

A Day at The Deep: Planning Your Visit

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Welcome to The Deep, Hull's award winning aquarium. Home to a whopping 3,500 fish including Green sawfish, spectacular sharks, rays and a colony of Gentoo penguins.

We aim to deliver excellent service to all visitors and continually strive to improve and provide a quality experience for all. We are committed to accessibility for all visitors, we are continually updating and adding to our wide range of tools and information to ensure an accessible family day out.

Should you need any further information or assistance with planning your visit To The Deep please email access@thedeeep.co.uk or call 01482 381000 Monday to Saturday between 9am and 5pm.

Planning your visit

- The Deep is located in Hull City Centre with excellent links to Hull Interchange for trains and buses. For details see 'Getting Here' (page 4)
- Hull land train takes you on a tour around the City Centre. Runs Thursday to Sunday from 11am at the City Hall and quarter past the hour from The Deep, for more information visit <http://hulllandtrain.wix.com/index>
- A Freephone can be found in reception to call taxis and reception will assist on request.
- The Deep's busiest days are weekends and school holidays. Term time can be busy between 10am and 2pm with organised school groups. The quietest time to visit on any day is after 2.30pm.

- Accessible website with the ability to increase the size of text and change colour contrast.
- Dedicated accessibility email address for further assistance in planning and during your visit access@thedeep.co.uk
- Visitors are able to reserve wheelchairs please call 01482 381000 Monday to Friday, 9am -5pm or email access@thedeep.co.uk
- Mobility scooters and rollators are available to hire free of charge (these cannot be pre-booked).
- Printed literature can be produced in large print and Braille on request.
- Download a copy of The Deep's Social Story 'A Day at The Deep: Preparing for your Visit' guide, a helpful tool for families with additional needs to more effectively plan their day and make the most of their visit with us.

Tickets

Tickets can be bought on the day of your visit at our bookings desk. To save money and time we recommend purchasing tickets online.

When you make your booking you will be asked to select a date for your visit. Please note you are selecting which date you would like your 12 month Day Plus Pass to start from. This must begin on or before the date of your first visit.

You will be emailed a confirmation number, simply bring the confirmation number along with you on the day of your visit and join the queue at the Main Entrance. You will need to keep your tickets safe for free return entry. Please note, we have a

separate accessible & pre-organised groups (10 or more)
entrance located nearest the Humber and the shark statue.

Where too many tickets have been purchased (or where a customer may have duplicated an entire purchase), refunds are available. These can be processed by the finance department during the office hours of Monday to Friday 9.30am to 4.30pm on 01482 381000.

Essential Ticket Information

Family 4 & Family 5 tickets - can be made up of a maximum of two adults with the remaining ticket holders being children, students and seniors.

Seniors - 60+ years.

Children - 3 - 15 years (under 3's are free).

Students – in full time education, a valid NUS card or proof of age is required.

Essential carers - are admitted free of charge (please do not purchase a ticket online for carers).

Day Plus Pass

When collecting your tickets, the reception team will take your photo to complete your Day Plus Pass. This will allow you and your party free return visits to The Deep for up to 12 months (conditions apply). The Day Plus Pass also gives you the option to Gift Aid your entry if you are able. This does not cost you a penny more but helps our charitable conservation and education work.

Getting Here

The Deep is located within walking distance from Hull City Centre on the bank of the Humber. A pedestrian and cycle bridge provides a link to and from The Deep to the Old Town's Museum Quarter and City Centre shops.

SAT NAV

The Deep's postcode is HU1 4DP, however some navigation systems do not recognise this postcode and so HU9 1TU should be used. This will take you to Tower Street, Hull, which is the nearest main road to The Deep.

Public Transport

Bus/rail - For up to date information on bus timetables from Hull Interchange to The Deep please contact Traveline on 0871 200 22 33 open daily from 8am - 8pm (calls to Traveline cost 10p per minute, plus any charges your network provider makes).

