

Access Guide

For accessibility enquiries, contact:

Zoe

info@thedeep.co.uk

01482 381000



THE DEEP

For conservation, not profit.

Contents

2. General Access

3. Getting Here

4. Pre-Arrival

5. Arrival

6 - 12. In the Aquarium

13. Lifts

14. Toilets

15. Changing Places Facility

16. The Cafe

17. The Deep-Artment Store

18. Picnic Areas

General Access



Level Access

The Deep is proud to be a fully-wheelchair accessible attraction.

Interior

Our main entrance has level access, and there is level access from the main entrance to:

- Reception desks
- Awakening Seas/Timeline
- Lagoon of Light
- Endless Ocean, Slime, Changing Seas and Amazon Flooded Forest
- Cool Seas
- Kingdom of Ice
- Deep Blue One
- Underwater Tunnel
- Changing Places Facility, Ground Floor, 1st Floor and 3rd Floor Toilets
- Learning Centre corridor
- The café outlets and The Deep-Artment store

Exterior

There is also level access from the car park to our outdoor picnic area.



Hearing

- We have a hearing loop at our Reception/ticketing desks, and in our Deep-Artment store.
- The fire alarm system also uses flashing lights to alert visitors.
- Some Crew members have Next Generation text training.



Visual

- Some areas of the aquarium are dark or dimly lit.
- We have display information in Braille, large print and with audio descriptive commentary.
- All glass doors and full-height windows in the building have contrast markings.
- We can offer additional access to large print, braille and audio guides, as well as information in a variety of foreign languages.

General

- Essential carers accompanying a disabled person are entitled to free admission.
- Our Changing Places Facility is also offered for the general public to use, not just visitors.
- Most Crew members have disability awareness training.
- We have emergency evacuation procedures in place for disabled visitors.

Getting Here



The Deep, Tower Street, Hull, HU1 4DP (HU9 1TU for satnavs)

By Car:

- We have a main car park, plus overflow car parks off the main roundabout.
- There are several accessible bays in the main car park. These are the bays closest to the Humber estuary, and are 50 metres from the main entrance doors. During peak times, these may be full.
- Parking is free for blue badge holders, but chargeable otherwise.
- Car park attendants are on-site during school holidays and can point you to the nearest car park/accessible bays.
- From the car park to the entrance, there is level access. The path to the entrance is sloped.
- There is also a drop-off point at the main entrance, which has a dropped kerb.
- Public Transport

By Bus:

- The nearest bus stop is approximately a 2 minute walk from The Deep, just off the main roundabout before you enter the main car park down Tower Street.
- Stagecoach's Priory Park & Ride service (20) stops there; you can view their current timetable [here](#).

By Train:

- The nearest train station is Hull Paragon Interchange, which is approximately 1 mile/1.6 kilometres walk from The Deep. It is around a 22 minute walk.
- The Stagecoach Priory Park & Ride service (20) can take you directly from the train station to The Deep. This takes around 12 minutes.

By Taxi:

- Many Hull taxi firms have accessible cabs, including:
 - Hull Wheelchair Taxi (01482 474645)
 - Hull Cars (01482 828282)
 - Drive (01482 575757).
- There is a drop-off and pick up loading bay with a dropped kerb outside of the main entrance.
- Please speak to our Reception Crew if you require help booking a taxi on departure.

Mobility Aids



We are pleased to be able to offer complimentary use of a limited number of mobility aids, all of which are available at Reception to be hired free of charge for the duration of your visit. We are unable to reserve electric wheelchairs, however our manual wheelchairs, rollators with seats and tri-walkers can all be pre-booked for your visit. Please **contact us** to make a mobility aid booking.

Sensory Packs



Sensory packs are available to borrow from our Reception team for your visit. These contain ear defenders, crayons, a picture to colour in, a viewfinder, a small sensory toy, a printed social story, some AAC cards, a red/green card, and a map of the attraction.



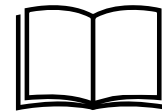
Quiet Space

If you need a quiet space during your visit for prayer, breast feeding or any other reason, please just ask a Crew member who can take you to an appropriate quiet area or room.



Support Schemes

We are a proud supporter of a number of schemes designed to make your visit less daunting, such as the **Not Every Disability is Visible** and **Hidden Disabilities Sunflower Scheme**.



Social Story

Our **Social Story** is a helpful tool for families with additional needs to help plan their visit to us.



