



WWT London Wetland Centre

Accessibility Guide

Updated 26 March 2024

Address: WWT London, Queen Elizabeth Walk, London SW13 9WT

Email: info.london@wwt.org.uk

Phone: 020 8409 4400



Contents

Your experience	3
WWT London – at a glance	3
Do bring along	3
Sensory Map	4
Accessibility Map	5
We can provide	6
Getting to us.....	6
Opening times.....	6
Admission Prices	7
Path to entrance	7
Assistance dogs	8
Arrival at admissions.....	8
The Courtyard	8
Main Building	8
The Main Building Elevator	9
Food and Drink.....	9
Our Hides	9
Daily Presentations	9
Toilets.....	10
World Wetlands	10
The Otter Enclosure	10
Wildside Walk	10
Explore Playground	11
Wild Walk.....	11
Mud Kitchen.....	11
Sheltered Lagoon Loop	12
Sand Martin Bank.....	12
H ₂ O Building	12
Discovery Centre (Ground Floor)	12
Discovery Centre (Upper Floor)	12
Gift Shop and Exit.....	13
Smoking.....	13

Your experience

WWT has Wetland centres all over the UK to fulfil founder Sir Peter Scott's vision of connecting people with nature, so we make it a principle that our wetlands and wildlife are accessible to everyone.

The London Wetland Centre is an urban oasis for wildlife in the nation's capital.

WWT London – at a glance

- Trained and accredited assistance dogs (Assistance Dogs UK <https://www.assistancedogs.org.uk/>) wearing the appropriate branded jacket and lead/harness and - where possible - with the accompanying ID card are welcome. Unfortunately, animals in training are not permitted on site without prior permission.
- Accessible toilets can be found in the car park, throughout the visitor centre and grounds. There are 7 accessible toilets across the site in total.
- Free car parking with tarmac surface and reserved bays for disabled visitors.
- There is a lift in the visitor centre that leads to all floors and also a lift in our three-storey bird hide, the Peacock Tower.
- We offer free tickets for essential carers when accompanying a disabled visitor.
- Free wheelchair loan – must be booked in advance.
- Free electric mobility scooter loan. Only three available - must be booked in advance.

Do bring along

There are areas on our site that could cause sensory issues. We have them marked on our sensory map alongside our quiet places, but we can recommend bringing along;

- Sunglasses
- Sun hat or woolly hat (season dependant)
- Ear defenders or headphones
- Fidget toys
- A comfort item

Do note that some areas will be very busy during the school holidays as we often run on-site activities which are popular. We will often run extra relaxed sessions so do look on our website for events that are sensory needs-friendly. Use our sensory map to identify quiet places that are less busy. Our staff are always happy to help accommodate the different needs of our visitors so please do speak to staff leading the activities if you require any extra assistance

Sensory Map



Accessibility Map



We can provide

Wheelchairs:

We can provide a wheelchair for the visit. We do advise that you ring us and book these in advance to ensure that one is available.

Mobility Scooters:

We can provide a free mobility scooter for the visit. There can be a high demand for the mobility scooters so do book in advance.

Although free to hire, you are welcome to give a suggested donation of £5 to go towards use when you arrive. To book either a wheelchair or mobility scooter please call 020 8409 4400 or email info.london@wwt.org.uk.

Getting to us

By car:

Our postcode for satnav is SW13 9WT – but do be aware Hammersmith Bridge is closed to cars for the foreseeable future.

We have ample free parking, including 8 accessible parking bays. There is a further accessible bay for EV charging as well.

There are toilets in the car park.

If you are being dropped off – there is ample space for cars to allow visitors to disembark near the entrance bridge.

By train:

There are two train stations which are an approximate 20-minute walk to the London Wetland Centre. Barnes and Barnes Bridge. Barnes is expecting to become a step free access station from the beginning of 2024.

By bus:

Buses that pass-through Barnes are;

- 33 *Fulwell Station – Lonsdale Road*
- 209 *Mortlake Bus Station – Lonsdale Road*
- 419 *George Street – Norley Vale*
- 485 *Lonsdale Road – The Wetlands Centre*
- 533 *Hammersmith Bus Station – Lonsdale Road*
- 969 *Gladstone Avenue Whitton – Roehampton Vale/ Asda*

By taxi:

A taxi from Barnes Station or Barnes Bridge will cost an average of £10.

There is ample space for cars to allow visitors to disembark near the entrance bridge.

By bike:

The National Cycling Path route 4 comes very close to WWT London. We have ample storage for bikes including bike shelters that can be locked with a D-lock.

Opening times

We're open 7 days a week, 364 days a year - closing times vary throughout the year, to make the most of the seasonal wildlife.

We are open from 10am every day. Please check our website for our [current closing time](#). Last admission is one hour before closing and our car park closing 30 minutes after the centre.



Admission Prices

There are several different types of tickets for general admission to the Centre. Each ticket type is available with Gift Aid included in the price, or without. The Gift Aid admission price includes a voluntary donation, which enables us to claim the tax back as part of the Government's Gift Aid scheme. If you wish to pay the Gift Aid amount, you need to be a UK taxpayer and will be asked for information, such as your name and address, by a member of staff.

