



THE
ROYAL
PARKS

HYDE PARK
Winter
WONDERLAND

Guide sheet: Accessibility at Hyde Park Winter Wonderland

Where?

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

There is no specific accessible entrance although we would advise using the **Red Gate** (Family entrance at the North of the site (See Map)). The **Blue Gate** at **Hyde Park Corner** and **Gold Gate** at **Marble Arch** 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
- Work tools
- Fireworks (including sparklers)
- Smoke canister
- Air-horns
- Spray paint/cans/large marker pens
- Chinese/sky lanterns
- Handheld communication devices, e.g. radios
- High visibility clothing
- Powered or unpowered skateboards
- Scooters
- Bikes
- Flares
- Offensive weapons
- Any object/item considered to be potentially dangerous or harmful to public safety
- Laser devices
- Bottles
- Glass vessels
- Cans
- Your own alcohol
- CS gas poles
- Unmanned aerial vehicles – Drones
- Open bottles of drinks/liquid
- Illegal drugs
- Nitrous oxide
- Drug paraphernalia
- Chairs/stools
- Banners/flags
- Corrosive substances including acids and substances
- Kites

- Musical instruments
- Counterfeit or forged tickets and wristbands
- Unauthorised powered vehicles
- Any animals other than dogs
- Unauthorised professional tape recorders, photography and video equipment

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

Accessibility around the site

All our entrances are accessible and step free using the park's own tarmacked paths. 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:



Throughout the event we have endeavoured to ensure that our attractions, games, catering and toilets are as accessible as possible. This includes ramps and handrails to catering areas, lowered counters in our Box offices and hearing loops in the circus and Ice show.

When?

Winter Wonderland is open between **18th November and the 2nd January every day** (except Christmas day) **10am till 10pm**.

If you are coming to visit us you will find that on **Fridays, Saturdays and Sundays** please note that the event may be busier than our weekday sessions. In addition, our **peak period is between 17th December and 2nd January** during this period the park may be much busier during this time.

Which entrance?

If you are arriving to take part in a **pre-booked attraction** we would advise you **arrive 30 Minutes prior to your booked time.**

Attraction	Nearest Gate	Tube station
Ice Rink	Blue Gate	Hyde Park Corner, Knitsbridge, Victoria and Green Park
Bar Ice	Gold gate	Bond Street, Paddington and Marble Arch.
Magical Ice Kingdom	Gold Gate	Marble Arch Bond street and Paddington
The Giant Wheel	Red Gate	Marble Arch
Zippos Christmas Circus	Gold Gate	Marble Arch
Cirque Berserk	Gold Gate	Marble Arch
Ice Sculpting Workshops	Gold Gate	Marble Arch
Santa	Red Gate	Marble Arch

Our travel guide is available to download from the accessibility section of the website. This guide includes details on how to get to each entrance mentioned above.

Pre-bookable attractions

All the attractions listed below can be booked in advance. **Complementary PA tickets are available for all of these attractions.**

Please see the **accessibility page of the website for details on how to apply.** Tickets and PA tickets for these attractions are available for purchase on site, although you may find it easier to book in advance.

Ice Rink

Info: The largest outdoor Ice rink in the country. The rink has covered and heated skate change facilities and a cloakroom facility.

Time: Sessions are 55 Minutes.

Access: The Ice rink is fully accessible for wheel chair users. Please note that there is a maximum of five wheelchairs per session, unless otherwise arranged.

Electric wheelchairs must be switched to the manual setting whilst on the ice. If you are attending the Ice Rink with a wheelchair it is advised that you attend with a carer or assistant as Winter Wonderland staff will not be able to fulfil this role.

Magical Ice Kingdom

Info: This is an indoor walkthrough ice sculpture experience. Please note that temperatures in the Magical Ice Kingdom are extremely low (between minus five and minus seven) so we recommend you bring hats and gloves.

Time: The walkthrough takes between 5 to 20 minutes.

Access: Fully accessible and step free. There is no limit on the number of Wheelchairs users in a session.

Bar Ice

Info: An indoor bar entirely made from ice with drinks served in Ice 'glasses', good music and relaxed lighting. Please note that temperatures in Bar Ice are extremely low (between minus five and minus ten) we would recommend you bring extra clothing although complementary Capes and Gloves are provided. Drinks are not included as part of a PA ticket at Bar Ice.

Time: Sessions are 20 minutes long.

Access: The bar is fully accessible but there is a maximum of 5 wheelchairs users per session, unless otherwise arranged.

The Giant Wheel

Info: The Giant Wheel is a 70-metre high Ferris wheel.

Time: The ride is approximately 10-15 minutes long

Access: Each pod on the wheel is accessible for wheelchair users, although there is a limit of one chair per pod.

Ice Sculpting Workshop

Info: Customers can have a go at making their own ice sculptures with guidance from our Ice artists. The ticket includes a trip through the Magical Ice kingdom to help inspire you.

Time: Sessions are 40 minutes long

Access: We have an lowered workbench that is accessible for wheelchair users.

Zippos Christmas Circus

Info: Expect jaw-dropping aerial and acrobatic magic that will certainly put our lockdown skills to shame in an annual Christmas themed extravaganza. Plus their now famous and adorable giant Christmas inflatable fur Bears!

Time: 50 minutes long

Access: Due to fire regulations we regret pushchairs and prams cannot be taken into the circus big top under any circumstances. A buggy park dedicated to Circus ticket holders will be available for your use during the performance only.

Other guides you may find useful:

Ride guide – A guide to all our rides. Including details about: lights, duration and physical movements.

Accessible Site Map – An accessible site map highlighting toilet locations, attractions, and loud and quiet areas.