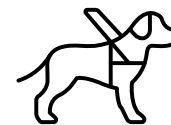
Accessible Entrance

Our Groups/Accessible entrance is located nearest to the Humber estuary, close to the accessible parking bays and there is generally a shorter queue at this entrance. This entrance is welcome to anyone who needs to use it. More details can be found [here](#).



Changing Places Facility

Located on the ground floor, our Changing Places Facility can be accessed using a RADAR key. Please ask a member of Crew if you need assistance or a key. More details can be found [here](#).



Assistance & Emotional Support Dogs

Assistance Dogs and Emotional Support Dogs are welcome at The Deep. Please click [here](#) for our top tips to ensure you and your Assistance Dog or Emotional Support Dog have a safe and enjoyable visit to The Deep.

Accessible Entrance

- We have a dedicated Groups/Accessible entrance, which is located nearest to the Humber estuary and to the accessible parking bays.
- The path leading up to the entrance is sloped, at least 2133mm wide, and from the street to this entrance, there is level access.
- There is generally a shorter queue at this entrance, and is available for anyone visiting with additional access needs or who may struggle with queuing.
- The doors at this entrance are sliding, side hung and wider than our standard main entrance doors, at 1440mm wide. As you approach the entrance, these doors will automatically open.
- Once inside, visitors are led to a dedicated accessible and lowered ticketing/information desk.
- On arrival to the ticketing desk, our friendly Reception Crew will be there to greet you.
- The team will take your photo in order to set up your Annual Pass. They will also issue a free admission ticket for any essential carer/s accompanying.
- If you would like to borrow one of our mobility aids, sensory packs or additional access guides for your visit, please just speak to our Crew who will be happy to help assist you.

Video Tour:



In the Aquarium

Awakening Seas

At a Glance:

- This is the 1st area of the aquarium that visitors can access from the entrance turnstile.
- This zone is dark so that lights from the interactive stations can be more visible. Each interactive station has audible narration which begins to play when visitors walk past.

Video Tour:



In the Aquarium

Lagoon of Light

At a Glance:

- This is the 2nd area of the aquarium that visitors can access directly from Awakening Seas.
- The Lagoon of Light is brightly lit with few sound effects. The main exhibit is open-topped and at a lower level, with clear acrylic sides so is accessible for visitors in seated/lowered down positions to see.
- Presentations and artefact handling sessions are delivered in this zone throughout the day via microphone, which increases the noise level.
- Seating is provided in this area in the form of wooden 'bleachers' of different heights.
- This zone is also home to Dylan's Discovery Corner, a tactile area which hosts an interactive floor, fossil brushing station, and artefact handling sessions. This area can be noisier in peak times, and may be difficult to access with mobility aids when busy.

Video Tour:



In the Aquarium

Endless Ocean, Slime, Changing Seas & Amazon Flooded Forest

At a Glance:

- This is the 3rd area of the aquarium that visitors can access directly from Lagoon of Light.
- This area of the aquarium is open-plan, so all these exhibits are within the same space. Each of these zones are dark.
- Additionally, daily presentations are delivered via a microphone in this area which can enhance the noise levels. Due to the open plan nature of this exhibition, noise carries and appears louder.

Video Tour:



In the Aquarium

Cool Seas

At a Glance:

- This is the 4th area of the aquarium that visitors can access directly from Endless Ocean. This area can be bypassed.
- This zone is has mixed lighting and audio levels. The jellyfish room is dark and has ambient music playing on a loop. The wavewall projection area is bright and well lit. There is a sandpit in this space which is tactile and displays a colourful, interactive projection on the surface.
- The space is open-plan and can get busy in peak times, meaning noise can echo.

Video Tour:



In the Aquarium

Kingdom of Ice

At a Glance:

- This is the 5th area of the aquarium that visitors can access directly from Cool Seas/Endless Ocean.
- This zone is illuminated by blue-toned ambient lighting. Noise is generated through videos played in this area.
- There are two ice walls on the left-hand-side that can be touched.
- At the end of this zone is the penguin exhibit. This area has large windows which allow viewing from a seated position.
- During peak periods, this area can become crowded and noisy. Additionally, daily presentations are delivered via a microphone in this area which can enhance the noise levels.

Video Tour:



In the Aquarium

Deep Blue One

At a Glance:

- This is the 6th area of the aquarium that visitors can access directly from the Kingdom of Ice.
- There is a lift in this area to access the lower level exhibits.
- The zone is moderately lit and omits noise from videos playing on a loop, which can be loud and sounds can echo in this open-plan space.

