

## Access Statement for WWT London Wetland Centre

### **Introduction**

WWT London Wetland Centre was voted the UK's Favourite Nature Reserve in 2012. Close to the heart of the capital, it is an urban haven for birds, wildlife and people. WWT London Wetland Centre is a member of the Visitor Attraction Quality Assurance Scheme.

It consists of low-lying flat land with paths among lakes, gardens and ponds.

- The grounds have level access and hard-surfaced paths with tarmac on main routes (and compacted gravel on minor paths).
- Low-level viewing windows and level access to ground floor bird hides. Heated bird-watching observatory in main visitor centre
- Lift access to upper floors of visitor centre, Observatory and three-storey Peacock Tower hide. No lift in two-storey Wildside Hide. Four other accessible hides.
- Free wheelchair loan.
- Free electric mobility scooter loan. Two only - must be booked in advance.
- Fixed hearing loops in admissions area and in audio visual theatre.
- Trained assistance dogs only (i.e. guide dogs). No other dogs permitted.
- Accessible toilets in car park and throughout the visitor centre.
- Free car parking. Tarmac surface and reserved bays for disabled visitors.

We look forward to welcoming you. If you have any queries or require any assistance please phone 020 8409 4400 or email [info.london@wwt.org.uk](mailto:info.london@wwt.org.uk)

### **Pre-Arrival**

WWT London Wetland Centre is 0.8 miles from both Barnes and Barnes Bridge train stations. There is also a direct bus route to the centre from Hammersmith station (No. 283 from stand K).

[Green Tomato Cars](#) offer viable environmentally friendly cars. To book a taxi please call 020 8568 0022.

Buses run frequently from outside Barnes station (33, 72). Please get off at the Barnes Red Lion stop, where there is a short 3-minute walk (0.2 miles) down Queen Elizabeth's Walk to the reserve. The 283 bus direct to the centre from Hammersmith bus station (stand K).

Please note: outside of opening hours (i.e. before 9.30am and after about 5.45pm) the 283 bus terminates nearby in Barnes, rather than coming directly into the centre.

The approach road to the centre (Queen Elizabeth's Walk) is paved and level with a pavement. Streets in the area are of the same standard.

### **Opening times**

Open 7 days a week, except 25 December.

Winter opening time is 9.30am to 5pm (last admission 4pm).

Summer opening time from is 9.30am to 6pm (last admission 5pm).

Early closing on 24 December (last admission 2pm, centre closes at 3pm).

Water's Edge Cafe: last orders 4.30pm in winter and 5.30pm in summer.

Water's Edge Cafe: closes 5.00pm in winter and 6.00pm in summer.

### **Admission prices**

See the Prices section under Plan Your Visit at [www.wwt.org.uk/London](http://www.wwt.org.uk/London)

Essential helpers assisting disabled visitors are free.

Trained assistance dogs (i.e. guide dogs) are allowed but must be kept on their harness at all times, and the harness must clearly state "working or assistance dog."

### **Car Parking Facilities and Arrival**

There is ample parking available on site (approx. 130 spaces). There is no charge for using the car park and it is 50m from the main entrance.

Blue Badge parking is available. 12 of the nearest parking bays are reserved for Blue Badge holders, for which there is no charge. They are clearly signed and are 40m from the front entrance.

The car park surface is firm, level tarmac. There is a non-slip surface on the bridge leading from the car park to the entrance.

The car park is well lit using lamp posts.

People can be dropped off in a level turn-around area close to the main entrance.

## **Entrance**

Level step-free access to entrance from car park.

Entrance door is a manual inwardly opening double doors which are kept open in warm weather.

Entrance opening width is 166cm or 65 inches.

## **Visitor Centre (consists of entrance, admissions, shop, theatre, Observatory, cafe, Discovery Centre, In Focus shop)**

The admissions area is on the ground floor to which there is level, step free access.

Ground floor is step free. There are both stairs and a lift to access the first floor on which the upper levels of the Observatory, Discovery Centre and In Focus (the binocular and telescope shop) are situated.

The floor is lino and wood and tile in the cafe.

Chairs are available in admissions and seating is available in the cafe, Observatory and Discovery Centre. There are picnic benches and tables in the courtyard.

There is a low counter area for wheelchair users in admissions and retail.

Fixed hearing loop system is available in retail area of the gift shop and in audio visual theatre.

There is level access to wheelchair spaces in the theatre.

The visitor centre is well light by large windows and ceiling spotlights.

Adjustable viewing telescopes are available to be used in the Observatory.

## **Wheelchairs/mobility scooters/motorised buggies**

Free wheelchair loan is available at the centre. There are free electric mobility scooters available to loan, but there are only two so they must be booked in advance.

Binoculars are available for hire.

## **Information boards**

Information about London Wetland Centre is displayed on special panels in clear, easily readable print format.

Information about events is either displayed in the courtyard or on leaflets. A free map of the Centre is available from the front desk. Recommended highlights and walking times are advised in the leaflet.

## **Nature Trails**

There are two main nature trails, the West route and the South route of about the same length. All visitors are advised to spend about 1.5 hrs on each route, depending on how much they stop.

The paths of the trails are firm and flat, have level access and are hard-surfaced paths with tarmac on main routes, and compacted gravel on minor paths.

Trails are clearly signposted to inform the visitor what is ahead of them.

Paths are wide enough for 2 wheelchair users to pass each other.

There are low gates between the different areas of 'World Wetlands'.

There are hides and shelters on both the West route and the South route, six in total. The Headley Discovery Hide is specifically designed for people who are new to bird watching.

