

HPPE Accessibility Guide

BASIC SYNOPSIS OF THE PHOTOGRAPHIC EXHIBITION

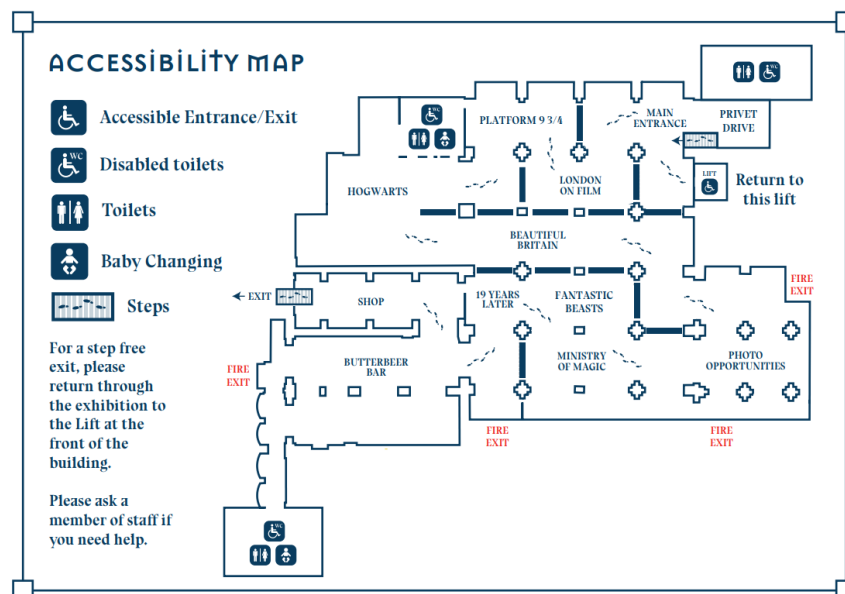
In the Summer of 2021, Warner Bros. launched an exciting new Photographic Exhibition experience in central London. The Harry Potter Photographic Exhibition is set over 25,000 square feet in the heart of London's Covent Garden and houses iconic photographs from the key moments on location in the Harry Potter film series. From Harry's first day at Hogwarts in *Harry Potter and the Philosopher's Stone* through to the Battle of Hogwarts *Harry Potter and the Deathly Hallows - Part 2*, along with images from the Fantastic Beasts film series and Cursed Child stage production. The Exhibition also features a range of green screen photo opportunities, a gift shop and London's only Bottled Butterbeer Bar.

CONTACT DETAILS

Please contact our Visitor Services Team on 0800 640 4450 or via the contact us form on our website [Warner Bros. On Location London - The Harry Potter Photographic Exhibition](https://www.warnerbros.onlocation.co.uk) ([harrypotteronlocation.co.uk](https://www.warnerbros.onlocation.co.uk)) if you require any further information.

LAYOUT

Visitors are free to walk around the Photographic Exhibition at their own pace. On average, visitors will spend approximately between 1 hour to 1½ hours at the Photographic Exhibition. Staff are located throughout the Exhibition to assist when necessary.



ADMISSION

Ticket prices are subject to change and can be found on our website. One free carer ticket can be provided for each paying visitor with a disability when proof of entitlement is provided. Please note that as children aged 4 and under are entitled to free entry, a carer ticket will not be added in this instance. Current forms accepted are as follows:

- Letter/notice of entitlement for Disability Living Allowance
- Letter from your doctor
- Blue parking badge or Freedom Pass
- ID or Access card

These can be added to your booking by contacting our Visitor Services Team. Please contact us if you have any questions regarding entitlement.

WHEELCHAIR ACCESS

There is wheelchair access throughout the majority of the Photographic Exhibition.

The broomstick photo opportunity is on a raised platform and requires visitors to be able to step onto this platform and climb onto the broomstick. This may be suitable for ambulant wheelchair users.



The Ministry of Magic phone box has a width of 64cm and so may not be suitable for wheelchair users to enter.



Please note that the dimensions of the lift to gain access to the Photographic Exhibition are 140cm (Length) x 106cm (Width) x 210cm (Height).

For health and safety reasons we cannot allow mobility vehicles or electric scooters wider than 86cm to enter the attraction.

SEATING

Benches can be found in the Hogwarts and Beautiful Britain areas of the Exhibition, located around halfway through the experience. Visitors can also be escorted to the bottled Butterbeer bar from any area of the Exhibition, should they need to sit at any point. Please speak to a member of staff on site if you require assistance.

ASSISTANCE DOGS

We welcome assistance dogs and can provide water bowls for them. Please request these from a member of staff.

As the Exhibition is located at basement level, there is no toilet area for assistance dogs at the Photographic Exhibition.

Due to the nature of the Photographic Exhibition, we are unable to permit entry to assistance dogs in training.