Train times into Hull can be found via National Rail. To walk to The Deep from the station, exit the station and cross the road towards House of Fraser department store and then follow the pedestrian signs to The Deep.

Park & Ride

There is a Park and Ride facility from Priory Park, Hessle. This is 5 miles west of Hull on the A63 approach road into the city. It is signposted from the A15, A63 and the Humber Bridge. This service drops you off in Hull City Centre, a five minute walk from The Deep.

Taxis & By Foot

Taxis are available from outside the station (Hull Interchange) for approximately £5 single fare. To walk to The Deep from the station, exit the station and cross the road towards House of Fraser department store and then follow the pedestrian signs to The Deep.

Cycling

The Deep is part of the Trans Pennine Trail, an exciting 215 mile trail linking the North and Irish Seas. There are bike stands available adjacent to The Deep reception to which cycles can be secured.

Car Parking

- The car park has 14 widened spaces (2.75 metres wide) designated for accessible parking, next to the 'accessible and groups' entrance.
- Accessible parking (for vehicles displaying a valid blue badge) is free of charge at all times otherwise parking is payable of £2 for four hours.



- Please beware the car park can become very congested during peak periods.
- The main car park surface is tarmac and is well lit. Overflow car parks may be gravelled, but we have a drop off zone should one be needed.
- Paths around the car park and building are wide and made from levelled concrete.

- Water can be provided for dogs on request. Only assistance dogs are permitted entry to The Deep.
- There is a coach drop off point close to the entrance.

Entrance & Reception

- The accessible entrance is located on the far left of the building, adjacent to accessible parking, there are no steps to entrance. Parties with access requirements are welcome to use this queue which, on busy days, is shorter than the main line.



- Low level counter at 'pre-booked/group/accessible desk'.
- Good lighting in ticketing area.
- Braille and large print copies of The Deep guidebook are all available to borrow free of charge in reception.
- Leaflets are available in a range of languages including Russian, Polish, Spanish, German, Dutch, Arabic and Mandarin
- Hearing loop at till points & mobile hearing loops can be hired free of charge.

- MP3 player audio guides are available to hire free of charge.
- Mobility scooters (2), wheelchairs (10) and walking aids (4) are available to hire free of charge from reception. Please note only wheelchairs are available to pre-book, please email access@thedeeep.co.uk or call 01482 381000
- Ear defenders are available to hire free of charge from reception.
- The Deep Guiding Team is able to produce extra tactile exhibits which can be handled to enhance the visitor experience, please ask a member of The Deep crew.
- All lifts have audio advice on floor level.

Facilities

- Accessible toilets are clearly signed throughout the attraction.
- Accessible toilets, with emergency call alarms are available on each level of the building.



- All toilets are checked and maintained throughout the day by The Deep Crew.
- Larger clinical disposal units are provided in all of the accessible toilets, as well as in the communal areas of each of the ladies and gents.
- All toilet cubicles have hooks on the doors to hang belongings.
- For visitors who require a larger area for changing, a first aid room is available on request. Please note there are no toilet facilities in this room, a clinical disposal unit is provided.
- Although The Deep does not have a dedicated prayer room or private space for breast feeding, please ask a member of staff who can take you to an appropriate quiet area.



Food & Drink

- Castaways Café is located on the 3rd floor and is open every day, 10am – 5:30pm (excluding 24th & 25th December when the deep is closed).
- Offering hot breakfasts until 11:30am, a range of hot meals (until 3pm), salads, snacks, cakes, sandwiches and hot and cold drinks and cold drinks.
- Children's meals and special dietary requirements are all catered for.
- There is a lift in Castaways Café to the 4th floor where there is overflow seating and a viewing area.