Ticket Types
Adult
Junior (4-17 years)
Family (2 adults and 2 children, 4-17 years)
Concession (65+, full-time student and unemployed)
Children (under 4 years)
Carers assisting disabled visitors

To see the current admission prices you can check on our [website](#). Children under 4 and carers have free admission.

Path to entrance

Walking to the centre:

There is a pedestrian entrance that leads to the admissions area. It is a level path with a bridge. During wet or cold weather the bridge can be slippery so our facilities team put sand on top of the bridge during icy weather. As you approach admission there is a humped bridge which is wheelchair and mobility scooter accessible.

When walking over the bridge some of the slats move which is an unusual sensation, however, it is perfectly safe.



From the car park

There is a path that runs alongside the carpark which is flat. It leads to the bridge.

When walking over the bridge some of the slats move which is an unusual sensation, however, it is perfectly safe.

Toilets

Our car park has a large toilet block, with baby changing facilities and two accessible toilets with level access onto a covered paved surface from the tarmac.



Assistance dogs

Assistance dogs are welcome on site.

We do ask that your assistance dogs must be kept on their lead, under control and their harnesses must state "working or assistance dog".

If any of our birds or wildlife behaviour is affected by the presence of your dog, we respectfully ask that you understand that we may have to ask you to move away from the area.

Arrival at admissions

After the bridge there is a flat brick work leading to the admissions entrance. The door has a motion-sensor and will open automatically. It is wide enough for wheelchair and mobility scooter access (width 166cm).

Through the door there are two desks at admissions. The right hand desk is for admissions into the centre and the left hand is for membership.

At the admissions desk there are three tills. One of the tills has a lowered entry point. A QR code can be scanned here for a site map. A map is available in the guidebook, which is purchasable. There is also an accessibility map at the end of this guide.

The membership desk is entirely accessible.

The admission area is brightly lit with LED lights. There is music played in the shop which can be heard faintly through at admissions.

The exit from admissions that opens into the courtyard is an automatic door.



The Courtyard

The Courtyard is a large space that leads out to the various areas of the site. From the Courtyard you can take a path directly to the otter enclosure. A path onto the West route where there is the Living Collection and Wildside. There is an entrance to the Observatory, for a panoramic view of the Main Lake.

There is also the entrance to the main building and South Route.

Main Building

Ground floor access to:

- The lift
- The Kingfisher Kitchen
- Ground floor Discovery Centre
- Entry onto the South Route
- Exit

Second floor access to:

- Balcony access to the upper Observatory floor
- The Water's Edge Room (open only for functions and events)
- Second floor Discovery Centre
- Balcony access to the Art Hub and Gallery.

On the third floor there is the members' room which can also be accessed by stairs and elevator

The Main Building Lift

- There is a lift for public use.
- The lift does have Braille markings.
- The lift does have tactile markings.
- The lighting level in the lift is moderate to good.

Food and Drink

Kingfisher Kitchen:

We have a selection of hot and cold food, snacks, drinks and ice cream available for you to enjoy with us and fuel your wetland adventure. The Kingfisher Kitchen is open 9:30am and closes 30 minutes before closing. We have a selection of eat in options available. If you have any allergies, please speak to a member of our team on the day who can advise you or email us in advance info.london@wwt.org.uk. (Door width 147cm).

Seating is a mixture of benches and wood backed chairs. Tables and chairs can be moved – our friendly staff will be willing to assist when possible. (Table height is 71cm.)

Other food and drink:

During the summer our Courtyard Kiosk is open. It accepts cash or cards. A selection of drinks and snacks is available from these as an alternative. Please check the kiosk opening times at admissions on the day of your visit. We cater for most dietary needs in our restaurant and our kiosks.

There are vegan, vegetarian and gluten free options available. Please visit our Eat and Shop website page for more details: <https://www.wwt.org.uk/wetland-centres/london/experience/eat-drink-shop>. You are welcome to bring your own food and drink and make use of our picnic areas.

Our Hides

The majority of our hides are wheelchair accessible with access to views across the site. All the hides have only natural lighting.

- Dulverton Hide (door width 79cm)
- WWF Hide (door width 79cm)
- Wader Scrape Hide (door width 79cm)
- Peacock Tower (door width 166cm all floors are accessible via the elevator)
- Headley Hide (door width 79cm)
- Wildside Hide (door width 166cm, first floor only)

Daily Presentations

We run a daily otter talk and feed this uses a microphone. We also have additional talks Friday-Sunday. The timings of these talks are listed on our welcome board as you come out of admissions. Please ask our team for more information.



Toilets

Main Building: There are two public toilets in the main building for disabled visitors.

- There is one on the first floor as you enter through the automatic doors for the South Route on the left-hand side.
- The second is directly above on the second floor.

Out on the Reserve: There are two public toilets on the South Route for disabled visitors. The toilet block is located next to the Explore Playground.

Out on the Grounds: There is one public toilet for disabled visitors behind the H₂O building.