HEARING IMPAIRMENT

The Photographic Exhibition does not currently have an induction loop system.

All photos, props and costumes in the Exhibition are captioned.

Subtitles are present on the videos throughout the Exhibition.

VISUAL IMPAIRMENT

Some parts of the Photographic Exhibition have low lighting.

Staff are located throughout the Exhibition, should further support or information be required.

VISITORS WITH AUTISM

The Photographic Exhibition can be busy, which visitors with Autism may find noisy and overwhelming. The quieter times to visit are the first and last timeslots of the day, however this cannot be guaranteed. Opening times can be found on our website.

Our Autism Guide can be found on our website. This is a guide for visitors on the autistic spectrum and with related conditions, and parents/carers.

Noise cancelling ear defenders are available to borrow while visiting the Photographic Exhibition, subject to availability. Please speak to a staff member on site.

VISITORS WITH HIDDEN DISABILITIES

Visitors with additional needs can collect a Sunflower lanyard during their visit. These act as a discreet sign to staff that an individual may need additional assistance or support during their visit. Our staff have been trained to recognise if an individual is wearing a Sunflower lanyard to ask whether there is anything that they might need assistance with.

Sunflower lanyards are available to collect free of charge from the Photographic Exhibition during your visit. Please speak to a member of staff who would be happy to assist you.

VISITORS WITH CLAUSTROPHOBIA

The Photographic Exhibition is located at basement level and has some areas that can feel enclosed. Some areas of the Exhibition can also get congested at times – staff members are on hand to assist if needed.

If you have claustrophobia or panic attacks, please speak to a member of the team upon arrival for further support.

GETTING HERE

The Photographic Exhibition is located at the London Film Museum, 45 Wellington Street, Covent Garden, London WC2E 7BN – just off Covent Garden piazza.



Travelling by underground / train:

The nearest underground station is Covent Garden which is on the Piccadilly line; this is a two-minute walk away. Leicester Square underground station (Northern and Piccadilly lines) and Charing Cross underground station (Bakerloo and Northern lines) are also close by.

Travelling by car:

To arrive by car, please use sat nav postcode WC2E 7BN. Please note that there is no parking available at the Exhibition.

BABY CARE

The Photographic Exhibition welcomes visitors with babies and young children.

The toilet blocks located in the Hogwarts area of the Exhibition around halfway through the experience, and at the Butterbeer bar near the end of the Exhibition have baby changing units available.

Hot water for heating up bottles can be provided at the Butterbeer bar.

Visitors are welcome to breastfeed wherever they feel most comfortable in the Exhibition – seating can be provided in the Butterbeer bar for this if desired.

The Photographic Exhibition is pushchair friendly. However, please note that the dimensions of the lift to gain access to the Photographic Exhibition are 140cm (Length) x 106cm (Width) x 210cm (Height).

ACCESSIBLE TOILETS

There are accessible toilets located at all three toilet blocks in the Photographic Exhibition. These toilets are fitted with support rails and emergency alarm cords.

FOOD AND DRINK

Visitors can enjoy a range of hot food, sandwiches, snacks and sweet treats in the Butterbeer bar. Only food and drink purchased on site may be consumed in the Butterbeer Bar.

We provide a range of food suitable for a vast number of food sensitivities and allergies. Our bottled Butterbeer is suitable for vegans and is gluten free.

EMERGENCY

Alarms:

In the event of an alarm sounding in the Photographic Exhibition, visitors should follow any instructions given by members of staff and make their way through the nearest exit door.



Lost Visitors:

If you or a member of your party becomes separated, please let a member of staff know as soon as possible. All of our staff are contactable by radio. Lost children will be kept with a member of staff until they are reunited with the family or group.

First aid:

If you or one of your party require first aid, please approach the closest member of staff who will arrange for a first aider to attend. First aiders wear a green cross on their name badge. All first aiders and staff wear radios.

SECURITY

For the safety of the public and the protection of the Photographic Exhibition, visitors may be subject to a bag and/or personal search on entry.

Certain items are prohibited from entering the Photographic Exhibition including knives and bladed weapons, alcohol or illegal drugs, CS / pepper spray or anything which could be considered a security risk. Items found will be confiscated and illegal items will not be returned. We work in conjunction with the police to maintain a safe and enjoyable experience for all. Please do not bring these items with you.

The Harry Potter Photographic Exhibition is committed to improving access for all visitors and welcomes all comments from individuals and groups regarding the services we provide. Please contact our team: visitor.services@harrypotteronlocation.co.uk or via the contact us form on our website [Warner Bros. On Location London - The Harry Potter Photographic Exhibition \(harrypotteronlocation.co.uk\)](https://www.warnerbros.com/locations/london-the-harry-potter-photographic-exhibition)