

ACCESSIBILITY & INCLUSION GUIDE

KidZania is committed to meeting the requirements of the Equality Act 2010, and we make every effort to ensure the experience is completely accessible to visitors with special needs; including those with visual, hearing, cognitive and motor impairment.

Accessible Parking

Westfield Shopping Centre London offers a large selection of accessible and blue badge car parking spaces. Accessible parking is free for up to 4 hours; providing proof of ID is shown at the shopping centre's shop mobility desk (within lift lobby 2, situated in the middle car park).

For further details regarding Westfield's services, please visit: www.westfield.com/london/services

Admission

If a visitor requires full-time care or assistance; a complimentary ticket will be available for their helper/carer. This can be collected on the day of a visit to KidZania at the main kiosk desk. Please note that documentation may be requested upon collection of a complimentary ticket.

Accepted forms of ID documentation can either be:

- Proof of DLA (*Disabled Living Allowance*)
- A Blue Badge or Freedom Pass
- Signed letter from a doctor or GP (*Photo ID required*)

Wheelchairs

Wheelchairs can be hired from KidZania, on a first come, first serve basis. For further details on loaning a wheelchair on the day of your visit, please contact: enquiries@kidzania.co.uk



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Getting Around

KidZania is entirely accessible to wheelchair users, with lifts and escalators available to enter the facility. Once in the city; lifts are located near Immigration and The Hospital establishment.

Due the nature of some activities, visitors will need to be ambulant or carers must be able to provide extra assistance in the following establishments:

- Fire Station (Due to boarding vehicles)
- Hospital (Due to boarding vehicles)
- City Tour Bus (Due to boarding vehicles)
- Climbing Building (Strenuous activity)
- Air Conditioning (Strenuous activity)

Awareness Wristbands

KidZania appreciates that not all disabilities are visible; therefore visitors have the option of wearing a free Awareness Wristband, which allows staff to easily identify where extra assistance and care may be required with visitors; particularly when dealing with evacuation procedures or emergency situations.

Hearing Impairment

All activities are equipped with a 'Help Hearing Guide' - a read-a-long guide for visitors with hearing impairments. This is a free service and can be obtained by an activity staff member on the day of your visit.

Please note, that for visitors with hearing impairments, selected establishments provide video screens; fitted with English, subtitled content.



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Visual Impairment

Service Animals (Registered Guide Dogs, Hearing Dogs and Medical Alert Animals) are welcome around KidZania; however due to health and safety reasons, there are selected establishments where they will not be permitted. We recommend to visit KidZania during quieter periods, to the mutual benefit of both visitors and service animals to ensure you get the most out of your stay.

To make an enquiry about Service Animals please contact enquiries@kidzania.co.uk

First Aid

KidZania has a first aid area with fully qualified on-site first aiders. If a visitor is taken ill, our experienced team will ensure they are taken care of. The First Aid Centre is located upon entry level, next to the Building in Flames; adjacent to The Vault.

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Accommodations

There are many restrooms located around KidZania, with accessible toilets located within the following areas:

- Next to The Theatre (Ground Level)
- Near First Aid & behind Building in Flames (Ground Level)
- Airport Arrival (Ground Level)
- Adjacent to the RightZKeepers Residence (Mezzanine Level)

KidZania has a room dedicated for nursing mothers where baby care can be given in private. There is a microwave provided to warm up milk and baby food.

All food and retail outlets throughout KidZania are wheelchair friendly. Our restaurants cater for all food allergies and intolerances and have vegetarian and healthy options available.

For visitors who require intermittent rest time; there is a wide selection of seating and benched areas around the facility.

For visitors who wish to pray or worship during their visit please speak to a member of staff who will direct you to a quiet area.