREGNANT/ BREASTFEEDING GUESTS

The pods offer comfortable seating and the slow-moving ride is not considered a risk to pregnant visitors. Please note the rotation lasts up to 30 minutes.

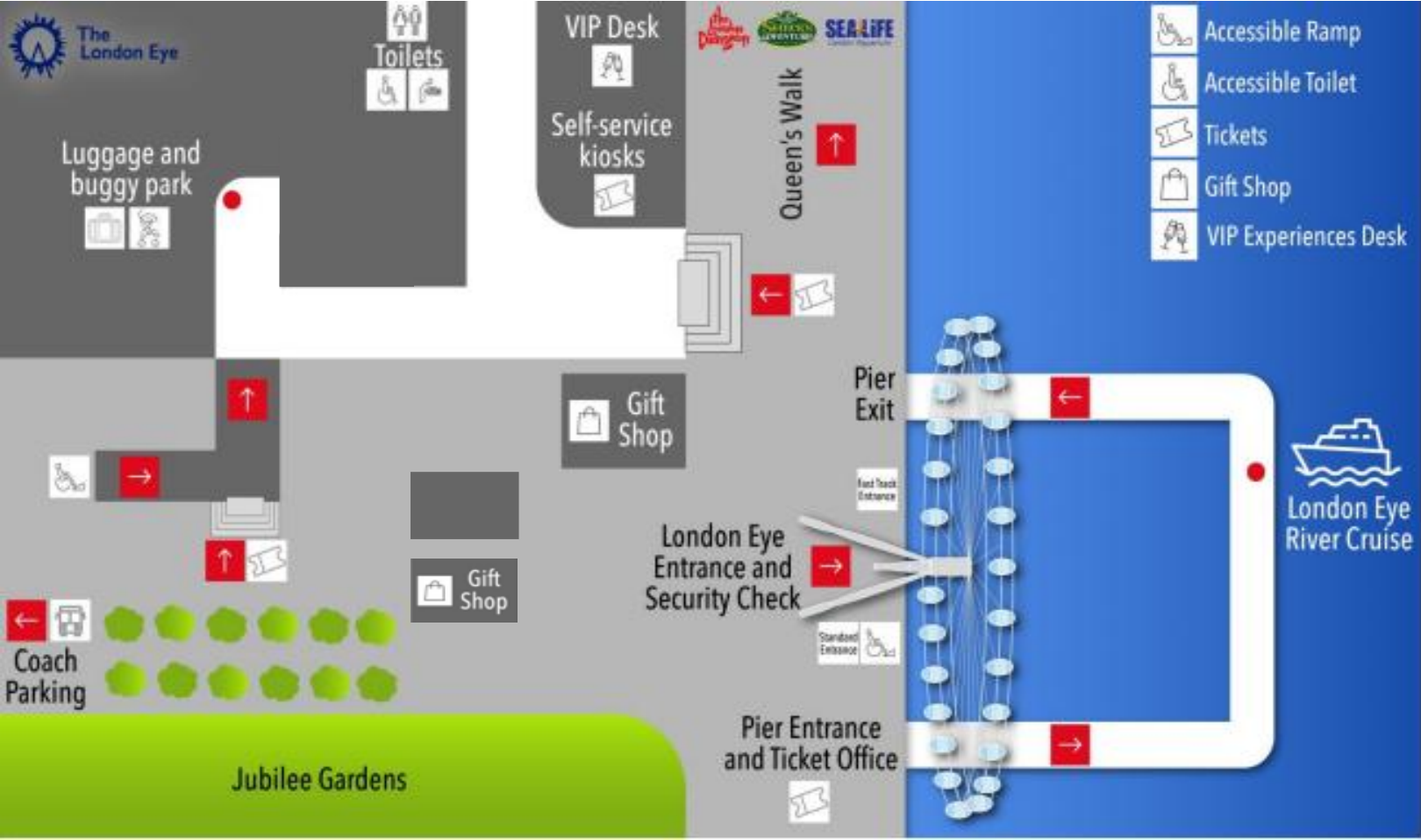
Although we do not have a dedicated family room on site our team will be more than happy to provide you with a quiet space should you require one.

TOILETS

Located in our ticket office we have two accessible toilets- one of which requires the use of a RADAR key. Please speak to our team if you require assistance.



WHERE CAN YOU FIND US?



WHEELCHAIR AND MOBILITY ACCESS



Our step-free access routes gives our guests a smooth journey with ramps and level flooring around our attractions. If you are visiting the London Eye River Cruise a lift is also available for standard wheelchairs for access to either our top or bottom deck.

Wheelchairs and mobility scooters are permitted onto both the London Eye however due to health and safety we are only permitted to allow entry to 2 wheelchair users per pod and 8 on The London Eye at any one time and 3 per cruise.

