



Accessibility Booklet

Shrek's Adventure! London Accessibility Information

Shrek's Adventure! London is a brilliantly bonkers interactive and immersive walkthrough experience - you need to help Donkey find Shrek to save the day! The tour lasts approximately 75 minutes, and is a predominantly walking tour.

This document is designed to ensure all guests are aware of what Shrek's Adventure! London is and what it involves, and help each individual make informed choices about their visit.

We are committed to inclusivity and accessibility and want to ensure all guests who cross our threshold have the best experience possible.

Should you need to discuss your visit or requirements with us, please email us at SALGuestExperience@merlinentertainments.biz

During your visit, should you wish to enter Shrek's Adventure! London but later feel that you need to leave, please just speak to a member of staff or an actor and they will assist. You are welcome to take some time backstage and re-join the tour when you are ready, or you are able to leave should you wish to do so and a manager will be called to facilitate your exit.

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Guests who are wheelchair users

Shrek's Adventure! London is fully accessible to guests who use a wheelchair. We admit two wheelchair users per hour, at each quarter past the hour. This is due to fire evacuation procedures.

Wheelchair users are subject to further restrictions for the magical 4D bus experience. To sit in the bus itself, wheelchair users will need to be able to transfer out of their wheelchair. If this is not possible, wheelchair users can sit next to the bus and enjoy the 4D experience from this location.

There are two accessible bathrooms on your tour, the last of which is at the photography sales floor, before you enter the lifts to exit the attraction.

Please note that due to the age and nature of our building, the accessible bathrooms have a width restriction of 77cm (30 inches). The closest fully accessible toilets are located at The London Eye, a short distance from Shrek's Adventure! London.

Wherever possible, actors will encourage wheelchair users to the front of the group in order to ensure they have an unrestricted view of the shows.

We do not currently have wheelchairs for hire at Shrek's Adventure! London.

Guests with mobility impairments

At Shrek's Adventure! London, some areas have low lighting and uneven flooring.

The tour is approximately a 75 minute walking experience and guests will be required to stand in the majority of shows as there is not always seating available in the show area.

Guests with spine, back and neck problems, and broken limbs

Although there are moments you may be able to sit throughout the tour, the majority of the time you will be standing and walking over uneven flooring. There are also sections of the tour that may create a risk of aggravating the injury. These include chair tilts and shakes.

Guests with a visual or hearing impairment

Shrek's Adventure! London is largely delivered by actors and voiceover audio. The magical 4D bus experience is 360 degree cinematic experience. Guests wear 4D glasses provided to be able to experience the 4D element of the experience. Guests with low vision, a visual impairment or hearing difficulties, may struggle to experience the attraction fully; however you are able to bring a carer, personal assistant, support worker or interpreter to assist. Guests with disabilities are entitled to a 'free carer's ticket' when relevant documentation is shown to our admissions staff.

Assistance dogs are welcome in Shrek's Adventure! London however, due to health and safety regulations they are not permitted on the magical 4D bus experience with the guests. A member of staff will be able to take the dog to a side room, though please make a member of staff aware of your requirements at our admissions area.

Please note there are lighting effects, loud noises, mist effects and smells (good and nasty) that may be confusing for assistance animals.

Guests with epilepsy

Shrek's Adventure! London is bright and colourful, however some areas are dark with loud noises, bangs and sound effects. Actors sometimes perform 'jump scares' which may shock you, however no one will touch you or chase you. There are areas within the attraction with intentionally distinct, strong smells. There are also lots of lighting effects, flashing lights, and instances of strobe lighting.

The magical 4D bus is a 4D cinematic experience. To experience this you will need to wear 4D glasses which flash in accordance with the animation, therefore for health and safety reasons the magical 4D bus experience is unsuitable for guests with photosensitive epilepsy.

Please make yourself known to a member of staff and they will show you to a show space where you can watch the animated film in 2D.

As this area is not part of the Bus, you will not experience any of the effects, however your narrative experience of the story will not be affected.

Photosensitive epilepsy

There are some instances of strobe lighting throughout the tour of Shrek's Adventure! London.

These include:

- Entrance Queue Line (queue line scanner)
- Magical 4D Bus Experience glasses (see above)
- Rumpelstiltskin's Carriage
- Poison Apple Pub
- Game Show
- Prison
- Seasonal shows potentially include flashing lights, please enquire further with a member of staff

Many other areas contain flashing lights including:

- Admissions area
- Photography areas
- Magical Lifts
- Magical 4D Bus Experience
- Magic Portal
- Arrivals Corridor

Please speak to a member of staff as to the nature of your photosensitive epilepsy and we will advise and assist as much as possible.

