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# Attraction

Tower Bridge Road, London, SE1 2UP

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Send email (<mailto:enquiries@towerbridge.org.uk>)

Visit website (<http://www.towerbridge.org.uk>)



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## About this venue

Tower Bridge was built over 125 years ago to ease road traffic while maintaining river access to the busy Pool of London docks. Built with giant movable roadways that lift up for passing ships, it is to this day considered an engineering marvel and beyond being one of London's favourite icons, it is arguably one of the most famous and instantly recognisable structures in the entire world. Learn more about the history of the Bridge:

<https://www.towerbridge.org.uk/discover/history> Since 1982, visitors have been able to see inside Tower Bridge and discover the history of the Bridge and why it came into existence through fascinating exhibition content. Visitors can also experience the exciting new glass floor and spectacular panoramic views from the high-level Walkways as well as the Victorian Engine Rooms, which house the beautiful steam engines that once powered the bridge lifts. This must-see attraction is the only way to explore London's defining landmark

## Access Guide

## Opening Hours and Admission Prices

- [For information about opening hours and admission prices please click here \(opens in new tab\) \(http://www.towerbridge.org.uk/opening-hours/\)](http://www.towerbridge.org.uk/opening-hours/).

## Getting Help and Assistance

### Photos



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- [To see accessibility information, including details of special opening and tours and guides which can be downloaded in advance a visual story to explain the route of the attraction and the experience please click here \(new tab\) \(https://www.towerbridge.org.uk/accessibility\)](https://www.towerbridge.org.uk/accessibility/).
  - There is a member of staff available for help and assistance.
  - There is not a member of staff trained in British Sign Language.
  - The alternative formats documents can be provided in include; Braille and large print.
  - There is not an assistance dog toilet or toileting area at the venue/nearby.
  - Water bowls for assistance dogs are available.
  - There are mobility aids available.
  - The mobility aids available include wheelchairs.
  - To obtain mobility aids please contact any member of staff. The wheelchairs are freely available in the ticket office area, to the right of the lift.
  - There is a designated place of safety which can be used by people who may feel scared or at risk.

- There are two small quiet rooms, off the stairs in in the North and South Towers.  
The rooms are accessed by steps only.  
Visitors will be given the key code to the rooms.  
Staff will provide an alternative space with level access if required.
- Portable stools in two sizes are available in the North Tower ticket office, next to the first lift and on leaving the first lift for visitors to take around North Tower with them. Stools and wheelchairs are also available in the Engine Rooms.
- All dogs, not just assistance dogs, are welcome in the exhibition. There are no restrictions on food and drink apart from nuts, which are not permitted.
- Large print/high contrast and Braille/tactile versions of the guide book are freely available from the rack above the portable stools, to the left of the lift. British Sign Language tours of Tower Bridge and the Engine Rooms are organised for the last Saturday of the month at 11:00. They are delivered by a Tower Bridge accredited guide and a BSL accredited interpreter. Standard admission charges apply and family discounts are available. Booking and payment in advance is recommended to secure a place. Spare places will be sold on a first come, first served basis. To book, please contact [bookings@towerbridge.org.uk](mailto:bookings@towerbridge.org.uk) or telephone +44 (0) 207 407 9191.
- Tower Bridge opens its doors early for monthly Autism Friendly Early Opening sessions where children with autism and other needs, as well as their siblings, families and carers can explore Tower Bridge at their own pace. Families are able to explore the Attraction and Engine Rooms in a calm, relaxed atmosphere and also take part in family craft activities. Places are limited and are booked as timed entry slot. For more information about the event please email [learning@towerbridge.org.uk](mailto:learning@towerbridge.org.uk) or telephone 020 7940 8397. The Visual Story can be viewed or downloaded before the visit to help guests to know what to expect. Please see the link above.

## Comments

[View](#)

- A sensory toolkit is available in 2 locations in the Bridge, and also in the Engine Rooms.
- This includes a pop-up tent, ear defenders, a weighted blanket, tactile objects and cuddly toys.
- The kits are freely available to anyone who may be feeling distressed or overwhelmed.
- Please ask a member of staff for assistance.

## Getting Here

### By Road

[View](#)

- Tower Bridge forms part of the A100 Tower Bridge Road in Central London.
- In this area, Tower Bridge Road is a Red Route where stopping or parking is not permitted. The Minorities multi-storey car park, off Shorter Street, is about 500m north of the venue.
- **[For more information on parking and the route to the North Tower please click here \(opens new tab\) \(http://www.disabledgo.com/access-guide/tower-bridge/tower-bridge---parking-and-route-to-north-tower\)](http://www.disabledgo.com/access-guide/tower-bridge/tower-bridge---parking-and-route-to-north-tower)**

### By Bus

[View](#)

- There is a bus stop within 150 metres of the venue.
- Bus routes 42, 78 and RV1 cross Tower Bridge. The nearest stops are on the south side of the river, stops P and L, Tower Bridge City Hall.

