

SEA LIFE Manchester – Accessibility Information

Accessibility in VIP Experiences

Virtual Reality

- For the full experience, this requires some mobility to manoeuvre onto the Virtual Reality machine chairs, including using a small step. However, we have had guests in the past with little or no mobility simply wear the headset instead of sitting in the chair. Whilst this does not give the full experience, we have had guests in the past request to do this and have enjoyed the Virtual Reality headset.
- Guests who experience motion sickness may not enjoy this experience due to the machine's movement

Turtle Feeding Experience

- Due to the location of our Ocean Tank, we require guests to be able to climb around 15-20 steps up to the top of our tank where this experience takes place
- We also require guests to be able to kneel/lean down to feed the turtles (this experience can be done standing in exceptional circumstances)
- This is specified in the description of the experience on our website when booking

Snorkelling with Sharks Experience

- Again, due to the location of our Ocean Tank, we require guests to be able to climb around 15-20 steps up to the top of our tank where this experience takes place
- There is also a small ladder to climb down into the snorkel cage which guests are required to be able to climb up and down
- Guests taking part must have the ability to swim as the experience takes place inside the water
- Guests must fill out a medical waiver that can be found on our website

Beyond the Surface Tour

- This experience has completely flat surfaces so all can enjoy. One section of the tour requires those with pacemakers to stay behind a line for safety as we have strong magnets working so this may limit the experience slightly, but in general still allows the guest to enjoy the large majority of the experience

Accessibility in areas of the centre:

Admissions

The floor here is completely flat. We have one queue for all guests whether prebooked or purchasing. If guests are unable to queue due to a hidden disability etc, they are more than welcome to head to the staff at the front desk and explain they cannot queue, so we can skip them through quicker. We also offer a green lanyard scheme for guests who have hidden disabilities, which allows staff to be more aware that these guests may need extra help around the centre, or extra assistance if an evacuation occurs.

Turtle Beach

We offer a Turtle Beach show at the beginning of our centre, which is a 5 minute projection show. The room this takes place in is quite dark and the audio can be quite loud. Guests can skip this show if they ask the host of the show if guests do not feel comfortable in here. Flooring in the show room is flat, with a ramp down into the main part of the aquarium.

Shoaling Ring

This room is the first room in our attraction. Lighting is quite dark in here however the next room is lit much more brightly for guests who are uncomfortable in the darkness. The floor here is completely flat and so accessible to all, and we have small benches in here for those requiring a seat.

Eel Head Up

This area is lit up with tanks at all heights so everyone can see. There is a section of a tank where guests can climb under to see the tank from another perspective. This small viewing space requires guests to be able to kneel down and duck under the tank. However, guests who are unable to do this can see the entire tank as they travel around the area anyways and so do not miss out on seeing any of our creatures.

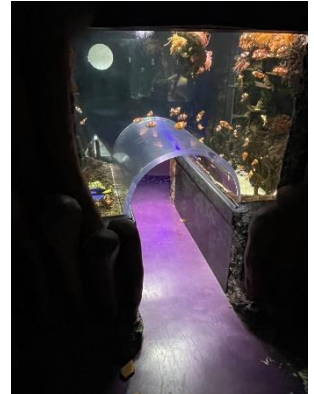


Shipwreck

The floor in here is slightly bumpy (like floorboards) as it is themed to be like a shipwreck. However this is all flat and accessible to everyone. The lighting here is quite dark again.

Reef

The flooring in reef is completely flat. We have tanks lower down so everyone can see. One of our tanks has a small tunnel guests can crawl under. This tunnel requires mobility to crawl, however guests can still see all creatures as they move around the tank without the need to go under the tunnel.



Ocean Tunnel

Our Ocean Tunnel is where guests can see our Ocean Viewing Tank from a different angle. Guests can look up and see our creatures swimming above them. Lighting in here is brighter and flooring is completely flat again for accessibility for all.

Turtle World

This is where our Virtual Reality machines are located, along with snakes which some guests prefer to skip past. It is easy to skip by them by heading past our terrapin tank instead. Flooring here is completely flat so accessible to all and lighting is dimmer than in the tunnel.

Ocean View

Ocean View holds our biggest tank, our Ocean Viewing Window. The flooring here is completely flat, and we have small benches for guests who require seating. Lighting is brighter in this area.

Play Area

Our play area flooring is completely flat, however in order to use the full climbing frame, guests are required to have the ability to climb large steps and climb over obstacles. There are benches in here for those requiring seating. Our toilets are up 3 steps to the left of the play area, however we also have an accessible toilet in the play area that has flat flooring for those who are unable to use the steps.

Seahorses

This area has completely flat flooring so accessible for all. Lighting is much dimmer than the previous section, however it is easy to head through the section quickly into our next area, which is much more brightly lit.

Stingray Bay

This area is circular with a flat floor for accessibility for all, with glass low down for all to see. However, we also do have a viewing platform from above that is one step up and so requires the ability to use a step. Lighting in here is bright and music is quite loud.



Ranger

This area has flat flooring and holds our Photo Desk. Lighting is much dimmer than in the previous section, however guests can quickly pass by into the next section.

Rockpool

We are able to bring starfish out of our rockpool in order to include those with limited mobility. The floor here is completely flat, and for those who are scared or have an aversion to different textures, we have fake starfish to practise touching first. Lighting here is bright and there is music in the background.

Native Shores

This area is dimly lit, with flat flooring throughout. There is a display that guests are able to crawl through or children can travel through. Whilst the display tunnel is short and may not be adequate to push a wheelchair through, there is space next to the display to see all creatures so no one misses out!



Retail

Our retail shop has completely flat flooring throughout and varying heights of shelves. Our staff are happy to bring items down from top shelves if guests are unable to reach.

Notes:

Evacuation

In terms of evacuation, we do have exits that are accessible by ramp, however for guests in areas at time of evacuation nearer to an exit that requires use of minimal steps, we have Evac Chairs on site to help with the safe evacuation of those who have difficulty using steps.

Assistance/Guide dogs

We welcome all assistance dogs and guide dogs in our centre, and offer carer tickets to those who hold carer proof (e.g. Blue Badge).

Sensory Sensitivity

In terms of sensory sensitivity, we welcome those with sensory sensitivity in our attraction at all times. We do however suggest to anyone who has sensory sensitivity to visit at our quieter times, usually after 2pm on weekdays within term time. We are quite a dark centre in terms of lighting in many areas, at varying degrees, and have music throughout so some areas can be louder than others. We also have ear defenders (subject to availability) at our admissions area for guests who would like to borrow a pair.

We do have specific quiet hours on a Wednesday 10-12pm where all sounds are turned off in our centre, including Turtle Beach, which serves as a walk-through without noise. In addition, one Sunday a month we also offer Quiet Mornings 9:30am-11am – for information regarding dates please contact info@sealifemanchester.co.uk .

We also have our Green Lanyard scheme in place, to help those with hidden disabilities. Please ask a staff member upon arrival for a Green Lanyard. This means that staff around the centre will be able to tell that the person wearing the Lanyard has a hidden disability and may require extra assistance. We have Quiet Areas where staff members, upon being asked, are happy to take guests who are struggling.

Parking

SEA LIFE Manchester is located within Trafford Palazzo, who have their own free car park, with spaces for Blue Badge holders. There is also parking around the Trafford Centre, which is around a 10 minute walking distance away.