

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 Disabled 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
- 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.

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 **21st November and the 5th 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 17th December and 3rd January** 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/Purple Gate (<i>pre-booked tickets only</i>)	Marble Arch
Bar Hutte	Green Gate	Knightsbridge
The Giant Wheel	Red Gate/Purple Gate (<i>pre-booked tickets only</i>)	Marble Arch
Zippos Christmas Circus	Gold Gate/Purple Gate (<i>pre-booked tickets only</i>)	Marble Arch
Cirque Berserk	Gold Gate/Purple Gate (<i>pre-booked tickets only</i>)	Marble Arch
Mr Men and Little Miss	Gold Gate/Purple Gate (<i>pre-booked tickets only</i>)	Marble Arch
Paddington on Ice	Gold Gate/Purple Gate (<i>pre-booked tickets only</i>)	Marble Arch
Stand-up Comedy	Gold Gate/Purple Gate (<i>pre-booked tickets only</i>)	Marble Arch
Ice Sculpting Workshops	Gold Gate/Purple Gate (<i>pre-booked tickets only</i>)	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.

Bar Hutte

Info: This is a Karaoke experience that takes place in private, heated, 'alpine' style huts. There are four large huts and eight small hut.

Time: Sessions are an hour and forty five minutes long.

Access: One of the large huts is able to accommodate a Wheelchair so there are a maximum of one wheelchairs per session.

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

- Mr Men Children's show
- Zippos Christmas Circus
- Cirque Bezerk
- Winter Wonderland Comedy Club

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.

Paddington on Ice

Info: This is our family ice show please see our website for more details and get in contact for details about any relaxed performances available.

Time: Shows are approximately 40 minutes long

Access: The Ice show is completely accessible and has a hearing loop fitted. There is maximum of 10 wheelchairs per show.

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.

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.