

Guide sheet: Accessing the Event

Where?

Winter Wonderland is located on the Parade Ground on the East side of Hyde Park.

There is no specific Disabled entrance although we would advise using the Family entrance at the North of the site (See Map). Our entrance at Hyde Park Corner can get very busy at peak times.

All our entrances are step free, please note that there are bag searches in operation at all of our entrances.

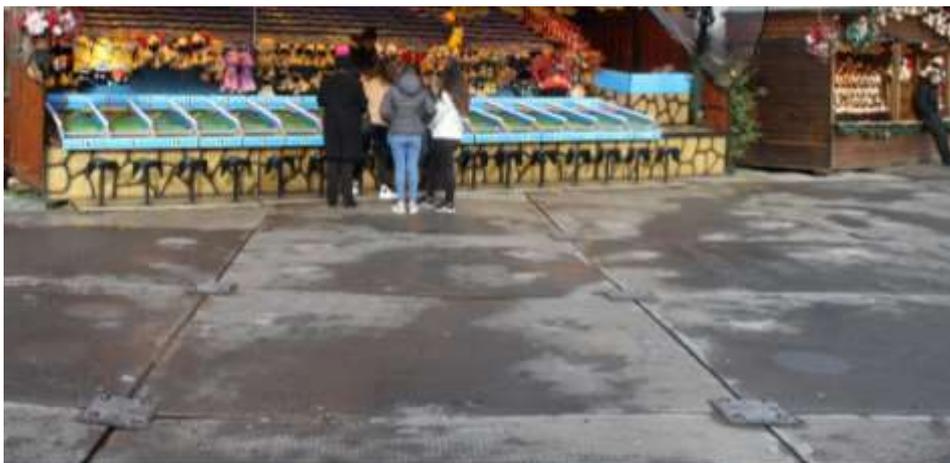
The Following items must not be brought into the event:

- Knives
- Fireworks
- Smoke canisters
- Air-horns
- Flares
- Weapons
- Dangerous or hazardous items
- Laser devices
- Bottles/ glass vessels/ cans
- Poles
- Drones
- Any article that might be used as a weapon and/or compromise public safety.
- Open bottles of drink/liquid (unopened bottles of water will be accepted)

Any person in possession of such items will be refused entry to the event.

All our entrances are accessible using the park's own tarmacked paths and once you are in the event you will find that event area is covered entirely in temporary trackway.

An example of the temporary trackway used throughout the event:



An example of the paths that surround the event:



If you are arriving to take part in a pre-booked attraction we would advise you arrive 30 Minutes prior to your booked time. For more information about accessibility in the event including distances around the park please have a look at our other guides:

Guide sheet: Ride guide – A guide to all our rides. Including details about: lights, queues, duration, height restrictions and physical movements.

Guide sheet: Accessible Site guide – A guide to getting round the site. Including details about: Access, Toilets, maps, descriptions of areas, and customer service details.

When?

Winter Wonderland is open between 22nd November and the 6th December every day (except Christmas day) 10am till 10pm.

If you are coming to visit us you will find that on Fridays, Saturdays and Sundays we are extremely busy. In addition our peak period is between 17th December and 3rd January during this period the park is very busy every day.

Which entrance?

Attraction	Nearest Gate	Tube station
Ice Rink	Hyde Park Corner Entrance	Hyde Park Corner
Magical Ice Kingdom	Marble Arch Entrance/ Pre Booked ticket entrance (pre-booked tickets only)	Marble Arch
Bar Hutte	Serpentine Entrance	Knightsbridge
The Giant Wheel	Family Gate	Marble Arch
Zippos Christmas Circus	Marble Arch Entrance/ Pre Booked ticket entrance (pre-booked tickets only)	Marble Arch
Cirque Berserk	Marble Arch Entrance/ Pre Booked ticket entrance (pre-booked tickets only)	Marble Arch
Teletubbies Christmas show	Marble Arch Entrance/ Pre Booked ticket entrance (pre-booked tickets only)	Marble Arch
Peter Pan on Ice	Marble Arch Entrance	Marble Arch
The Snowman Experience	Family Gate	Marble Arch
Stand-up Comedy	Marble Arch Entrance/ Pre Booked ticket entrance (pre-booked tickets only)	Marble Arch

Ice Sculpting Workshop	Marble Arch Entrance/ Pre Booked ticket entrance (pre-booked tickets only)	Marble Arch
Santa	Family Entrance	Marble Arch

Getting here

As the park is based in the centre of London there are a variety of transport options.