- There is a 'Baby Food Warming' station in the Observatory Café which includes bottle warmers and a microwave which is free for all visitors to use.
- Good selection of healthy food options available recognised by Healthier Options.
- Good level of natural light in Castaways Café and the Halfway Café.
- Staff are available to assist where required.
- Chairs and tables are movable, some with a central support column and some with legs on each corner. Some tables are identified as being higher for easy wheelchair access.
- The Deep is able to cater for dietary requirements. Please ask staff for advice and recommendations if necessary.
- Food can be blended on request.
- 'Good grips' cutlery and plate guards are available on request.
- You don't need an entry ticket to visit the café, the current menu can be found on the website in 'Plan Your Visit' (including relevant allergen information)
- The Halfway Café is located in the exhibition (next to the Cool Seas) on the 1st floor and is open during busy peak periods serving a variety of sandwiches, hot and cold snacks and drinks.
- We cannot guarantee you will always find a table as this area may be used by school parties during term time.
- Both cafés are counter service but table service can be offered, where needed, on request.
- An indoor picnic area is available near Cool Seas and the Halfway Café. Tables and chairs are moveable.

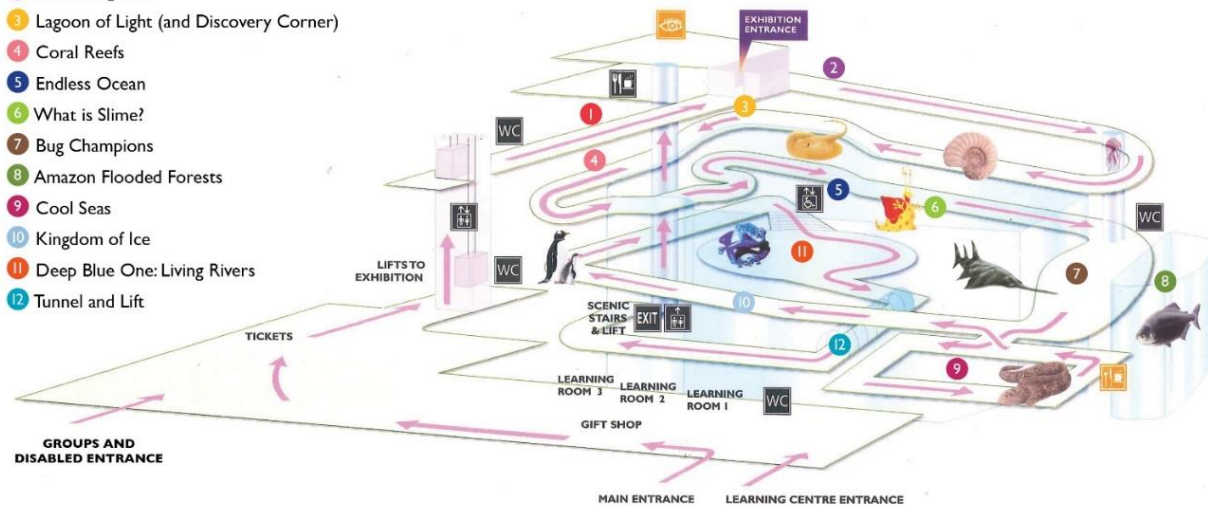
- There are fixed seat and table picnic benches located outside of the visitor attraction. These are wheelchair accessible and situated next to the accessible parking bays (indoor picnic area also available).

Your Visit

- Induction loops can be found at reception, the till point within the gift shop and also in the conference suite in the Learning Centre. Personal hearing loops are also available to hire free of charge from reception.
- Visitors with hearing difficulties are also able to obtain a printed copy of The Deep guide book from reception free of charge. Guides can be pre-booked with reasonable notice to accompany visitors with additional needs to deliver a multisensory tour. This may be of particular interest to visitors who are visually impaired.
- The route around the attraction is gently sloped and accessible to all visitors.
- Please note there are some high level walkways throughout the attraction, with protective railings in place but it should be noted by anyone who has a tendency to climb, or have no sense of danger. Appropriate warning signage is in place.
- Under 16's are not permitted to enter The Deep unless accompanied by an adult and our terms and conditions of entry do require under 16's to be supervised at all times.

