

Access – Visitors with Autism Spectrum Condition and ADHD

Blue Badge Parking

We have 23 widened spaces that are designated accessible parking spaces. For visitors requiring accessible parking, but who are not in possession of a blue badge, please contact us in advance of your visit info@spacecentre.co.uk or speak to a member of staff upon arrival.

Parking for the day costs £4. Payment can be made via debit/credit card at machines located in the main car park (please note, we do not accept Amex). You can also pay for your parking at the main ticketing desk.

Sensory Support Backpacks

You can borrow one of our multi-sensory backpacks from our ticket desk on the day, which include ear defenders and lots of educational, tactile sensory items to help during your visit. If you wish to pre-book a multi-sensory backpack or a pair of ear defenders, please contact our team by email info@spacecentre.co.uk

Assistance dogs

We fully appreciate that you may require the support of an assistance dog and we are always happy to admit appropriately trained assistance dogs.

Please bring with you Assistance Dogs UK (ADUK), Assistance Dogs International (ADI) or the International Guide Dog Federation (IGDF) identification book. Dogs should wear the appropriate tabards or harness, and be kept under control throughout your visit.

If your assistance dog is not registered with ADI, ADUK or IGDF, we reserve the right to deny entry to your dog if it does not appear to our staff to have been appropriately trained. This is for the safety of other visitors.

Fast Track

During busy periods, we are happy to provide fast-track entry for visitors with an autism spectrum condition. If you require fast-track entry, please make yourself known to a member of staff on the day of your visit. You can also organise fast-track entry in advance by contacting our team by emailing info@spacecentre.co.uk

Quiet Space

We are usually able to provide a quiet area for visitors who may experience sensory disturbance. The availability and location of this area may vary and may be compromised during busy periods. In all circumstances, we recommend checking availability with us in advance of your visit.

Personal Assistants and Additional Support

Concessionary tickets are available to visitors with a disability; this includes a free annual pass when paying the full concessionary price. Essential carers and personal assistants receive free entry.

Proof of entitlement for a free carer ticket are required when collecting tickets (PIP, DLA, Carers Allowance, Blue Badge or similar are valid proof of entitlement).

If you have additional access needs, such as requirement for fast-track entry on bank holidays or special events, we strongly advise you speak to our team in advance of your visit to ensure you receive the best possible experience, by emailing info@spacecentre.co.uk

Things to be aware of

Certain exhibits portraying rocket launches and cosmic explosions are accompanied by loud noises that people who experience sensory disturbances may wish to avoid during their visit. These include the Rocket Launch experience in the seating area of Boosters café and the Blast Off Experience in the Into Space gallery. If you have any concerns about loud noises or flashing images during your visit, please do not hesitate to talk to a member of staff.

Visitors with Epilepsy

Our exhibits have been designed to conform to the strictest Health & Safety standards; however, due to the nature of photosensitive epilepsy, visitors experiencing this condition may wish to avoid the following areas:

- The Planetarium (surround sound and fast-moving images).
- How it all Started exhibit in The Universe gallery (surround sound and flashing images).
- Destination Venus exhibit in Our Solar System gallery (surround sound and fast-moving images).
- Gagarin Experience exhibit on Deck 3 of the Rocket Tower (flashing red strobing beacons).

If you have any concerns about loud noises or flashing images during your visit, please do not hesitate to speak to a member of staff.