Driving

If you need to drive to the event there are several options for parking around Hyde Park. The event post code is W2 2UH. Below are five options for disabled parking situated around Hyde Park:

- **Parking bays, West Carriage Drive. 4 Disabled spaces.** Located here:
<https://www.google.co.uk/maps/place/51%C2%B030'15.4%22N+0%C2%B010'26.3%22W/@51.5042867,-0.1761487,17z/data=!4m9!1m2!11m1!3e4!3m5!1s0x0:0x0!7e2!8m2!3d51.5042852!4d-0.1739597>

These car parking bays are 1.2km from the nearest Winter Wonderland entrance (Serpentine entrance) accessible on tarmacked paths which are mostly flat.
- **Parking bays, West Carriage Drive. 2 Disabled spaces.** Located here:
<https://www.google.co.uk/maps/place/51%C2%B030'29.4%22N+0%C2%B010'13.7%22W/@51.5081793,-0.1726637,17z/data=!3m1!4b1!4m6!3m5!1s0x0:0x0!7e2!8m2!3d51.5081757!4d-0.1704749>

These car parking bays are 1km from the nearest Winter Wonderland entrance (Serpentine entrance) accessible on tarmacked paths which are mostly flat.
- **The Serpentine Carpark, West Carriage Drive. 3 disabled spaces.** Located here:
<https://www.google.co.uk/maps/place/51%C2%B030'18.6%22N+0%C2%B010'23.3%22W/@51.5051573,-0.1753148,17z/data=!3m1!4b1!4m9!1m2!11m1!3e4!3m5!1s0x0:0x0!7e2!8m2!3d51.5051539!4d-0.1731451>

This carpark is 1.1km from the nearest Winter Wonderland entrance (Serpentine entrance) and is accessible on tarmacked paths which are mostly flat.
- **The Triangle Carpark, West Carriage Drive. 6 disabled spaced.** Located here:
<https://www.google.co.uk/maps/place/51%C2%B030'26.1%22N+0%C2%B010'13.3%22W/@51.5072627,-0.1714643,18z/data=!3m1!4b1!4m6!3m5!1s0x0:0x0!7e2!8m2!3d51.5072612!4d-0.1703702>

This carpark is 850 metres from the nearest Winter Wonderland entrance (Serpentine entrance) accessible on tarmacked paths which are mostly flat.
- **The Qpark, Park lane. 8 Disabled spaces, Height restriction 2.08m.** Located here (also accessible from Marble Arch):
<https://www.google.co.uk/maps/place/Q-Park+Park+Lane/@51.5099941,-0.1587465,16.66z/data=!4m5!3m4!1s0x4876053192466835:0xc9e5789be4087e5d!8m2!3d51.5093105!4d-0.1565491>

This carpark is underground, but there are lifts to ground level. This Carpark is 550m from the nearest Winter Wonderland entrance (Hyde Park corner) accessible on paved paths which are mostly flat.

Details for Disabled parking restrictions around the area are available on the Westminster Website available here: <https://www.westminster.gov.uk/disabled-parking>

Public Transport

Train

The nearest mainline train station is Victoria Station. This station has step free access. Victoria is 1.4km from the nearest Winter Wonderland entrance (Hyde Park Corner entrance) accessible on paved and tarmacked paths which are mostly flat. Please also note that there are several main roads to cross on this route.

Tube

There are many tube stations in close vicinity to the event including:

- **Green Park**

This is the best station for Wheel Chair users. The station is 1.3km to the nearest Winter Wonderland entrance (Hyde Park corner) accessible on paved and tarmacked paths which are mostly flat. The advised route from Green Park for wheelchairs is to exit into Green Park via the long ramp in the station and turn right at the top. (There is a lift to street level if this is preferred).