Video Tour:



In the Aquarium

Underwater Tunnel

At a Glance:

- This is the 7th area of the aquarium that visitors can access directly from Deep Blue One.
- This tunnel is underneath our 10-metre deep Endless Ocean exhibit, so is illuminated solely by the blue waters above. This can create shadows on the floor.
- Ambient animal and water sound effects can be heard in the tunnel and the space can be loud in peak times.

Video Tour:



Every lift in the building has raised numbers or letters, and most show the floor number at each level. There are lifts to every floor.

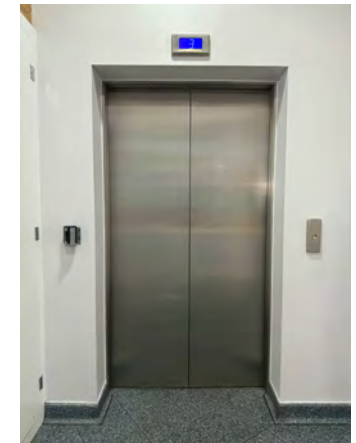
Bubble Lift

- The lift is 1,440mm wide and 2,040mm deep. The door is 1,100mm wide.
- This is a glass-fronted lift that transports visitors from the ground floor to the third floor whilst enjoying views of the Endless Ocean exhibit.
- Alternatively, if visitors do not wish to/cannot use this lift, an alternative exit can be provided via a fire escape directly to ground floor level.



Observatory Lift

- The lift is 1,600mm wide and 1,370mm deep. The door is 1,060mm wide.
- This lift is for visitors to access the second level of The Deep's café, known as the Observatory. This level also has a small outdoor viewing platform.



Main Entrance Lifts (2)

- Both lifts are 1,750mm wide and 2,060mm deep. The doors are both 1,080mm wide.
- There are the two main lifts that are used to take visitors to and from the third floor, which is where the exhibition begins and is the location of The Deep's café.



Deep Blue One Lift

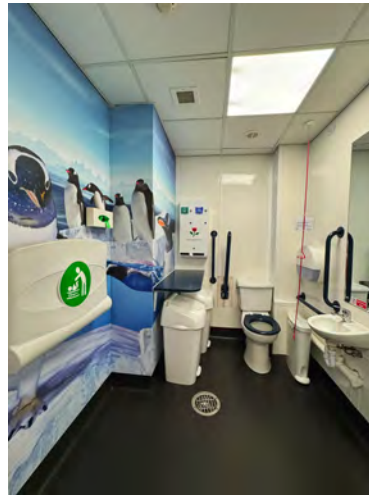
- The lift is 900mm wide and 1,900mm deep. The door is 900mm wide. The maximum capacity is 500kg.
- This lift is situated in Deep Blue One to allow access to the lower level exhibits for those who cannot use the steps.



There is level access and lifts to every toilet in the building. All accessible toilets have handrails and emergency alarm cords.

Ground Floor Toilets

- The accessible toilet is located on the ground floor, past the Reception desks.
- From the main entrance lifts to this toilet, the route is 1,930mm or more. The toilet door is 820mm wide.
- There is 450mm at the side of the toilet and 1,280mm in front of the toilet. The toilet seat is 450mm high.
- The direction of transfer onto the toilet is to the right.



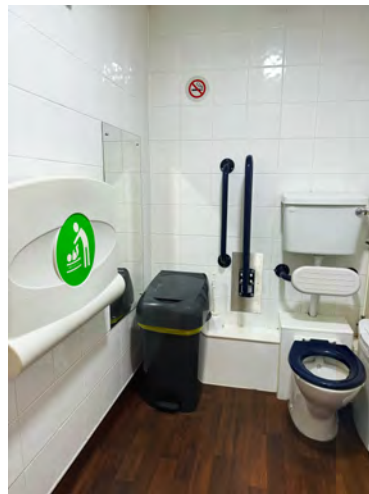
First Floor Toilets

- The accessible toilet is located on the first floor, just past the Endless Ocean exhibit.
- The accessible toilet door is 820mm wide.
- There is 760mm at the side of the toilet. There is 1300mm in front of the toilet. The toilet seat is 470mm high.
- The direction of transfer onto the toilet is to the left.



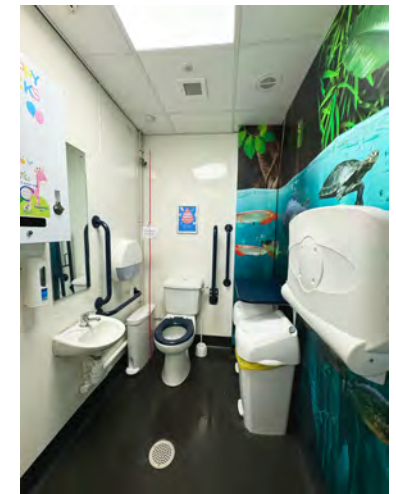
Learning Centre Toilets

- These toilets are on the ground floor, along the Learning Centre corridor. These toilets are used by school groups in term-time, so can be busy.
- The accessible toilet door is 820mm wide.
- There is 760mm at the side of the toilet. There is 720mm in front of the toilet. The toilet seat is 430mm high.
- The direction of transfer onto the toilet is to the right.



