

THE



STUDIO EXPERIENCE

Access Statement

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests.

1. Welcome

The Emmerdale Studio Experience is a visitor attraction located in Leeds. The attraction consists of a guided tour element which takes guests through the production of *Emmerdale*, followed by a visit to the shop and café.

The attraction is situated over one floor, with the toilets, café and shop all located near the entrance.

When you first enter the site it is an uneven surface, as you get nearer the entrances it is paved with necessary ramps installed. Guests in wheelchairs are able to access all areas of *The Emmerdale Studio Experience*.

Although we try to cater to nut free, dairy free and gluten free options, we cannot guarantee our products are 100% free from allergen. Please ask a member of staff in the café to see the allergy file if you require more information.

2. Getting here

2.1 By car

Use postcode for Burley Road, LS3 1JT.

2.1.1 Car Parking

There is limited street parking in the vicinity. If you are driving, we advise you use a car park for the duration of your stay. There is a pay and display car park directly opposite *The Emmerdale Studio Experience* on Burley Road.

Mon – Fri 8am – 6pm		Sat 8am – 6pm		Sun 8am – 6pm	
Up to 2hrs	£1.30	Up to 2hrs	£1.00	Up to 4hrs	£2.00
4hrs	£2.50	Up to 4hrs	£2.00	Over 4hrs	£5.00
6hrs	£3.70	Up to 6hrs	£3.00	After 6pm	£3.00
8hrs	£4.90	Over 6hrs	£4.00		
10hrs	£6.20	After 6pm	£3.00		
After 6pm	£3.00				

Please note that parking on Bank Holidays is free.

Alternative parking can be found at:

- Kirkstall Road, LS3 1JA, just around the corner, a 7-minute walk from the experience

2.1.2 Disabled Parking

We do have limited disabled parking directly outside the attraction. There is also a Leeds City Council car park immediately opposite the attraction with 8 bays for disabled parking. Parking is free for Blue Badge Holders at this and all other Leeds City Council car parks, subject to the standard regulations.

2.2 By rail

Leeds Train Station is a 22-minute walk from *The Emmerdale Studio Experience* or a 5-10 minute taxi journey. Taxis are available from outside of the train station.

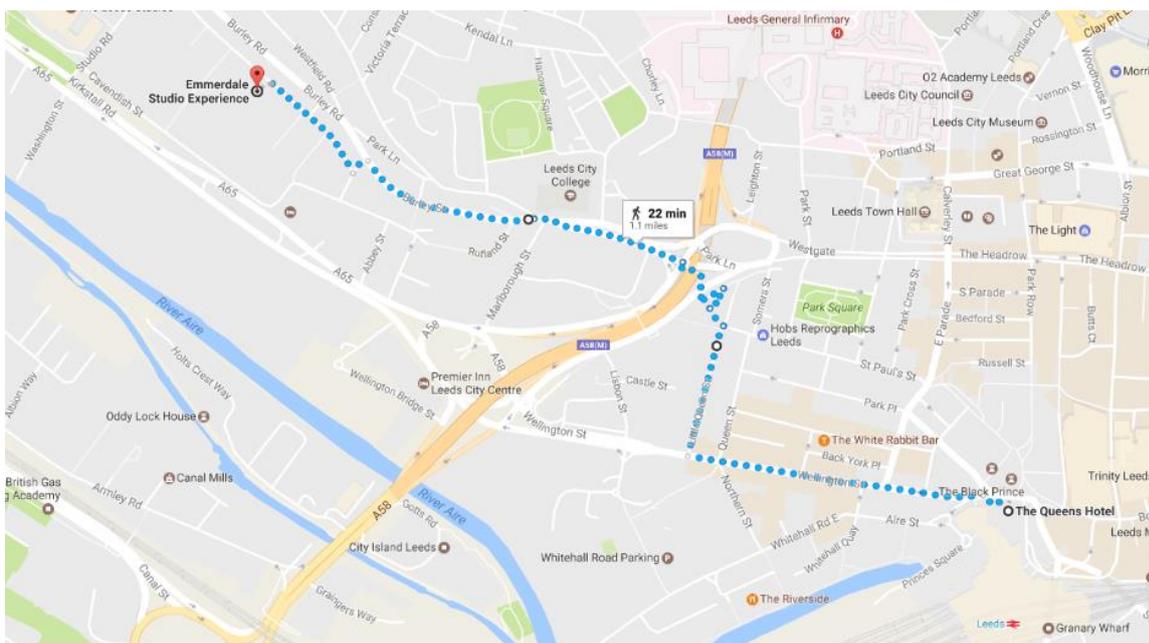
2.3 By bus

There are 2 bus stops within walking distance of *The Emmerdale Studio Experience*.

- Burley Road, 3-minute walk for the 19, 19A, 49, 50 and 50A bus services
- Kirkstall Road, 7-minute walk for the 5, 33, 33A, 508, 670, 757 and 760 bus services.

2.4 By foot

Exit the train station via Aire Street (far exit of the Train Station, near Bagel Nash), turn left on to Wellington Street, continue on Wellington Street past M&S Foodhall and Caffé Nero. After 0.3m take a right on to Little Queen Street, follow the road all the way up to the top until you reach a slight left on to St Paul's Street. The pedestrian motorway flyover will then lead you on to Westgate. You will then see Leeds City College on your right, head towards that and stay on Burley Street for 0.2m. Take a left turn on to St Andrew's Street (opposite Manjaro's restaurant), turn right at the next available road and continue ahead. You will then see *The Emmerdale Studio Experience* on the left (it is alongside the Burley Road Car Park).



