

## **Guide sheet: Accessibility at Winter Wonderland**

### **Where?**

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

There is no specific accessibility entrance although we would advise using the **Red Gate** (Family entrance at the North of the site). 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 our entrances.

Please note that the following articles must not be brought into the Event, any person attempting to bring any of the below items on site will be refused entry and their ticket will not be refunded:

- Knives (including pocketknives)
- Work tools
- Fireworks
- Smoke canisters
- Air-horns
- Spray cans
- Chinese Lanterns
- Handheld communication devices (such as radios)
- High Visibility clothing
- Skateboards or scooters
- Flares
- Weapons
- Dangerous or hazardous items
- Laser devices
- Bottles/ glass vessels/ cans – even if wrapped up as a present for a later time.
- Your own alcohol – even if wrapped up as a present for a later time.
- CS Gas
- Poles
- Drones
- Any article that might be used as a weapon and/or compromise public safety.
- Open bottles of drink/liquid (unopened and sealed bottles of water will be accepted, as will empty reusable cups and bottles)
- Illegal drugs
- Chairs/Stools/Banners/Flags are all banned
- Unauthorised professional photography equipment's is not allowed. Equipment considered professional will be permitted at the discretion of the security.
- Any other items which we consider to be unsafe or pose a risk to public safety and/or security.

Any article that might be used as a weapon, be deemed to be offensive or abusive, or compromise public safety, will be confiscated and or reported to the police.

### 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 (Megadome).

### When?

Winter Wonderland is open between **19<sup>th</sup> November and the 3<sup>rd</sup> 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** we are **extremely busy**. In addition, our **peak period is between 17<sup>th</sup> December and 3<sup>rd</sup> January** and during this period the park is **very busy every day**.

### 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
Magical Ice Kingdom	Gold Gate	Marble Arch
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.

### **Entrance Tickets**

This year at Hyde Park Winter Wonderland everyone in your party will need an entrance ticket prior to arriving at the event. Our PA scheme also works on your entrance tickets. Please do be sure to select your PA entrance ticket as well as your own if you require additional assistance whilst at the event.

Once you have purchased your tickets you will receive an email from SEE tickets with a request to upload your documentation to support your PA request. We ask that you upload your documentation, and this will be reviewed by our ticketing partner, SEE Tickets.

Please allow 5-7 working days for your request to be processed. If you have not heard back from SEE, please do come along to the event with your tickets (including any PA tickets), as these will be valid, and we will be able to assist you further with any queries.

### **Pre-bookable attractions**

All the attractions listed below can be booked in advance. **Complementary PA tickets are available for all these attractions.** Please purchase tickets for your whole party, including your PA, via our website. SEE Tickets will then be in touch with your tickets- these and all relevant correspondence relating to your booking will be sent via email.

Tickets and PA tickets for these attractions are available for purchase on site, although you may find it easier to book in advance and please remember that you will need to purchase an entry ticket in advance in order to enter the event!

#### **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.

### **The Megadome**

- Zippos Christmas Circus
- Cirque Berserk

**Info:** The Megadome hosts a range of shows from morning shows for kids to evening comedy on weekends. Please get in contact for more details about these shows including details about relaxed performances.

**Time:** Shows are approximately 45 minutes long

**Access:** The Megadome is completely accessible and has a hearing loop fitted. There is maximum of 10 wheelchairs per show, unless otherwise arranged. VIP boxes are not wheelchair accessible.

## **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 a lowered workbench that is accessible for one wheelchair user per session.

## **Facilities**

We have toilets available throughout the event. Toilet locations will be indicated on the accessible map [coming soon]. Site maps are available and on display throughout the event.

Accessible toilets are available at all six of our main toilet blocks. The toilets are all accessed using a **Radar key** – If this is an issue, please contact us or speak to the toilet attendant.

We also have a **Changing Places** unit. This is located in the South of the site in the toilet block between Wilde Maus and Angel's Market. The best entrance for this facility is the BLUE Gate.

## **Medical facilities**

We have first aid medical facilities onsite. If you need urgent medical attention, then please contact any member of staff. Unfortunately, we cannot store medicines onsite for customers.

## **Other facilities**

There are also quieter spaces during the day in the Bavarian village/hall and the Street Food area. Both can be located on the accessible map [coming soon].

## **Contact Us**

If you need to get in contact with our team about accessibility at Winter Wonderland you can use the following details.

Ticketing:

Access tickets: SEE TICKETS –<https://www.seetickets.com/customerservice>

General Queries:

EMAIL- [HydeParkWinterWonderland@pwrevents.com](mailto:HydeParkWinterWonderland@pwrevents.com)

BY POST: Winter Wonderland Access, PWR Events, Building 6, Chiswick Park, 566 Chiswick High Road, London, W4 5HR

BY PHONE: Please contact our Accessibility Manager on site on this number: 07749718380

if you have any queries regarding access and they will be more than happy to assist with your query. Please note this line can get quite busy and will not be able to assist with queries that are not accessibility related.

**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.