All toilets are well lit with halogen bulbs. Lights are motion sensor and will go out after a period of inactivity. (Width of all toilet doors are 79cm)

There is currently no Changing Places onsite. Our nearest Changing Places that is open to the public is in Wandsworth in the Southside Shopping Centre which is open from 9AM to 8PM. This is approximately a 15-minute drive from the centre or alternatively is accessible via public transport via the 485 to Wandsworth.

Should you require a larger space to change please speak to our staff at admissions who can give you access to our first aid room for privacy and comfort. We have an adult changing mat available here.

World Wetlands

All pathways are wide and tarmacked. The majority of the bridges are flat with anti-slip grips, but some of the older bridges do have some uneven surfaces. They are still suitable for wheelchairs and mobility scooters.

There are several gates in World Wetlands all of which are between 86cm to 103cm in height. Their locations can be found on our map. Our team can help with this if you need assistance.

The Otter Enclosure

Is a glass fronted exhibit that houses our charismatic otters Honey and Tod. There is plenty of space for wheelchairs and mobility scooters to get an excellent view of the otters as they are being fed.

This can be quite a busy area during the school holidays.



Wildside

Through the green gates of Wildside is a looping walk around the reserve. The gates are always shut so that the birds in World Wetlands are kept safe and secure. The doors must be closed again after entry.

This area has natural paths and are accessible to confident wheelchair and mobility scooter users. There are multiple bridges which can be slippery in wet and cold weather.

This area is the furthest from any toilets. The nearest toilets are in the H₂O building.



Explore Playground

This fence enclosed play area does have a gate which is opened by a latch on the top to keep children inside safe. The latch is 138cm high. Our team can assist with this should help be needed.

Within Explore there is plenty of space with benches and picnic areas. There is a toilet block next to the playground. The playground is open all year round, the wet play section is closed from October to February.

This area can become loud during the school holidays.

Wild Walk

The Wild Walk is an adventurous path through our reserve. It involves balance beams, stepping blocks, board walks as well as wooden suspension bridges. It is a fun journey through a quiet part of the nature reserve. Equipment on this walk can be slippery in wet and cold weather.

There is a small walkable path alongside the Wild Walk route, but it can be quite muddy after heavy rainfall.

It is not wheelchair or mobility scooter accessible.



Mud Kitchen

This play area is not fenced in. It is set in a small glade in World Wetlands. Children using this facility need to be supervised by adults.

It is a nature connection activity area and can be quite muddy!

This area is suitable for a wheelchair but not a mobility scooter.



Sheltered Lagoon Loop

This walk is the one furthest from the visitor centre. This area has natural paths that are accessible to confident wheelchair and mobility scooter users. There are multiple bridges on the way to this walk which can be slippery in wet and cold weather.

The nearest toilets are those at Explore.

Sand Martin Bank

The Sand Martin bank is located between the Peacock Tower and Wader Scrape Hide. There are two entries into the bank, wide enough for a wheelchair or mobility scooter. Inside the bank it is quite dark as there is no internal light source. There is a video inside. There is no audio. During the summer months this video will be a live feed from inside the Sand Martin nest boxes.



H₂O Building

Occasionally family activities may be held in the H₂O building. This is accessible by wheelchair and mobility scooters. To the rear of the building are toilets and a toilet for disabled visitors.

There is a hearing loop in the H₂O which is used for functions.



Discovery Centre (Ground Floor)

This indoor space takes you through different wetland environments found throughout the world. This area has an assortment of sounds and is dimly lit.

There is space to get through in a wheelchair or mobility scooter.

Discovery Centre (Upper Floor)

This is an indoor play space for children. There are two water activities. This area can get quite busy and noisy during wet weather and school holidays.



Gift Shop and Exit

The gift shop is brightly lit with LED lights with quiet music throughout the shop. The till is at a lower height. Our staff are all well trained and friendly, and will be able to assist you if needed.

Through the shop is the exit from the site. This is an automatic door. This will then lead back to the entry bridge.

Information and signage

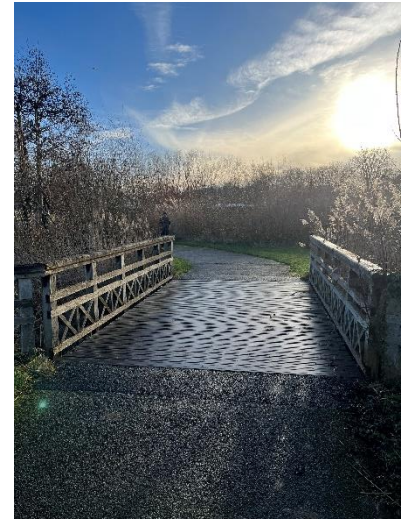
All of our exhibits, hides and open areas use signage to communicate our conservation efforts and display more information about our collection. We use images and text.

Most of our information and signs are placed at approximately 50cm from the ground.

We run a range of engagement activities most of which are accessible such as pond dipping and a range of family activities. Please check the 'What's On Today' board outside admissions or on What's On page on the [website](#).

Different Path Types

There are three main different path types at the centre; boardwalk, gravel and tarmac. We also have some picnic areas on grassy areas.



Smoking

We are a non-smoking site. Vaping is permitted, and we do advise that you dispose of your vapes through retail take-back schemes.