



ACCESSIBILITY GUIDE

access@wbstudiotour.co.uk | 0345 084 0900 | wbstudiotour.co.uk

WELCOME

The Studio Tour is a behind-the-scenes walking tour which immerses visitors into the world of film-making, 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.

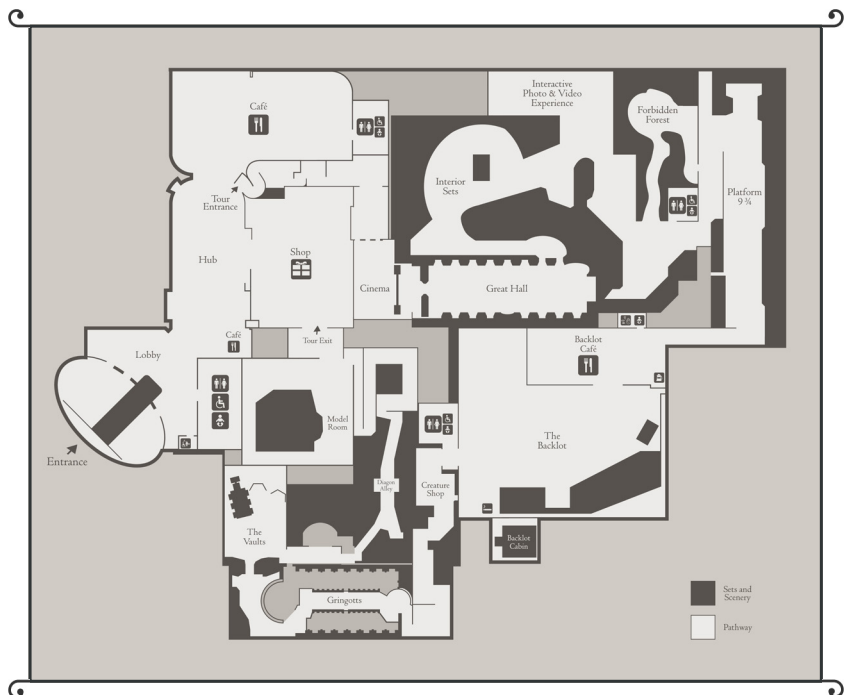
Please contact our Visitor Services Team on 0345 084 0900 if you require any further information.

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 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 tour is divided up as follows;

- J Stage (Interior sets on wayfinding map)
- Forbidden Forest
- Platform 9 ¾™
- Backlot and Backlot Café
- K Stage (Creature Shop, Gringotts, Model Room)



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ADMISSION COST

Ticket prices are subject to change and can be found on our website. One free carer ticket can be provided for each paying disabled visitor when proof of entitlement can be provided.

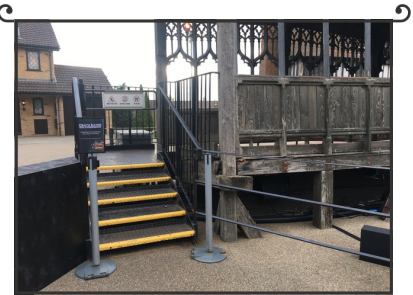
Current forms accepted are as follows;

- Letter/notice of entitlement for Disability Living Allowance
- Letter from your doctor
- Blue parking badge or Freedom Pass
- DID or Access card

These can be added to your booking by contacting our Visitor Services Team. Please contact us if you have any questions regarding entitlement.

WHEELCHAIR ACCESS

- There is level access throughout the majority of the Studio Tour.
- 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.
- The Hogwarts Express™ can be accessed via a short staircase. Alternative access cannot be provided as it is an original set piece with a narrow corridor which is unsuitable for wheelchair users. However, a viewing carriage can be found at the end of the *Hogwarts Express*.
- 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, the Forbidden Forest's spongy surface and Privet Drive's narrow doorway.
- Due to the layout of the attraction only a certain number of wheelchair users can enter the latter part of the tour at any given time. Staff members are present to advise and assist.



MOBILITY SCOOTERS

- For health and safety reasons we cannot allow mobility vehicles or electric scooters wider than 86cm to enter the attraction.
- We have a number of free manual wheelchairs available to borrow from the Information Desk, for those who need to arrive using a large mobility vehicle or electric scooter. These do not need to be pre-booked.

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SEATING

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

ASSISTANCE DOGS

- We welcome assistance dogs and can provide water bowls for them. These are provided at the Information Desk.
- The nearest toilet area for assistance dogs is located off the Backlot. Please ask staff for assistance.
- Due to the nature of the Studio Tour we are unable to permit entry to assistance dogs in training.