### By Train

[View](#)

- The nearest Railway Station is London Bridge.
- Staff are available to assist with portable ramps from train to platform where required. There is level access from all platforms to street level by lift at this station. Routes in and out of this station may vary during the construction work (2017-18). There is a step-free route from the Tooley Street exit to Tower Bridge Road via Tooley Street and Queen Elizabeth Street.

### By Underground

[View](#)

- The nearest underground station is London Bridge and Tower Hill.
- At London Bridge Station (south of the river) there is level access by lift from train to street on the Jubilee Line services. There is no step-free access to the Northern Line services. Tower Hill station (north of the river) is served by District and Circle Line trains. There is a manual boarding ramp to board or leave the trains and a lift to street level.

- [For more information on step-free interchanges with other services please click here \(opens new tab\) \(http://content.tfl.gov.uk/step-free-tube-guide-map.pdf\)](http://content.tfl.gov.uk/step-free-tube-guide-map.pdf).

## By DLR

[View](#)

- The nearest DLR station is Tower Gateway.
- There is step-free access from train to street at all DLR stations. Tower Gateway DLR station is north of the bridge, about 500m (a 10 minute walk) from the North Tower.

## Useful Links

[View](#)

- The TFL Journey Planner tool allows users to plot suitable transport options, including specifying access requirements, such as step-free, minimum changes or maximum walking times. The site has live information about any problems with lifts or other issues.
- [To view the web page described above click here \(opens in new tab\) \(https://tfl.gov.uk/plan-a-journey\)](https://tfl.gov.uk/plan-a-journey).
- Links to TFL accessibility guides, including large print maps and audio guides to order or download.
- [To view the web page described above click here \(opens in new tab\) \(https://tfl.gov.uk/forms/12387.aspx\)](https://tfl.gov.uk/forms/12387.aspx).

## Parking

- [For more information about parking and the route from the parking please click here \(opens in new tab\) \(http://www.disabledgo.com/access-guide/tower-bridge/tower-bridge---parking-and-route-to-north-tower\)](http://www.disabledgo.com/access-guide/tower-bridge/tower-bridge---parking-and-route-to-north-tower).

## Outside Access (Ticket Office Entrance)

### Photos



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## Entrance

[View](#)

- This information is for the entrance located at the base of the North Tower, on the west side of the bridge.
- The entrance area/door is clearly signed.
- This entrance is signed with 'Assisted Entrance'.
- There is step-free access at this entrance.
- There is not a canopy or recess which provides weather protection at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The door(s) is/are single width.
- The width of the opening is 100cm.
- The door is held open when the attraction is open.

## Comments

[View](#)

- This entrance is used for all visitors to the attraction.
- A member of staff is always available at the door and in the queuing area on the bridge.

## Reception (Ticket Desk)

### Photos



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## Reception

[View](#)

- The reception point is located ahead as you enter the ticket office.

- The reception point is approximately 4m (4yd 1ft) from the ticket office entrance.
- The reception area/desk is clearly visible from the entrance.
- There is step-free access to the reception point.
- There is a clear unobstructed route to the reception point.
- There are windows, TVs, glazed screens or mirrors behind the reception point which could adversely affect the ability of someone to lip read.
- The counter is placed in front of a plain background.
- The lighting levels at the reception point are good.
- The height of the reception counter is 90cm.
- There is sufficient space to write or sign documents on the counter.
- There is not a lowered section of the counter.
- The counter is staffed.
- There is a hearing assistance system at the reception point.
- The type of system is a fixed loop.
- The hearing assistance system is signed.
- Staff are trained to use the hearing assistance system.
- Signs and universally accepted symbols or pictograms, indicating lifts, stairs, WCs, circulation routes and other parts of the building are provided in the reception area.
- The type of flooring in the reception area is tiles.
- There are mats on the floor that might be perceived as holes.
- There are microphone and speaker systems at all counters, in addition to the hearing loop.

## Reception Seating Area

[View](#)

- There is not a seating area close to the reception point.

## Outside Access (North Tower Stairs Entrance - Standard Route)

 **Photos**



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## Entrance

View

- This information is for the entrance located at the base of the North Tower, to the left of the entrances to the Ticket Office.
- The entrance area/door is not clearly signed.
- There is stepped access at this entrance.
- There is a canopy or recess which provides weather protection at this entrance.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) towards you (pull).
- The door(s) is/are single width.
- The door(s) may be difficult to open.
- The width of the door opening is 100cm.

## Step(s)

View

- The step(s) is/are located in front of the entrance.
- There is/are 13 step(s).
- The step(s) is/are not clearly marked.
- The height of the step(s) is/are between 15cm and 18cm.
- The going of the step(s) is/are between 30cm and 45cm.
- There is a/are handrail(s) at the step(s).
- The handrail(s) is/are on both sides of the step(s).
- Handrails are not at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do not extend horizontally beyond the first and last steps.