Zones

- 1 Visions of the Ocean
- 2 Awakening Seas
- 3 Lagoon of Light (and Discovery Corner)
- 4 Coral Reefs
- 5 Endless Ocean
- 6 What is Slime?
- 7 Bug Champions
- 8 Amazon Flooded Forests
- 9 Cool Seas
- 10 Kingdom of Ice
- 11 Deep Blue One: Living Rivers
- 12 Tunnel and Lift



Planning your visit

Allow 1-1½ hours for Zones 1 – 7 inclusive

Allow ½-1 hour for Zones 8 – exit

KEY

- TOILETS
- LIFT
- DISABLED LIFT
- EXHIBITION EXIT
- SNACK BAR (open in school holidays)
- OBSERVATORY viewing area
- CASTAWAYS CAFÉ OPEN 10am-5.30pm
Hot food served until 3pm

- The Deep is set over three levels, all of which are accessible by two lifts.



- The exhibition has been designed so that the information is displayed using a range of audio, visual and tactile content to be accessible to all.
- There is one set of stairs into 'Deep Blue One'. A lift is available at this point but larger wheelchairs and pushchairs may be too big for this lift. Staff can direct to a larger lift.



- Limited seating is available throughout the exhibition. You may wish to borrow a rollator from reception if you need more regular breaks.
- Baby changing facilities are available in all toilets in the building, including ladies, gents and accessible.
- Please note: lighting is generally low throughout the attraction. There may be some flashing lights from audio visual displays.
- We hold regular 'Quiet Day' events through the year when the lights are brighter, background noise is turned down and timed

BSL signed presentations take place. [Click here for more information.](#)

The 'Dee'partment' Store

Our on-site shop, The 'Dee'partment Store', is open from 10am to 6pm seven days a week (excluding 24th and 25th December when The Deep is closed).

Here you can find a huge range of souvenirs and gifts as well as a great range of books, soft toys, stationery, pottery and clothing. You don't need an entry ticket to visit the shop.

- Open access on a level entry from the ticketing areas.
- Some items for sale may be out of reach, please ask staff for assistance.
- There is an induction loop installed at the counter.
- All prices are displayed in a minimum of 24 point font size.
- There is a low level counter in the shop

Additional Information

- The Deep has a full accessibility awareness training programme in place for front line staff.
- Assistance dogs are welcome and can be provided with bowls of water on request.
- The Deep has many staff trained in first aid and can offer assistance and first aid supplies as necessary.
- In the event of a building evacuation, a repeating tannoy announcement and siren will sound, the audio visual displays will switch off, house lights come on and fire wardens ensure that visitors make their way to the nearest fire exits. Lifts will cease to operate.

- Due to the attraction being over four floors some descent of stairs may be needed to exit the building. Specific refuge points are provided for the safety of those who cannot use the stairs and additional help (including the use of Evac chairs) would be offered should a full building evacuation be required.

Two Rivers Restaurant

Two Rivers is a unique restaurant located in the heart of the aquarium.

- Open on selected Thursday, Friday and Saturday evenings from 7pm.
- Pre-booking is required.
- Menus can be requested in advance or downloaded from the website. Large print copies of menu are available on request.
- Vegetarian, gluten and dairy free options are available. For other special dietary requirements please contact us in advance to discuss alternatives.
- Table service with waiting staff on hand at all times.
- Lift access is available, wheelchairs and walking aids can be borrowed for the evening if required.
- Portable induction loops available on request.

Educational Visits

- Entry to the learning centre through ground level doors.
- Education sessions are delivered at all academic levels to suit students' needs and can be adapted to suit specific requirements
- An Induction loop is installed in one of the learning centre classrooms

- Education sessions pre-booked with appropriate content agreed in advance with teaching staff.
- Moveable chairs and tables
- Accessible toilets
- A first aid room for changing is available upon request.