



NATIONAL
SPACE
CENTRE

Accessibility Guide

SPACE FOR EVERYONE

You can use this guide to plan your visit. We strive to ensure that the widest number of people can enjoy our galleries and events.

Please note that this guide describes an average sensory experience but this may vary on the day of your visit.

If you require any further information please us contact via:

Email: info@spacecentre.co.uk

Phone: 0116 258 2111

*Please note: our offices are open
Monday to Friday, 09:00-17:00*

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Blue Badge Parking

We have 23 widened spaces that are designated accessible parking spaces. For visitors requiring accessible parking, but who are not in possession of a blue badge, please contact us in advance of your visit info@spacecentre.co.uk or speak to a member of staff upon arrival.

Parking for the day costs £4. Payment can be made via debit/credit card at machines located in the main car park (please note, we do not accept Amex). You can also pay for your parking at the main ticketing desk.



Fast Track

During busy periods, we are happy to provide fast-track entry for visitors with an autism spectrum condition. If you require fast-track entry, please make yourself known to a member of staff on the day of your visit. You can also organise fast-track entry advance by contacting our team by emailing info@spacecentre.co.uk



Mobility Aids

We have three manual wheelchairs, four walking stick chairs and one adjustable walking stick that are available to borrow on the day on a first come first served basis, or by pre-booking. To pre-book a wheelchair, please contact our team by emailing info@spacecentre.co.uk



Personal Assistants and Additional Support

Concessionary tickets are available to visitors with a disability; this includes a free annual pass when paying the full concessionary price. Essential carers and personal assistants receive free entry.

Proof of entitlement for a free carer ticket are required when collecting tickets (PIP, DLA, Carers Allowance or similar are valid proof of entitlement).

If you have additional access needs, such as requirement for fast-track entry on bank holidays or special events, we strongly advise you speak to our team in advance of your visit to ensure you receive the best possible experience, by emailing info@spacecentre.co.uk



Assistance Dogs

We fully appreciate that you may require the support of an assistance dog and we are always happy to admit appropriately trained assistance dogs. Please bring with you Assistance Dogs UK (ADUK), Assistance Dogs International (ADI) or the International Guide Dog Federation (IGDF) identification book and animals should wear the appropriate tabards or harness, and be kept under control throughout your visit.

If your assistance dog is not registered with ADI, ADUK or IGDF, we reserve the right to deny entry to your dog if it does not appear to our staff to have been appropriately trained. This is for the safety of other visitors.



Assistive Services

Large print information is available on request. This includes a copy of the guidebook and a transcript of the current show in our Planetarium.

A magnifying glass with a built-in LED light is also available to facilitate reading in the Planetarium and around the Centre.

Lighting around the main galleries is ambient and dim, in keeping with the theme of space. Many exhibits are highlighted with spotlights and most of the audio-visual displays are subtitled.



Hearing Loops

We have a portable Induction Loop based at the main ticketing desk. Please speak to a member of staff if you would like to use this facility.

In the Sir Patrick Moore Planetarium, we have a fixed Induction Loop installed to ensure you enjoy our award-winning shows. The induction loop works throughout the planetarium. If you require assistance in using our Induction Loop, please speak to a member of staff who will be able to assist you.

We can also provide a pad of paper and a pencil for visitors who would prefer to communicate by written means.

Many of the audio-visual displays are subtitled, and our 'How It All Started' exhibit in the Our Universe gallery is presented in British Sign Language.



Talks and Touch Tours

Our Space Communications team host regular talks in the LIVE Space gallery, as well as daily science busking, which includes artefact handling sessions. To ensure this facility is available when you plan to visit, please contact our Bookings Team on 0116 258 2111 (Monday to Friday, 09:00-17:00).



Sensory Stimuli

Certain exhibits portraying rocket launches and cosmic explosions are accompanied by loud noises that people who experience sensory disturbances may wish to avoid during their visit. These include the Rocket Launch experience in the seating area of Boosters café and the Blast Off Experience in the Into Space gallery.

If you have any concerns about loud noises or flashing images during your visit, please do not hesitate to talk to a member of staff.



Visitors with Epilepsy

Our exhibits have been designed to conform to the strictest Health & Safety standards; however, due to the nature of photosensitive epilepsy, visitors experiencing this condition may wish to avoid the following areas:

- **The Planetarium**
Surround sound and fast-moving images.
- **How it all Started exhibit in The Universe gallery**
Surround sound and flashing images.
- **Destination Venus exhibit in Our Solar System gallery**
Surround sound and fast-moving images.
- **Gagarin Experience exhibit on Deck 3 of the Rocket Tower**
Flashing red strobing beacons.
- **Tetrastar Spaceport**
Loud sounds, fast-moving images and flashing lights.
Visitors with epilepsy are advised to refrain from riding the Tetrastar Spaceport attraction.

If you have any concerns about loud noises or flashing images during your visit, please do not hesitate to speak to a member of staff.



Sensory Map

You can download a sensory map of our galleries from our webpage. If you have any concerns about sensory disturbances, please do not hesitate to talk to a member of staff.



Sensory Support Backpacks

You can borrow one of our multi-sensory backpacks from our ticket desk on the day, which include ear defenders and lots of educational, tactile sensory items to help during your visit. If you wish to pre-book a multi-sensory backpack or a pair of ear defenders, please contact our team by email info@spacecentre.co.uk



Quiet Space

We are usually able to provide a quiet area for visitors who may experience sensory disturbance. The availability and location of this area may vary and may be compromised during busy periods. In all circumstances, we recommend checking availability with us in advance of your visit.



Accessible Toilets

All toilets are located on the ground floor. Next to the Shop you can find two standard accessible toilets featuring:

- Room for a standard wheelchair
- Low-level hand basin with lever taps
- Low-level hand drier
- Good overhead lighting
- Non-slip flooring
- Transfer rail next to the toilet
- Low level light switch with hook
- Low level emergency alarm cord with hook
- Sanitary waste bins
- Colour contrast between the blue floor and white walls define the wall/floor meeting point.



Changing Places

You can find a Changing Places facility in the LIVE Space Gallery, which you can access via a code available at the main ticketing desk or by asking any member of staff. This facility features:

- A peninsular toilet
- Adult-sized height adjustable bench
- Ceiling tracking hoist
- Surface sanitiser
- A screen
- A large waste bin
- A large wash basin
- Wide, tear-off paper roll to cover the bench
- Space for a disabled person and up to two personal assistants
- Non-slip flooring
- A drop-down baby changing bench
- An emergency alarm cord with hook