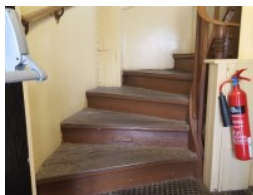
## Comments

[View](#)

- This entrance leads directly to the North Tower stairs, which are part of the attraction for those able to manage them.
- Staff are available at this entrance to direct visitors.
- The doors are held open when the bridge is open.

## Other Floors (North Tower Stairs - Standard Route)

### Photos



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## Stairs

[View](#)

- Stairs can be used to access other floors.
- The stairs are located immediately after the North Tower Stairs Entrance.
- The stairs are clearly visible from the entrance.
- The floors which are accessible by stairs are the bridge level up to the walkways.
- There are 206 steps between floors.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The height of the step(s) is/are 16cm.

- The going of the step(s) is/are not between the recommended 30cm and 45cm.
- The steps are not clearly marked.
- There is a/are handrail(s) at the step(s).
- The steps have a handrail on both sides.
- Handrails are not at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- There is a landing.
- The lighting levels at the steps are varied.

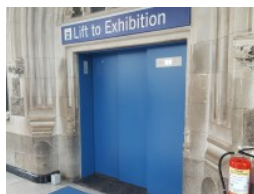
## Comments

[View](#)

- There are several different styles of stairs on this route, including some with tapered treads.
- All the flights have handrails to both sides and there is generally a maximum of 12 steps in a flight between level landings.
- There are some visual displays on landings, including a larger area with some armchair seating, seen in photographs 5 and 6.

## Lift (North Tower Lift - Accessible Route)

### Photos



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- There is a lift for public use.
  - The lift is located to the left of the ticket desk.
  - The lift is clearly visible from the entrance.
  - The lift is approximately 5m (5yd 1ft) from the Ticket Office - Accessible Entrance.

- The lift is a standard lift.
- The floors which are accessible by this lift are bridge level to the walkway level.
- Clear signs indicating the facilities on each floor are provided on lift lobby landings.
- There is a clear level manoeuvring space of 150cm × 150cm in front of the lift.
- Lift doors do contrast visually with lift lobby walls.
- The colour contrast between the external lift controls and the control plate is good.
- The colour contrast between the external lift control plate and the wall is good.
- The clear door width is 115cm (3ft 9in).
- The dimensions of the lift are 145cm x 378cm (4ft 9in x 12ft 5in).
- There are separate entry and exit doors in the lift.
- There is not a mirror to aid reversing out of the lift.
- There is a list of floor services available within the lift.
- The internal controls for the lift are within 90cm - 120cm from the floor.
- There is a hearing loop system.
- The lift does not have Braille markings.
- The lift does have tactile markings.
- The lighting levels in the lift are good.

## Comments

[View](#)

- The lift is available to any visitors who prefer this route to the stairs.
- There is a member of staff always located in the lift to operate the controls, provide assistance and provide information about the Tower Bridge.
- Portable stools are available for visitors to collect near to the entrance and exit of the lift.

## Attraction/Exhibit (North Tower)

## Photos



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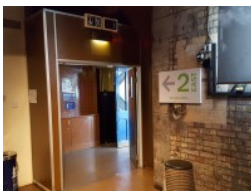
### Attraction / Exhibit

#### View

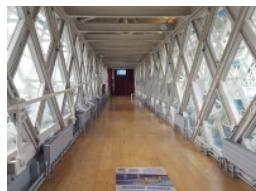
- There is level access throughout this area.
- Clear directional signage is provided in this area.
- There are walkways/corridors with a surface width of less than 120cm (excluding any permanent obstructions over a small distance).
- The type of flooring in this area is vinyl and concrete.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in information board and television/screen format.
- There is a large TV screen with a hearing loop playing a video presentation about Tower Bridge.
- There is a good colour contrast between some walls and the floor in this area.
- The lighting levels in this area are low to moderate.

### Attraction / Exhibit (East Walkway - West Walkway)

## Photos



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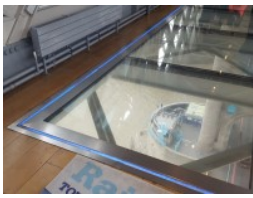


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## Entrance / Opening

### View

- There are double, permanently held open doors with an opening width of 75cm+ for access to this area/attraction.
- The entrance/opening is clearly signed.
- There is step-free access at this entrance/opening, via lift.