The Park is tarmacked and can be followed all the way through the park (past the Bomber Command memorial) and out to the Hyde Park Roundabout.

Cross the road here and walk through Wellington Arch. Follow this Path and you will be at the Hyde Park Corner crossing. From here follow signs to get to the Hyde Park Corner entrance.

- **Bond Street**

There is a lift to street level at Bond Street Station and step free access if coming on the Jubilee line.

The station is 1.2km to the nearest Winter Wonderland entrance (Marble Arch Entrance) accessible on paved and tarmacked paths which are mostly flat.

There are several routes from Bond Street including a couple of quiet routes that avoid Oxford Street.

- **Knightsbridge**

There is no step free access at this station and no lift to the street.

The station is 500m from the nearest Winter Wonderland entrance (Serpentine Entrance) accessible on paved and tarmacked paths that cross a sandy horse riding track. There is also a slight ramp for 20 metres just after the Horse track.

This a quiet route into the event, however it is not suitable for wheelchair users.

- **Marble Arch**

There is no step free access at this station and no lift to the street.

The station is 600m from the nearest Winter Wonderland entrance (Marble Arch Entrance) accessible on paved and tarmacked paths and crossing several main roads.

On peak days and evenings this station is extremely busy.

- **Hyde Park Corner**

There is no step free access at this station, however it does have escalators to the street.

The station is 350m from the nearest Winter Wonderland entrance (Hyde Park Corner Entrance) accessible on paved and tarmacked paths.

On peak days and evenings this station is extremely busy.

- **Victoria**

This station has a lift to the street from the Victoria Line.

Victoria is 1.4km from the nearest Winter Wonderland entrance (Hyde Park Corner entrance) accessible on paved and tarmacked paths which are mostly flat. There are several main roads to cross on this route.

By Taxi:

The closest taxi provision for Hyde Park Winter Wonderland is located to the north of the site on the northbound carriageway of Park Lane.

The taxi rank is 220m from the nearest Winter Wonderland entrance (Marble Arch Entrance) accessible on paved and tarmacked paths.

All London Taxis (Black Cabs) are wheel chair accessible.

There is no official pick up/set down point for private hire minicabs. So please bear in mind that access to the site can be difficult at peak times.

By Bus:

There are a range of buses that can be used to get to the event. Our Marble Arch and Hyde Park Corner entrances are serviced by bus stops that have large amount of bikes stop at them.

London buses can accommodate one wheelchair up to 70cm in width and 120cm in length. All are fitted with retractable ramps.

Marble Arch Entrance:

- **Stopping at Bayswater Road (Stop A and Stop D)**

Bus numbers **94, 148 and 274**

Stop A (buses going East to West) is 400m on paved and Tarmacked paths to the Marble Arch Entrance.

Stop D (buses going West to East) is 550m on paved and tarmacked paths to the Marble Arch Entrance. You will need to cross one main road on this route.

- **Stopping at Marble Arch (Stop W and Marble Arch Station/Park lane)**

Bus numbers **2, 6, 10, 13, 16, 36, 74, 137, 148, 390 and 414**

Stop W (buses going South to North) is 300m on paved and Tarmacked paths to the Marble Arch Entrance.

Marble Arch Station/Park lane Stop (buses going North to South) is 450m on paved and Tarmacked paths to the Marble Arch Entrance. You will need to proceed down Park lane and cross the main road at the Animals in War Memorial.

- **Hyde Park Corner Entrance**

Stopping at Hyde Park Corner (Stop W, Stop S, Stop P and Stop N)

Bus numbers **9, 10, 14, 19, 22, 52, 74, 137, and 414. +**

Stop W and Stop S (buses going West to East) are 400m on paved and tarmacked paths to the Hyde Park Corner entrance.

Stop P and Stop N (buses going East to West) are 450 on paved and tarmacked paths to the Hyde Park Corner entrance. You will need to cross the main road at the Hyde Park corner crossing.