Picnic benches are available for seating along the trails, approximately at 50m intervals.

Guided tours along the routes set off from the visitor centre daily at 11.30am and 2.30pm and last up to 1.5hrs. Meet at the courtyard in the visitor centre. The wardens also run a 'Feed the birds' tour through the exotic birds in World Wetlands, daily at 3pm which last approximately 1hr.

A booklet entitled 'Welcome Map and day planner' is available for free from Admissions and many other places across the visitor centre. The booklet includes a map of the reserve and information on opening times, tours and highlights of the reserve.

A Walkabout Guide with more information on the nature trails and birds visitors are likely to see is available to purchase from admissions.

## **Viewing Facilities**

There are two hides on the West route. The Headley Discovery hide has fixed floor to ceiling windows and at wheelchair height there are some lower windows that open for the use of binoculars and cameras. The hide is single storey.

The Wildside hide is two-storey. There is access to the ground floor but no lift access to the first floor.

The South route has the Dulverton, Wader scrape and WWF hides, which are all single storey. The Peacock tower has three storeys with a lift for access to the upper floors.

The opening width varies from hide to hide. The smaller hides have a single door opening of 31 inches or 79cm. Larger hides have double door access with an opening of 166cm or 65 inches.

Doors pull open from a handle at a height of 30inches or 76cm off the ground.

There are fixed and moveable benches without arms. There is ample space for a wheelchair.

The hides have twist latches to enable the windows to be pushed open outwards and can be opened from a seated position.

Information on the walls takes the form of informative boards on the species on birds which may be viewed at the wetland. These are clearly viewable with clear font and large pictures.

## **Public Toilets**

The WC at the car park is level with step free entry.

All WCs have a disabled toilet for wheelchair users.

There is a WC on the ground floor of the visitor centre, just outside the cafe.

The WC on the first floor can be accessed by lift.

The WCs behind the theatre are on ground level.

The width of the WC doors is 31 inches or 79cm.

The WC is 18inches or 46cm from the floor.

In the disabled toilets there are vertical and horizontal grab rails with cord-pull emergency alarms to floor level which sets off an alarm and flashing light.

The WCs are well lit with halogen ceiling lights.

The floors of the WCs are made of lino, like the rest of the floors in the visitor centre.

Taps in WCs are a mixture of lift-able levers and press down taps which when pressed stay on for a few seconds.

There are baby changing facilities within the disabled WCs. These take the form of a pull-down changing mat.

## **Catering**

The cafe is situated on the ground floor of the visitor centre with level step-free access for wheelchair users.

The entrance into the cafe is a double door opening with a clearance of 58inches or 147cm.

The cafe is level throughout. There are large spaces between the tables for those using a wheelchair to get through.

Seating is in the form of dining tables of a normal height. Chairs are wooden backed without arms. Height beneath the tables is 28inches or 71cm.

The cafe is well lit using ceiling spotlights.

The floor of the cafe is split between an area with wood floors and a tiled area.

Hot and cold food is available. Vegetarian options are available. Soya milk is available. Some gluten free products are available.

A smaller version of the adult meals suitable for children can be purchased.

Staff serve the hot food and drinks at the counter. There is a rail the length of the counter for trays. Staff can assist with carrying food and drinks.

The menu is written on a large blackboard and also printed throughout the cafe.

There is a disabled WC on the ground floor approximately 5m from the Cafe. The lift is outside the cafe for access to the WCs on the upper floor.

## **Shop**

### Describe the location, facilities and services of the shop

The shop is situated on the ground floor in the visitor centre and is level throughout.

The entrance into the shop is a double door opening with a clearance of 62inches or 158cm.

The shop is level throughout. There are large spaces in between the fixtures for those using a wheelchair or pushchair.

The floor surface is lino.

The shop is evenly well lit by ceiling spotlights.

There is no background music or promotional video playing.

The display racks have three levels, the top rack being 4ft off the floor and easily accessible. Retail staff are on hand at all times to assist.



## **Picnic Area**

There are picnic areas located in the courtyard just outside the visitor centre and periodically along the West walking route.

Visitors can bring their own food and drink to use in the picnic areas (but not in the cafe or on the cafe terrace).

## **Additional Information**

Trained assistance dogs (i.e. guide dogs) are allowed but must be kept on their harness at all times, and the harness must clearly state "working or assistance dog."

## **Contact Information**

Address:

Queen Elizabeth's Walk  
Barnes, London  
SW13 9WT

Telephone: 020 8409 4400

Fax: 020 8409 4401

Email: [info.london@wwt.org.uk](mailto:info.london@wwt.org.uk)

Website: <http://www.wwt.org.uk/visit/london/>

Hours Of Operation: Open 7 days a week, except 25 December.

Winter opening time until Saturday 30 March 2013 is



9.30am to 5pm (last admission 4pm).  
Summer opening time from Sunday 31 March to Saturday 26 October 2013 is 9.30am to 6pm (last admission 5pm).  
Early closing on 24 December (last admission 2pm, centre closes at 3pm).

Water's Edge Cafe: last orders 4.30pm in winter and 5.30pm in summer.  
Water's Edge Cafe: closes 5.00pm in winter and 6.00pm in summer.

Local Accessible Taxi:	<a href="#">Green Tomato Cars</a> offer viable environmentally friendly cars and offers the service at competitive rates. To book a taxi, please call 020 8568 0022.
Local Public Transport:	Buses (33, 72, and 209) run through Barnes past the centre. The 283 runs directly to the centre from Hammersmith Underground Station (stand K).