Third Floor Toilets

- The accessible toilet is located on the third floor as visitors exit the main entrance lifts and before the entrance turnstile.
- The accessible toilet door is 770mm wide.
- There is 1230mm in front of the toilet. The toilet seat is 450mm high.
- The direction of transfer onto the toilet is to the front only.



Changing Places Facility

Changing Places Facility

- This is located on the ground floor, past the Reception desks and opposite the main entrance lifts.
- A RADAR key is required to open the toilet; please ask Reception if you need to borrow one.
- The room includes an adjustable bench, hoist, adjustable basin and mirror, centrally placed toilet, and portable privacy screen.
- From the lift to the Changing Places Facility, the route is 1,930mm wide or more.
- The door is 890mm wide.
- There is 1,400mm at the side of the toilet. There is 2,340mm in front of the toilet. The toilet seat is 470mm high.
- There are handrails and an emergency alarm cord in the facility.
- The direction of transfer onto the toilet is to the left.

Video Tour:



The Café

- From the main entrance to the third floor café, there is level access and lifts to this level. The Observatory lift can also take visitors to a second level of the café for additional seating when busy.
- The route through the dining area is 800mm wide, or more.
- This space can be very loud during peak times.
- The café has wheelchair accessible tables, which are at a raised height. The Catering team can also provide good grips cutlery.
- All allergy and dietary requirements are catered for; please just speak to a member of the Catering team before ordering.
- Catering is generally self-service, however the team are happy to provide assistance with table service/food purchase if required.

Video Tour:



The Deep-Artment Store

The Deep-Artment Store (Gift Shop)

- From the main entrance to the shop, there is level access and lifts to this level.
- The route through the shop is 800mm wide, or more.
- The gift shop is located on the ground floor which is usually passed through to get to The Deep's main exit, however visitors can choose to exit via the accessible entrance if they would prefer not to visit the gift shop.
- There are a variety of products available at varying heights on display; please ask a member of the Retail team for assistance.
- This area can be loud at peak times.

Video Tour:

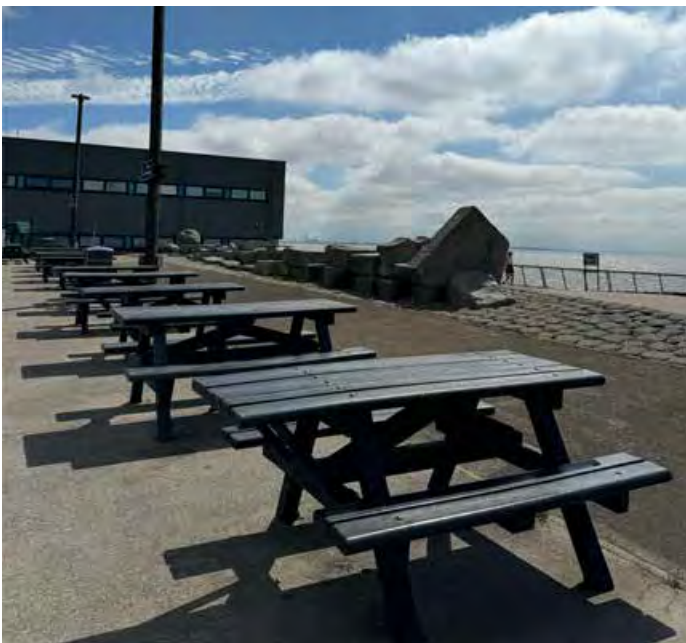


Picnic Areas



Indoor Picnic Area

- The picnic area is situated between Endless Ocean and Cool Seas on the first floor. It is comprised of moveable tables and chairs, so a wheelchair can be seated where required.
- From Endless Ocean and Cool Seas to the picnic area, there is level access and a lift. The entrance is 3,450mm wide.



Outdoor Picnic Area

- The outdoor picnic area is situated outside the accessible entrance and opposite the accessible parking bays.
- From the car park to the outdoor picnic area, there is level access.
- The tables in the outdoor picnic area are static wooden benches, so a wheelchair is able to be seated at either end.