## Attraction / Exhibit

### View

- There is level access throughout this area.
- Clear directional signage is provided in this area.
- The type of flooring in this area is wood and glass.
- There is some flooring which is shiny and could cause issues with glare or look slippery to some people.
- Handrails with a rounded or oval profile are provided in some areas.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in tactile, information board and television/screen format.
- There are some exhibits which start from the floor level.
- The distance between the lowest exhibit and the floor is 70cm.
- There is a glass walkway giving views of the river below, along part of both the East and West Walkways.

The East Walkway is part of the route around the attraction, the West Walkway is optional.

There are narrow wooden walkways to the side of the glass, with a handrail to one side, for visitors who wish to avoid the glass floor.

There is a mirrored ceiling above the West Walkway glass floor.

There are display boards and TV screens located along both walkways providing information.

The TV screens are touchscreen and the information can be provided

in a number of languages and subtitles.

Some of the displays include objects that can be touched.

There is bench seating located along both walkways.

- There is a good colour contrast between the walls and the floor in this area.
- The lighting levels in this area are good.

## Exit

**View**

- Visitors exit via a separate set of doors/opening.
- The exit is clearly signed internally.
- There are double, permanently held open doors with an opening width of 75cm+ when exiting this area/attraction.
- The exit is step-free.

## Attraction / Exhibit (South Tower - Walkway Level)

### Photos



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## Entrance / Opening

**View**

- There are double, permanently held open doors with an opening width of 75cm+ for access to this area/attraction.
- There is step-free access at this entrance/opening, via lift.

## Attraction / Exhibit

**View**

- There is level access throughout this area.
- The type of flooring in this area is vinyl.

- There is flooring which is shiny and could cause issues with glare or look slippery to some people.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in television/screen format.
- There is a large TV screen which plays a presentation about Tower Bridge and there is hearing loop fitted.
- There is a poor colour contrast between the walls and the floor in this area.
- The lighting levels in this area are low to moderate.

## Attraction / Exhibit (South Tower - Lower Level)

### Photos



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### Attraction / Exhibit

#### View

- There is level access throughout this area.
- The type of flooring in this area is vinyl.
- This area does not play background music/sound.
- There are not resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in pictorial and information board format.
- The distance between the lowest exhibit and the floor is 30cm.
- This area contains displays of clothing and equipment which staff can remove from the cabinets for visitors to handle and try on.
- There is a good colour contrast between some walls and the floor in this area.
- The lighting levels in this area are good.

## Other Floors (South Tower Stairs - Standard Route)

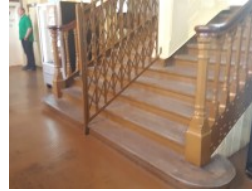
### Photos



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### Stairs

[View](#)

- Stairs can be used to access other floors.
- The floors which are accessible by stairs are walkway level down to the lower attraction level, then the street level on Tower Bridge Road.
- There are 129 then 77 steps between floors.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The depth of the step(s) is/are between the recommended 30cm and 45cm.
- The steps are not clearly marked.
- There is a/are handrail(s) at the step(s).
- The steps have a handrail on both sides.
- Handrails are at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do not extend horizontally beyond the first and last steps.
- There is a landing.
- Clear signs indicating the facilities on each floor are provided on landings.
- The lighting levels at the steps are varied.

### Comments

[View](#)



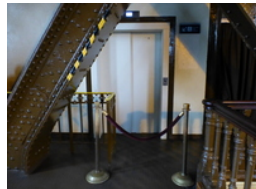
- There is a similar staircase of 22 steps which runs parallel to the main staircase between the lower level and street level to access the male toilets only.

## Lift (South Tower - Accessible Route)

### Photos



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- There is a lift for public use.
  - The lift is located to the left in the South Tower Area as you enter from the East or West Walkways.
  - The lift is clearly visible from the entrance.
  - The lift is approximately 4m (4yd 1ft) from the exit from the West Walkway.
  - The lift is a standard lift.
  - A member of staff is required to operate the lift.
  - The floors which are accessible by this lift are South Tower walkway level, lower level and street level for Tower Bridge Road.
  - Clear signs indicating the facilities on each floor are provided on lift lobby landings.
  - There is a clear level manoeuvring space of 150cm x 150cm in front of the lift.
  - Lift doors do contrast visually with lift lobby walls.
  - The external controls for the lift are within 90cm - 110cm from the floor.
  - The colour contrast between the external lift controls and the control plate is poor.
  - The colour contrast between the external lift control plate and the wall is good.
  - The clear door width is 115cm (3ft 9in).
  - The dimensions of the lift are 145cm x 378cm (4ft 9in x 12ft 5in).

- There are separate entry and exit doors in the lift.
- There is not a mirror to aid reversing out of the lift.
- There is a list of floor services available within the lift.
- The lift does have a visual floor indicator.
- The lift does have an audible announcer.
- The internal controls for the lift are within 90cm - 120cm from the floor.
- There is a hearing loop system.
- The lift does not have Braille markings.
- The lift does have tactile markings.
- The lighting levels in the lift are good.

