

ACCESS TO TOWER BRIDGE QUAY

Tower Bridge Quay does provide step free access from St Katharine's Way vehicle drop off and is just outside the London Congestion Charging Zone. Local pay and display parking can be found close by in St Katharine's Way to the east of St Katharine Docks and City Quay car park at Thomas More Street E1W 1AE.

Although step free, the gradient of Tower Bridge Quay can be dictated by twice daily tides. The ramp to the pier will be steepest at low tide which can be read in advance at

tidepredictions.pla.co.uk

ACCESS TO THE TERRIBLE THAMES TOUR BOAT

As the Terrible Thames Boat is not a new build, we cannot offer step free access during our first year of service. A wheelchair lift and accessible bathroom facilities are scheduled to be installed in year two.

If you require any access advice before making your booking, please contact our customer services team customerservices@terriblethames.com

At present the tour offers access from the quayside to boat foyer with one weathertight threshold door sill to traverse. Then four steps to the lower deck and bar with handrails or five steps to the upper open deck with handrails.

Depending on the weather the live tour with actors will take place on the upper or lower deck with the tour also broadcast via the PA system on both decks.

TOILETS

There are two gender neutral toilet cubicles on the lower deck of the boat but there is not currently a spacious, disabled toilet facility available aboard the boat for the 45 minute cruise.

QUEUEING

To board the Terrible Thames Tour boat, there will be an element of queueing, however for those who are unable to stand for longer periods of time an assisted boarding service is available.

Please speak to a member of our team onsite regarding assisted boarding. In the event you have several non-disabled guests with you, we may not be able to assist the whole group and you may be asked to wait near the quayside entrance until the rest of your group reaches you in the queue.

EVACUATION POLICY

Our access hosts are trained in how to assist customers with access requirements in case of an emergency. These staff members will be specifically allocated to assist any customers with access requirements in an emergency situation.

GUIDE DOGS AND HEARING DOGS

If you'd like to bring your assistance dog aboard for the Terrible Thames Tour, let us know when you book your ticket. We can offer you an aisle seat, and let you know about any special effects that might affect your dog.

Dog water bowls are always available in the boat foyer and on Tower Bridge Quay.

If you would like to let us know in advance that would be bringing your assistance dog aboard please email customerservice@terriblethames.com



IMPAIRED HEARING ASSISTANCE

We offer a complimentary Terrible Thames Tour printed script and Woods' Silver Fleet map, illustrated by Salvatore Rubbiri, to those who are deaf or have a hearing impairment.

To receive this, you can select a checkbox when you purchase your tickets online. You will receive an E-voucher with your tickets which can be redeemed when you board our vessel.

If you didn't select the checkbox online but still need the complimentary script and map, please make our team aware when you board the vessel and we will supply you with a copy.

CARERS GO FREE CONCESSION

Customers with Access requirements will be able to purchase a full price ticket for any cruise, subject to availability. One additional carer/companion ticket will be made available free of charge, subject to availability. Please note both guests must have a valid ticket for entry.

Any additional tickets required will be chargeable at the standard admission rate.

Due to health and safety reasons we can only offer two wheelchair guest bookings per cruise at this time. We ask that any assisted wheelchair access for our guests is requested here in advance - customerservice@terriblethames.com

We may ask for proof of eligibility for this concession on the day of your visit. We will accept the following documentation

- Front page of DLA / PIP (no specific rate)
- Certificate of Visual Impairment
- War Disablement Pension
- AFIP (Armed Forces Independence Payment)
- Continuing Healthcare Package
- Dual Sensory Impairment
- Blue Badge

- Disabled Railcard
- CEA Card
- Nimbus CredAbility/ Access Card
- Recognised Assistance Dog ID Card
- Document with a '+1' symbol
- Any other International Disability Document

RELAXED TOUR

Perfect for anyone who would benefit from a more relaxed performance environment – including those with an autism spectrum condition or learning disability.

These have a more relaxed performance environment, allowing for noise and movement during the tour. A second deck is usually very quiet for patrons who require time away from the performance.

The Terrible Thames Tour provides a limited number of Relaxed performances, and when available, we will provide details of Relaxed Performances below.

SIGNED TOUR

We provide a limited number of BSL interpreted performances and these will be listed below when available.

RELAXED AND SIGNED TOUR SCHEDULE

Information on tour dates and times to follow

CONTACT US

If you would like to notify us in advance of any access requirements on the day of your visit or having any further questions please email customerservices@terriblethames.com

If your query is about a booking you have made via our website please contact access@seetickets.com