Guests with autism and other neuro-diverse conditions

Shrek's Adventure! London is a very sensory experience, with many different sights, sounds and smells.

Some characters may be scary for certain people, including the witches (who you will see in animation and in person) and costume characters like Shrek, and any seasonal visitors.

Guests with some neuro-diverse conditions, including autism, may feel that the experience is an overwhelming one.

Should you wish to enter Shrek's Adventure! London but later feel that you need to leave, please speak to a member of staff or an actor and they will assist. You are welcome to take some time backstage and re-join the tour when you are ready, or you are able to leave should you wish to do so and a manager will be called to facilitate your exit.

Guests with claustrophobia and those who experience panic attacks

With your group, you move from room to room through the tour. You will not be in any particular room for longer than a maximum of 6 minutes, unless there is a technical difficulty which is unlikely but possible.

To begin your tour, you enter a Magical Lift. This lasts 10 seconds, and there is a magical distraction inside in the form of Gingy the Gingerbread Man. However if you cannot experience the lift, please speak to a member of staff who will bypass you past the lifts. Please note that this will incur a short walk outside accompanied by a member of staff regardless of weather conditions.

In the middle of the tour there is Mirror Maze, which can be quite disorientating, and it may feel as though that you are unable to escape it. Rest assured - an actor will let you out of the maze a maximum of 5 minutes after you enter it and will search the whole maze to ensure that no-one is left behind. Alternatively should you wish to skip the Mirror Maze, please speak to the actor playing Theloneus in the Game Show and he will bypass you around the maze.

Should you wish to enter Shrek's Adventure! London but later feel that you need to leave, please speak to a member of staff or an actor and they will assist. You are welcome to take some time backstage and re-join the tour when you are ready, or you are able to leave should you wish to do so and a manager will be called to facilitate your exit.

Pregnant guests

Shrek's Adventure! London is an approximately 75 minute walking experience and guests will be required to stand in the majority of shows as there is not always seating available in the show area.

Within Shrek's Adventure! London, some areas are dark, with loud noises, bangs and sound effects. Actors sometimes perform 'jump scares' which may shock you, however they will not touch you or chase you. There are areas within the attraction with intentionally distinct smells. There are also lots of lighting effects, flashing lights, and instances of strobe lighting.

Some areas may feel 'claustrophobic', as though you are enclosed. There will be other members of the general public in your tour group, and please note that during peak periods, the attraction can get very busy.

Please note that on the tour there are some chair tilts and shakes.

Children and infants

We recommend that Shrek's Adventure! London is suitable for children aged 3-12. However this is totally at the discretion of the child and their parent/guardian. We of course welcome younger and older children if they wish to experience the adventure.

Please note that there are some elements of the tour, and characters that you meet along the way that your children may be scared of, including the witches (who you will see in animation and in person).

Shrek is of course a big green Ogre, and he may be intimidating for some children, but he's a big softie really!

However, if they do enter and wish to leave, they can do so at any time. Just ask an actor or a member of staff!

Please note, anyone under the age of 16 has to be accompanied by someone over the age of 18. Please bear this in mind if you choose to leave but wish to leave other guests to continue the tour.

Buggies

There is a buggy bay provided on the first floor of Shrek's Adventure! London before your tour begins.

At weekends and during busy periods, in the interests of all guests' health and safety, you will need to leave buggies and push chairs in the buggy bay. Buggies cannot be taken through the tour as some of the areas of Far, Far Away can be narrow and we don't want anybody getting stuck.

All of your possessions must be removed from the buggy and taken on the tour with you for security reasons.

During off-peak periods, we may be able to accommodate buggies on the tour. However this is dependent on how busy the attraction is and is at the discretion of the manager.

I am disabled. Do you offer concessions or free tickets for a carer?

Guests with disabilities can bring a carer, personal assistant or support worker with them free of charge when relevant documentation is shown to our admissions staff.

Language Suitability

The tour of Shrek's Adventure! London is an English language tour.

As we welcome many international guests, we find that the English language caters for the vast majority of our visitors.

There is still plenty to see and lots of characters you'll recognise, including Princess Fiona and Shrek of course!

If someone in your party wishes to translate, they are of course welcome to, however please be mindful of other guests.

Unfortunately at this time, audio guides are not available.