## Comments

[View](#)

- The lift is available to all visitors who prefer this route.
- There is a member of staff always located in the lift to operate the controls, provide assistance and provide information about the Tower Bridge.

## Accessible Toilet(s) (South Tower - Lower Level)

### Photos



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- There is an/are accessible toilet(s) for public use.

## Location and Access

[View](#)

- This accessible toilet is located to the left after you exit the South Tower lift, on the lower level.

- This accessible toilet is approximately 1m (3ft 3in) from the South Tower lift.
- There is step-free access to the accessible toilet, via lift.

## Features and Dimensions

[View](#)

- This is a shared toilet.
- A key is not required for the accessible toilet.
- There is pictorial signage on or near the toilet door.
- The door opens inwards.
- The door is heavy.
- The door is locked by a locking handle.
- The width of the accessible toilet door is 94cm (3ft 1in).
- The door has a horizontal grab rail.
- The dimensions of the accessible toilet are 235cm x 300cm (7ft 9in x 9ft 10in).
- The accessible toilet does have an unobstructed minimum turning space of 150cm x 150cm.
- The toilet has a non-slip floor.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 110cm (3ft 7in).
- There is a flush on the transfer side.
- There is a spatula type lever flush.
- There is a dropdown rail on the transfer side.
- There is an emergency alarm.
- The emergency pull cord alarm is fully functional.
- There is not a flashing fire alarm beacon within the toilet.
- Disposal facilities are available in the toilet.
- There is a/are female sanitary, non-infectious waste and general domestic waste disposal units.
- There is a/are coat hook(s).

- There are coat hooks in the toilet at 100cm and 140cm from the floor.

## Position of Fixtures

### View

- There is a/are wall-mounted grab rail(s) available.
- As you face the toilet the wall-mounted grab rail(s) is/are on both sides.
- There is a vertical wall-mounted grab rail on the transfer side.
- There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
- There is a mirror.
- The mirror is not placed at a lower level or at an angle for ease of use.
- There is a shelf next to the toilet.
- The shelf is at a height of 96cm.
- The toilet has a cistern.
- The height of the toilet seat above floor level is 46cm (1ft 6in).
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is placed higher than 100cm (3ft 3in).
- The height of the toilet roll holder is 110cm (3ft 7in).
- There is a wash basin.
- The wash basin can be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).
- The height of the wash basin is 74cm (2ft 5in).
- There are vertical wall-mounted grab rails on both sides of the wash basin.
- The wash basin tap type is lever.
- There is a mixer tap.
- Taps have clear markings to indicate hot and cold settings.
- There is a soap dispenser.
- The soap dispenser cannot be reached from seated on the toilet.
- The height of the soap dispenser is 90cm.

- There is not a towel dispenser.
- There is a hand dryer.
- The hand dryer cannot be reached from seated on the toilet.
- The hand dryer is not placed higher than 100cm (3ft 3in).
- The height of the hand dryer is 88cm (2ft 11in).

## Colour Contrast and Lighting

[View](#)

- The contrast between the external door and wall is good.
- The contrast between the internal door and wall is good.
- The contrast between the dropdown rail(s) and wall is good.
- The contrast between the wall-mounted grab rail(s) and wall is good.
- The toilet seat colour contrast is poor.
- The contrast between the walls and floor is good.
- The lighting levels are good.

## Baby Changing Facilities

[View](#)

- Baby changing facilities are located within the accessible toilet.
- The baby change table is not set against the wall, permanently fixed at 75cm from the floor.
- The baby change table is not height adjustable.
- The height of the baby change table once extended is 87cm (2ft 10in).

## Comments

[View](#)

- During the 'relaxed' sessions, the electric hand dryer is turned off and paper towels are provided.

## Standard Toilet(s) (South Tower)

 **Photos**



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- Standard toilet facilities are available.

### **Access to Standard Female Toilet(s)**

**View**

- The female toilet facilities that were surveyed are located off the stairs between the South Tower lower level and the street level.
- There is stepped access to the female toilet(s).
- There is pictorial signage on or near the toilet door.
- An ambulant toilet with wall-mounted grab rails is available.
- There are horizontal grab rails on both sides of the seat and a vertical rail on the left.
- There is not a lowered wash basin.
- The wash basin(s) tap type is lever.
- There is not a flashing fire alarm beacon within the toilets.
- Lighting levels are good.

### **Access to Standard Male Toilet(s)**

**View**

- The male toilet facilities that were surveyed are located off a separate staircase; 22 steps lower than the South Tower lower level.
- There is stepped access to the male toilet(s).
- There is pictorial signage on or near the toilet door.
- There is not a lowered urinal.
- An ambulant toilet with wall-mounted grab rails is available.
- There are horizontal grab rails on both sides of the seat and a vertical rail on the left.
- There is not a lowered wash basin.
- The wash basin(s) tap type is lever.
- There is not a flashing fire alarm beacon within the toilets.

