

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/visitors.

Access Statement for the Crystal

Introduction

Located in the heart of London Docklands on the edge of Royal Victoria Dock, the Crystal houses the world's largest Urban Sustainability exhibition. The Crystal is situated on flat land with step free access directly from the Emirates Airline Cable Car and the Royal Victoria Docklands Light Railway station.

The exhibition is based on two floors with lift access to the first floor. You should allow around 1.5 hours to go around the museum using our free guide leaflet, Braille format available on request. Our Guest Services Assistants are on hand throughout the exhibition to provide further information and assistance. A small number of wheelchairs and portable chairs are available free of charge from Reception.

You can also enjoy our award winning cafe, selling a delicious range of locally sourced food and our shop, which has a wide range of sustainability themed souvenirs. Both are located on the ground floor with step free access.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0207 055 6400 or email info@thecrystal.org.

Pre-Arrival

- Please visit our website which has a wide range of information on opening times, location, recommended travel methods and contact details for the Crystal
- As a sustainable attraction we recommend utilising one of the many public transport methods available in the local area (DLR, Buses, Underground and Cable Car), a limited number of accessible parking spaces are available onsite

on a first-come, first-serve basis which require a valid Blue Badge. The postcode for the Crystal is E16 1GB

- The nearest railway station is Royal Victoria DLR station which is a 5 minute walk, this provides a link to the London Underground network at Canning Town (Jubilee line) both stations have step free access. We recommend you check whether the step free access is available at the stations before you travel.
- The nearest bus stop is 500 metres from our main entrance. Please see our website for further details of the bus routes available.
- Taxis can be booked through our reception desk when onsite.

Car Parking and Arrival

- Onsite car parking is limited to Blue Badge holders, five spaces are available on a first-come, first-serve basis. The main entrance is 100 metres from the car park. Further car parking is available locally, please see our website for further details.
- The onsite car park surface is tarmac with a paved path leading to the main entrance. The car park is well lit at night with lighting at ground level
- There is a drop off point approximately 75 metres from the main entrance suitable for cars, minibuses and coaches. Waiting is limited to 10 minutes and the vehicle must be accompanied at all times.
- The main entrance door is automatic and has a clearance width in excess of 2 metres

Main Entrance, Reception and Ticketing Area

- The main entrance and reception are situated on the ground floor with step free, level access, throughout
- There is a large amount of seating available adjacent to the reception within the cafe
- The floor surface is tiled

- The area is evenly and well lit with overhead lighting from fluorescent lights
- There is a lowered section of the reception desk
- There is a hearing loop system installed at Reception on 'T' channel
- A pen and pad of paper are available at Reception by request
- Wheelchair and portable seat loan is available, free of charge, on request

Attraction (displays, exhibits, rides etc.)

- There are interactive touch screen activities throughout the exhibition; all can be accessed from a sitting or standing position (some screens may extend beyond the reach of a seated person)
- A returnable Braille guide is available from Reception
- Some exhibits have loud music and sound effects
- Cushioned benches are located at various points around the exhibition
- The floor surface is tiled or grilled throughout
- Lighting in the exhibition is generally bright and evenly lit with overhead lighting, however some areas are more dimly lit for effect

Public Toilets

- Public toilets are located on the ground floor with level access from the main entrance, cafe and exhibition
- These toilets have a unisex accessible toilet, locked with a bathroom privacy lock

Catering

- The cafe is situated on the ground floor and has step free access from the main entrance, cafe entrance, ground exhibition area and are level throughout

- Tables in the cafe are well spaced apart with a mixture of upright, armless chairs and bucket-style sofa chairs
- Lighting is natural daylight with overhead lighting used
- The flooring is tiled
- Every effort is made to source local, sustainably sourced food. We do our best to cater for any dietary requirements; please contact us in advance to check any specific requirements you may have
- The cafe is self-service, although the staff will happily carry trays to tables if requested
- The nearest public toilet with an accessible WC is located behind the cafe servery approximately 10 metres from the cafe
- Background low-level music is played within the cafe

Shop(s)

- The Crystal shop stocks a range of sustainability and Crystal themed souvenirs and books which can be accessed directly from the main entrance and exhibition
- The shop is level throughout
- Purchases are made at Reception
- There is ample room within the shop for a large wheelchair to move and turn
- There are tall display racks and low tables accessible from a seated position, staff can assist with purchases on request

Grounds and Gardens

- There is a large landscaped area around the Crystal with level pathways consisting of a mix of pavement and gravel
- The landscaped area consists of grassed and planted areas
- The grassed areas are encircled by concrete seating benches, the grassed areas are a mixture of flat and sloping levels which can be uneven under foot

- All pathways are over 1.8m wide

Additional Information

- All our staff receive regular training that includes disability awareness training
- We have a set of emergency procedures (including evacuation) - should you require it someone will assist you with evacuation either out of the building or to a refuge. We have evacuation chairs to assist.
- We welcome trained assistance dogs. A water bowl is available from Reception for assistance dogs on request. There is an area suitable for dog running/toilet at the rear of the Crystal.
- Clear signage is used throughout the attraction
- Mobility scooters and battery powered wheelchairs can be charged on request at Reception
- We can offer a list of nearby accommodation and details of their Access Statements for information, where available.

Contact Information

Address (Inc postcode): The Crystal 1 Siemens Brothers Way London E16 1GB

Telephone: 0207 055 6400

Email: info@thecrystal.org

Website: www.thecrystal.org

Hours Of Operation: See website