2.4 Access upon arrival

There is an uneven surface when first arriving on to the site. It is paved immediately outside *The Emmerdale Studio Experience* with benches placed outside.

There are two entrances in to the attraction;

Entrance to the main reception area -

There should always be a member of staff present in the reception area who will be able to assist with the doors if there are any issues. There is a drop counter point at the reception desk on the right-hand side.



Entrance to the café -

There is a small ramp to the automatic entrance double doors leading to the café, which should not cause any access problems. The clear door opening width is 61 inches (154.94cm), which leads into the café.



3. Public Toilets

Both the men's and women's bathroom have an entrance door width of 28.5 inches (72.39cm). There is then a second door located 54.5 inches (138.43cm) away.

There are four toilets in the ladies' bathroom plus a baby changing room. However, there are 3 small steps up to the toilets, with a handrail fitted for assistance. If you require any support getting up those steps, please alert a member of staff. In the men's bathroom there are 6 cubical and 5 urinals and a baby changing unit.

Please be aware that there is an automatic air freshener fitted in the bathrooms. Whilst releasing the fragrance, it does make a noise.

There is an accessible toilet within the main entrance foyer. The accessible toilet door has a width of 36.5 inches (92.71cm) and there is enough space for a wheelchair when facing the WC. The height from the floor to the seat is 17 inches (43.18cm). There are 3 grab rails located around the toilet and 1 around the sink. There is an emergency pull cord in the toilet which will sound an alert at the main reception.

4. The Guided Tour

The Emmerdale Studio Experience is a fully guided tour. The majority of guests will stand throughout the tour, however there is box seating, or benches provided in rooms where guests will stay for a longer period of time. Guests are advised to make the tour guide aware at the start of the tour of any issues with standing.

Throughout the tour the flooring does change from black safety flooring – grey lino – to black carpet.

Guests should be aware that some rooms contain areas of low lighting, strobe lighting, pressure release noises, bell sounds, fog and wind effects. There are some slight ramps and slopes throughout the tour, which should not cause any access problems. Some of the materials used create different smells.

Some of the props are contained within glass cases, or behind barriers therefore cannot be touched. Please bear this in mind if bringing a guest who is visually impaired.

For a photograph opportunity behind the Woolpack bar, the space to get around the bar is 1m wide.

There are various doors that guests will go through; double doors (56 inches, 142.24cm when opened fully), the smallest being the door to exit the Woolpack which is 33 inches (83.82cm) wide, leading to the exterior of the shop where there are 4 wooden pillars.

To help us provide you with the best possible service, we do ask you to disclose any access requirements you may have when booking your tickets so that we can do our best to assist you.

5. Tickets

5.1 Carers tickets

One essential carer per each paying disabled visitor and these are booked through our If guests require more than one carer this must be approved by the General Manager. One of the following is required as proof of entitlement:

- Letter/notice of entitlement for Disability Living Allowance

- Letter from your doctor
- Blue parking badge
- Metro Disabled Pass, London Councils Disabled Persons Freedom Pass
- Other forms of proof may be acceptable as approved by the General Manager

5.2 British Sign Language (BSL) Tours

In order to assist our guests who are deaf or hard of hearing, BSL signed tours will be available at regular intervals throughout the year, please go to www.emmerdalestudioexperience.co.uk/your-visit/accessibility for planned dates. At all other times a printed script will be available on request for all guests with hearing difficulties.

5.3 Assistance Dogs

We welcome all registered guide dogs into *The Emmerdale Studio Experience*. If you wish to visit with an assistance dog, please ensure you have formal identification for the dog with you. Please advise in advance of your visit by calling our reservations team on 01904 261 262. We do not allow other pets at the attraction.

5.4 Wheelchair Users

The Emmerdale Studio Experience can only accommodate a maximum of 1 wheelchair user per tour to ensure the safe evacuation of all guests.

5.5 Mobility Vehicles

We cannot permit mobility vehicles or electric scooters wider than 80cm to enter the attraction, for health and safety reasons. Only small mobility scooters can access all of the tour. Please be aware that we do not have manual wheelchairs to offer you.

6. Café and Shop

The café's automatic double doors can be used as the main entrance doors and are easily accessible with a slight ramp. The café is well lit, and has a brown wooden floor. In wet conditions the floor can become slippery, so caution is advised.

The dark wooden tables in the café are of a medium height 28 inches (71.12cm) and movable to be accessible to guests. The crockery in the café is white and grey. The tray rail is 32 inches (81.28cm) off the ground.

There are double doors leading from the café to the start of the tour.

The café contains a range of nut free, dairy free and gluten free options. However, due to the variety of ingredients we use, we cannot guarantee that our products are 100% free from a particular allergen, even though it may not contain that allergen(s) as a deliberate ingredient. There is an allergy file located in the café, if you are unsure please ask for more information.

There are double doors in to the shop. The shop is relatively large and open plan, however in some areas there is restrictive space (clear width of 1.2m) dependent on display stands and number of people. At one of the till points there is a drop counter.

7. Fire Evacuation

In the instance of a fire your tour guide will lead you to the nearest fire exit and safely out of the building. The attraction has an external and several internal fire escapes. For those needing assistance on the stairs in the case of fire, an evacuation chair is available.

8. Additional Information

For accessible bookings please call our reservations team on 01904 261 262.

For group bookings (15+ people) please call our reservations team on 01904 261 262.