- Lighting levels are good.

## Comments

[View](#)

- Please note that from the male toilets, it is necessary to use the same stairs to return back up to the South Tower lower level before taking the main stair down to street level.
- The accessible toilet is available to any visitor unable to manage the stairs.

## Standard Toilet(s) (North Tower)

### Photos



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- Standard toilet facilities are available.

## Access to Standard Shared Toilet(s)

[View](#)

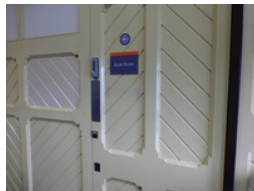
- The shared toilets that were surveyed are located off one of the midway landings off the North Tower stairs.
- There is stepped access to the shared toilet(s).
- There is pictorial signage on or near the toilet door.
- There is not a lowered urinal.
- An ambulant toilet with wall-mounted grab rails is not available.
- There is not a lowered wash basin.
- The wash basin(s) tap type is twist/turn.
- There is not a flashing fire alarm beacon within the toilet(s).
- Lighting levels are good.

## Comments

- There is also a male toilet with standard urinal only off the landing level below the shared toilet.

## Quiet/Prayer Room

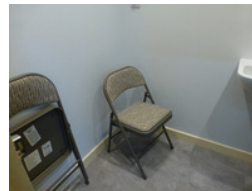
### Photos



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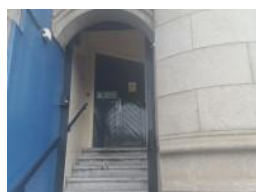
- There are two small quiet rooms which are freely available for time out, baby feeding, meditation or private prayer.
- The rooms are located off the North and South Tower staircases, reached by steps only.
- The rooms have a wash basin, folding chairs and dimmable lighting.
- Please ask staff for directions and the door entry code.

## Exit (South Tower Stairs - Standard Route)

### Photos



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## Exit

- This information is for the exit located at the base of the South Tower.
- The exit is stepped.
- There is not a canopy or recess which provides weather protection at this exit.



- The door(s) open(s) away from you (push).
- The door(s) is/are double width.
- The door(s) is/are permanently held open.
- The width of the opening is 100cm.

## Step(s)

View

- The step(s) is/are located after the doorway.
- There is/are 13 step(s).
- The step(s) is/are not clearly marked.
- The height of the step(s) is/are between 15cm and 18cm.
- The depth of the step(s) is/are between 30cm and 45cm.
- There is a/are handrail(s) at the step(s).
- The handrail(s) is/are on the left going up the step(s).
- Handrails are not at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do not extend horizontally beyond the first and last steps.

## Comments

View

- These doors are only be used to exit the Tower Bridge Attraction via the South Stairs.

## South Tower - Engine Room

- After visiting the North and South Towers part of the attraction, your visit moves on to the Engine Rooms.
- There is a clearly sign-posted route to the Engine Rooms. and staff are available at the exits to direct visitors and provide assistance.
- **For information about the route from the South Tower to the Engine Room [please click here \(opens in new tab\)](http://www.disabledgo.com/access-guide/tower-bridge/tower-bridge---route-south-tower---engine-room) (<http://www.disabledgo.com/access-guide/tower-bridge/tower-bridge---route-south-tower---engine-room>).**

# Outside Access (Engine Rooms Entrance)

## Photos



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## Entrance

### View

- This information is for the entrance located from Shad Thames on the south bank, beneath the south side of Tower Bridge, facing west.
- The entrance area/door is clearly signed.
- This entrance is signed with 'Engine Rooms and Shop'.
- There is ramped/sloped or stepped access at this entrance.
- There is not a canopy or recess which provides weather protection at this entrance.
- There is a dark mat or floor marking at this entrance that might be perceived as a hole.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- The main door(s) open(s) automatically.
- The door(s) is/are double width.
- The width of the opening is 168cm.

## Ramp/Slope

### View

- The ramp/slope is located either side of the entrance.
- The gradient of the ramp/slope is slight.

- The ramp/slope is permanent.
- There is a level landing at the top of the ramp/slope.
- The ramp/slope does bypass the step(s).

## Step(s)

**View**

- The step(s) is/are located alongside the bridge, to the left as you face the entrance.
- There is/are 2 step(s).
- The step(s) is/are clearly marked.
- The step(s) has/have tactile paving at the top and bottom.
- The height of the step(s) is/are between 15cm and 18cm.
- The depth of the step(s) is/are between 30cm and 45cm.
- There is a/are handrail(s) at the step(s).
- The handrail(s) is/are on both sides of the step(s).
- Handrails are at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do extend horizontally beyond the first and last steps.