VISITORS WITH HEARING IMPAIRMENT

- Ear defenders are available to borrow for visitors who are sensitive to loud noises. Please speak to a member of staff on arrival.
- Personal induction loops can also be provided for our Digital Guides. Induction loops are fitted at our Information Desk, Holding Room and Cinema section.
- They are compatible with most hearing aids provided with the “T-coil” (T switch) function.
- (Please note the induction loop is not available in the Creatures Effects Department).
- Subtitles are not present on media throughout the attraction. However, we can provide a portable iPad which contains a subtitled version of the cinema film for those who are deaf or hard of hearing. You can request these in advance by contacting our Visitor Services Team.
- The videos on our Digital Guides are subtitled in 9 different languages. They are provided free of charge to visitors with hearing impairments.
- BSL tours, with a qualified signer, can be requested, subject to availability. The interpreter will remain onsite for the duration of your visit and will meet you in the entrance foyer. For more information and to make a request please use the [request form](#) and email it to access@wbstudiotour.co.uk

VISITORS WITH VISUAL IMPAIRMENT

- Some parts of the Studio Tour have low lighting. We have information available in text and braille.
- Interactor guides are available for Audio Descriptive Tours. A member of staff will accompany your party during your visit to provide some additional information about the sets, costumes and props on display. These can be requested, subject to availability. To make a request please use the [request form](#) and email it to access@wbstudiotour.co.uk.
- Touch tours are not available at the Studio Tour as we feature authentic sets and props from the Harry Potter™ film series.

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 [here](#).
- Our Autism Guide can be found [here](#). This is a guide for parents/carers of visitors on the autistic spectrum and related conditions.
- Noise cancelling ear defenders are available for the cinema experience. These can be collected from our Information Desk.
- We can arrange for visitors to bypass the entrance queue line in the Lobby when busy. 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 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 might need assistance with.

- Sunflower lanyards are available to collect free of charge from either the Ticket Window or Information Desk during your visit. Please speak to a member of staff who would be happy to assist you.



VISITORS WITH CLAUSTROPHOBIA

- There are areas which have enclosed spaces at the Studio Tour, the Holding Room and Cinema.
- The Studio Tour can get congested. Staff members are on hand to assist if needed.

If you suffer from claustrophobia or panic attacks, please speak to a member of the team, on the day of your visit for further guidance.

GETTING 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.

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- 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 has a ramp and is wheelchair accessible. It can accommodate 1 wheelchair per journey.
- The shuttle bus is operated by Mullany's Coaches and runs every 20 minutes from 9.20am (with additional services available from 8.15am when the first tour is at 9am). For more information regarding this, please see the [opening times calendar](#).
- Prices are located on our [Getting Here](#) page. Please be advised all prices are subject to change.
- Both cash and contactless card payments are accepted on board the shuttle bus service.
- You will need a valid Studio Tour ticket or booking confirmation for the date of travel to use this service. Please have this ready to show the driver when boarding.

BABY CARE

- A Parent and Baby room is also available at the Studio Tour. It's equipped with a nursing chair, 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.
- Hot water for heating up bottles can be provided within the Studio Café or Backlot Café.

TOILETS & CHANGING PLACES FACILITY

- There are accessible toilets located throughout the Studio Tour.
- A Changing Place facility is located 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 2 carers and is equipped with grab rails, WC, a hoist, height adjustable changing bench, height adjustable basin and an alarm pull cord. We do request that visitors bring their own sling to use with the hoist.



THE STUDIO SHOP

- There are 3 shops located throughout the Studio Tour; the Studio Shop, the Forbidden Forest shop and the *Platform 9 ¾* shop.
- These shops are only accessible with a valid Studio Tour ticket for the date of your visit.



FOOD & DRINK

- Visitors can enjoy a hot meal, sandwich or snack in our Food Hall & Chocolate Frog Café, Hub Café, and Backlot Café.
- 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 is located next to the Hub. Visitors have access to the Food Hall, Chocolate Frog Café and Hub Café before and after their visit.
- The Backlot café is situated halfway through the 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 so is unsuitable for vegans or anyone with lactose intolerance.
- 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.

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 Evacusafe chairs for visitors with mobility issues, which our staff are fully trained on.

Lost visitors

- If you or a member of your party becomes separated, please let a member of staff member know as soon as possible. All our staff are contactable by radio.
- Lost children will be kept with a member of staff until they are reunited with the family or group.



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. All first aiders and staff wear radios.
- A first aid room is available at the Studio Tour.

SECURITY

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



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