Please note that the width of our London Eye boarding gate and ramp is 37 inches and the width for our London Eye River Cruise is 32 inches.

A timed wheelchair reservation slot is required alongside your tickets to ensure all guests can board at their desired time.

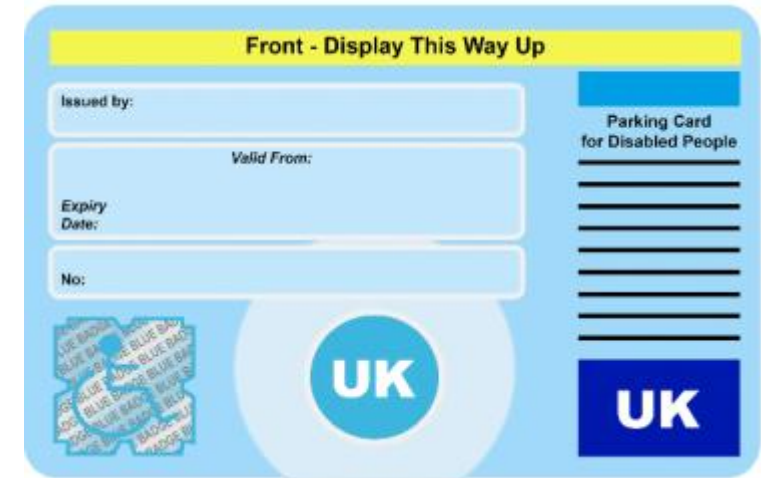
CARER TICKETS



We do not offer a discounted ticket for disabled guests, but you can book a free carer ticket alongside your order when purchasing a standard, Fastrack or multi-attraction ticket in advance from our website. You must purchase at least 1 full-priced ticket to be able to add a carer ticket to your basket.

You must present one of the following documents, or an International Equivalent as proof of eligibility:

- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) 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 Incapacity Benefit, Employment and Support Allowance (ESA) Disability Students' Allowance (DSA), or DID card (UK Disabled ID card).
- A valid Blue Badge
- In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI)
- Credibility's Access Card with the carer/companion symbol



HIDDEN DISABILITIES SUNFLOWER LANYARD

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

Our team is trained to recognise the hidden disabilities sunflower lanyard.

Please speak to a member of staff at any point during your visit, should you require any assistance.



SENSORY INFORMATION



SEE:

- Crowds around the London Eye area
- Queues with guests
- Security checks
- Flashing lights from our cameras by the greenscreen in our queue
- Safety gates before boarding
- Other guests in the Pod
- 360 view of London
- Flashing lights for cameras at the end of rotation



HEAR:

- Live music by performers along the Southbank
- Music in the queue line
- A safety voiceover once you are on the Pod
- Music in our London Eye Ticket Office

WHAT TIME SHOULD I JOIN THE QUEUE?

- For the **London Eye** please join the queue at the time on your ticket.
- For the **London Eye River Cruise** we advise to join queue no later than 15 minutes before the time on your ticket

WHERE ARE THE TOILETS LOCATED?

Toilets are located in our ticket office (Check our map to help find them). We recommend heading there before you enter our queues as there are no toilet access during the experience.

There are also toilets located on the main deck of our London Eye River Cruise.

HOW CAN I CONTACT SOMEONE ON THE POD IN AN EMERGENCY?

There is an intercom within the pods of the London Eye that can be used to communicate with our Ride Operators.

IT WILL TAKE ME LONGER TO BOARD THE POD, WHAT SHOULD I DO?

The London Eye moves slowly during the rotation however if you are concerned about boarding the London Eye can be stop its rotation if it is needed to give you time to board.

WHAT ITEMS CAN I TAKE ON THE LONDON EYE?

- Ear defenders
- Sensory toys
- Walkers



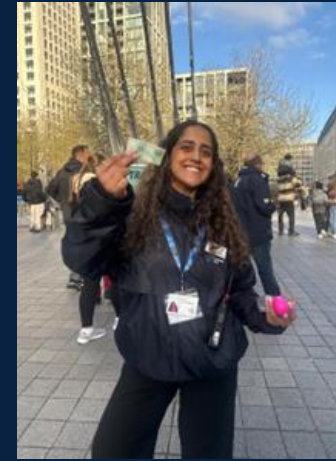
TIPS AND TRICKS!

OUR TEAM

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

We are present all around the attraction and can be spotted wearing our blue and black uniform.

If you have any questions, want to be pointed in the right direction or just want to learn a London Eye fact please reach out to our members of staff.



**WE HOPE YOU
ENJOY YOUR VISIT**



**LONDON
EYE**