## Comments

**View**

- Because of the sloping ground the steps taper from 2 medium height steps at the handrails to one shallow step furthest away.
- All steps are bypassed when approaching the entrance directly.

## Reception

### Photos



## Reception

[View](#)

- The reception point is located immediately to the right after the Engine Rooms entrance.
- The reception point is approximately 5m (5yd 1ft) from the Engine Rooms entrance.
- The reception area/desk is clearly visible from the entrance.
- There is step-free access to the reception point.
- There is a clear unobstructed route to the reception point.
- There are windows, TVs, glazed screens or mirrors behind the reception point which could adversely affect the ability of someone to lip read.
- The counter is not placed in front of a plain background.
- The lighting levels at the reception point are good.
- The height of the reception counter is 90cm.
- There is sufficient space to write or sign documents on the counter.
- There is not a lowered section of the counter.
- The counter is staffed.
- There is not a hearing assistance system at the reception point.
- The type of flooring in the reception area is vinyl.

## Comments

[View](#)

- Tickets are checked at this desk.
- Bag security checks may also be carried out.

## Attraction / Exhibit

### Photos

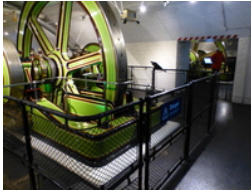


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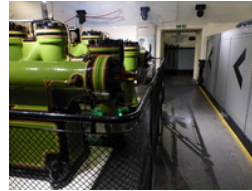
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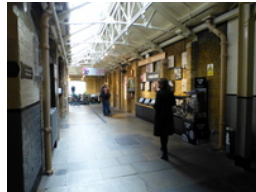
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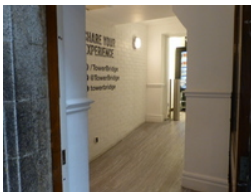
10



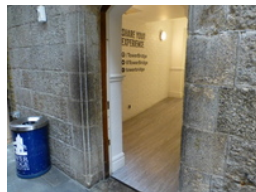
11



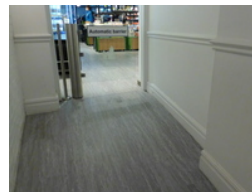
12



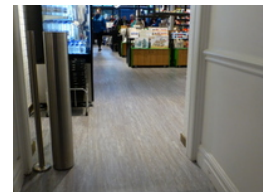
13



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15



16

## Entrance / Opening

### View

- There are no doors, however there is an open width of 75cm+ for access to this area/attraction.
- The entrance/opening is clearly signed.
- There is step-free access at this entrance/opening.
- There is a slight permanent ramp, with no handrails, for access to the second exhibition space, after the boiler room.

## Attraction / Exhibit

### View

- There is not level access throughout this area.
- There is a slight slope across the entire floor area in the final part of the exhibition after the accumulators.
- Clear directional signage is provided in this area.
- The type of flooring in this area is tiles, stone and concrete.
- There is some flooring which is shiny and could cause issues with glare or look slippery to some people.

- Handrails with a rounded or oval profile are provided in some areas.
- This area does play background music/sound.
- There are resting/seating areas within this area.
- Explanations for the exhibit(s) is/are in pictorial, information board and television/screen format.
- There are some exhibits which start from the floor level.
- There is a clearly marked shallow step up to get close to the chamber containing the accumulators.
- The Boiler Room exhibit at the beginning has a higher room temperature than the rest of the exhibits. Where there are interactive displays, push buttons are within reach of wheelchair users. The video presentations which are projected onto a large screen have subtitles. There is some bench seating in the video viewing area and other areas of the exhibition.
- There is a good colour contrast between some walls and the floor in this area.
- The lighting levels in this area are varied.

## **Exit**

**View**

- Visitors exit via a separate set of doors/opening.
- The exit is clearly signed internally.
- There is a single, automatic door with an opening width of 75cm+ when exiting this area/attraction.
- The exit is ramped/sloped.
- There is a steep permanent ramp, with no handrails, when exiting.

## **Comments**

**View**

- Wheelchairs, portable folding stools and Braille/large print guide books are available for visitors to borrow, immediately after the exhibition entrance.
- Visitors follow a set route around the exhibition which is guided by barriers and marked by numbers and arrows on the walls and floor.
- The exhibition exit leads into the gift shop.
- The exit ramp is short (approximately 2m long).

- If necessary, it can be avoided by returning through the exhibition and leaving via the entrance.

## Ramp(s) or Slope(s) (Engine Room Exhibition - Gift Shop)

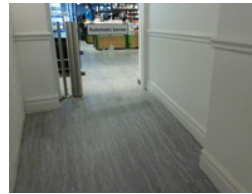
### Photos



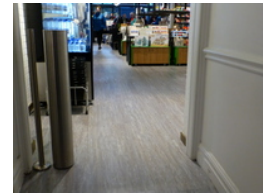
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- There is a ramp/slope located at the end of the exhibition.
- The ramp/slope is used to access to access the gift shop and exit.
- The gradient of the ramp/slope is steep.
- The ramp/slope is permanent.
- There is a level landing at the top of the ramp/slope.
- There is not a/are not handrail(s) at the ramp.
- The width of the ramp/slope is 100cm (3ft 3in).
- The lighting levels at the ramp/slope are good.

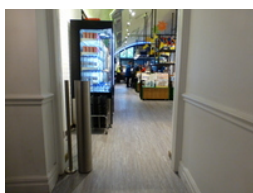
### Comments

[View](#)

- This is a short ramp (about 2m).
- If necessary, it can be avoided by returning to the gift shop by the exhibition entrance.

## Gift Shop

### Photos





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- The gift shop is located at the end of the museum route.
  - There is an automatic barrier leading into the gift shop.
  - The barrier opens away from you and is 100cm wide.
  - There is step free access throughout the gift shop.
  - There is clear space between the aisles.
  - The payment counter is medium height, with a low section at the right hand end.
  - The low section has knee space beneath.
  - There is a hearing loop at the low section of the counter.

## Accessible Toilet



### Photos



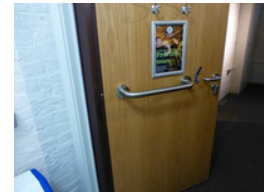
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- Accessible toilet facilities are available.

## Location and Access

### View

- The toilet is not for the sole use of disabled people.
- There is pictorial signage on or near the toilet door.
- This accessible toilet is approximately 10m (10yd 2ft) from the reception.



- This accessible toilet is located on the left, just before the steam pump area.
- There is level access to this accessible toilet.

## Features and Dimensions

**View**

- This is a shared toilet.
- A key is not required for the accessible toilet.
- The door opens outwards.
- The door is locked by a lever twist.
- The width of the accessible toilet door is 85cm (2ft 9in).
- The door is easy to open.
- The dimensions of the accessible toilet are 170cm x 210cm (5ft 7in x 6ft 11in).
- There is a clear 150cm x 150cm manoeuvring space in the accessible toilet.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 100cm (3ft 3in).
- There is a dropdown rail on the transfer side.
- There is a flush, however it is not on the transfer side.
- The tap type is lever.
- There is a mixer tap.
- There is an emergency alarm in the cubicle.
- The emergency pull cord alarm is fully functional.
- Disposal facilities are available in the cubicle.
- There is a/are coat hook(s).

## Position of Fixtures

**View**

- Wall mounted grab rails are available for the toilet.
- As you face the toilet the wall-mounted grab rails are on both sides.
- There is a shelf within the accessible toilet.

- The shelf is not higher than 95cm (3ft 1in).
- There is a mirror.
- Mirrors are not placed at a lower level or at an angle for ease of use.
- The height of the toilet seat above floor level is 47cm (1ft 7in).
- There is a hand dryer.
- The hand dryer cannot be reached from seated on the toilet.
- The hand dryer is not placed higher than 100cm (3ft 3in).
- There is not a towel dispenser.
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is not placed higher than 100cm (3ft 3in).
- There is a wash basin.
- The wash basin can be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).
- There is a soap dispenser.
- The soap dispenser can be reached from seated on the toilet.
- The height of the soap dispenser is 100cm.

## **Colour Contrast and Lighting**

**View**

- The contrast between the internal door and wall is good.
- The contrast between the external door and wall is good.
- The contrast between the wall-mounted grab rail(s) and wall is good.
- The contrast between the dropdown rail(s) and wall is good.
- The contrast between the walls and floor is good.
- The lighting levels are good.

## **Baby Change Facilities**

**View**

- Baby changing facilities are available within this accessible toilet.
- The height of the baby change table once extended is 79cm (2ft 7in).

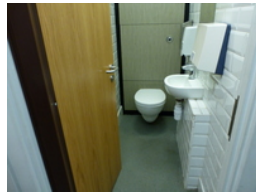
## Standard Toilet(s)



### Photos



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2

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- Standard toilet facilities are available.

### Access to Standard Female and Male Toilet(s)

[View](#)

- The female and male toilet facilities that were surveyed are located just after the boilers, before the steam pump room.
- The female and male toilets are approximately 10m (10yd 2ft) from the reception.
- There is step-free access to the female and male toilet(s).
- There is pictorial signage on or near the toilet door.
- An ambulant toilet with wall-mounted grab rails is available.
- There are horizontal grab rails on both sides of the seat and a vertical rail on the left.
- The wash basin(s) tap type is sensor.
- There is not a flashing fire alarm beacon within the toilets.
- Lighting levels are good.

### Comments

[View](#)

- There is one male and one female toilet and an ambulant toilet cubicle which is shared.