

Accessibility Map



Accessibility Map Key

	Flat pathway
	Slight gradient
	Steep gradient or steps
	Accessible alternative
	Accessible toilets
	Audio Tour
	Accessible building
	Food and Drink

Don't miss these attractions on your visit...

4 **The Long View Exhibition** is accessed from the lower level and is a ground floor exhibition. It is a historical exhibition telling the story of how the Heights came to be. Once you reach the stairs the exhibition has ended.

4a **High Falls Film Theatre** is accessed by heading out of the building and around to the left and through the top entrance. This is where you can see the Masson Cavern tour film, plus a fascinating short film on how they built the cable car in 1984. The films are approx. 30 minutes in total, the same amount of time as the Masson Cavern tour.

6 6a **WOMBLE MANIA!** This exhibition is fully accessible with ramped access at the entrance and exit. The Pergola stage and seating area (6a) is also fully accessible.

9 **The Amphitheatre** This viewpoint and stage can be accessed from ground level. If a show is on, seating is available at the top so you can watch or listen without using the stairs.

10 **Victoria Prospect Tower** The building is not accessible as it is a historic tower built in 1844, however there are boards at the base of the tower depicting the view from the top.

13 14 **Vista Restaurant, Terrace Café & Gift Shop** The Terrace Café and Gift Shop are accessed from ground level. To access the Vista Restaurant you must go around the building and enter from the top, between the two green umbrellas.

Autism and/or Learning Disabled

Cable Cars: Please be aware the cable car station is a noisy area so you may need to bring ear defenders or headphones if you wear them. Those with co-ordination or gait issues may need to ask the team to stop the cable cars so you can board.

Cavern Tours: There are sensory changes in the cavern to be aware of such as rapid light and temperature changes. A part of the experience is very noisy with bright lights, so you may wish to wear your ear defenders. There is also an amount of exertion involved. The cavern tours run regularly and you don't need to book them in advance. If you have any concerns please speak to a cavern guide.

Busy Periods: If you are unable to queue during busy periods, please speak to a member of staff who may be able to help you.

Quiet Places: Although there aren't any dedicated quiet zones, there is plenty of open outdoor space to find time away from others if you need it. The High Falls Film Theatre makes a good place to go if the weather isn't on your side.

Wheelchairs and Mobility Scooters

The estate is inherently steep in places due to the natural gradients of the hillside. We strongly advise you do not head down the slope to the lower part of the site, nor up to the top end of the site. The map on the reverse of this page shows the gradients across the estate and what to expect, including accessible alternatives. Unfortunately the cavern tours are not accessible. All of our buildings are accessible.

We will stop the cable cars and place a ramp for safe boarding for your journey up to the summit, and the same will happen for the journey back down.

Deaf and Hearing Impaired

Cable Cars: Our team will ask you to wait behind a chain and show you when you can board the cable car. Make sure to mind your head and step. The cable cars stop half way so you can admire the view.

Cavern Tours: Please advise your cavern guide if you require a printed out version of the tour to take with you underground. It is dark underground but there are areas with safety lights where you could stand to read the information, or have a friend sign it to you. Please read the safety notice displayed outside the cavern entrance before you decide to take the cavern tour.

Film Theatre: Both films shown have subtitles.

Audio Tour: You can view the transcript of the audio tour on your phone so you can learn the same information that is given.

Blind and Visually Impaired

Cable Cars: Our team will stop the cable car for you to board safely. Please mention to the team that you require it stopping. The same will happen on your journey back down.

Cavern Tours: For your own safety you must go underground with someone to accompany you, due to the low ceilings, steps and uneven surfaces. Please let the cavern guide know of your disability so they can adapt the tour for you and be more descriptive.

Guide Dogs: Registered guide dogs are welcome across all areas of the estate. Please advise your cavern guide if you wish to take your guide dog underground.

Audio Tour: Accessed through your phone, listen to the information given about the history of the area.

Heritage Tour

Our self-guided heritage audio or transcript tour is accessed by either scanning the QR codes around the estate, marked by this symbol  or by visiting www.heights-of-abraham.com/audio. You can listen to the information or view the transcript in any order you choose.

Food and Drink

The Vista Restaurant is fully accessible and you can dine indoors, on the balcony, or if you've brought a dog you can dine in the garden courtyard area. You can book your table on arrival for a time that suits you. Please speak to a member of the team if you have any dietary requirements.

The Terrace café is a counter service café with 'first come first served' seating. There is indoor, balcony, and outdoor terrace undercover seating.

The Snap Tin is a takeaway-only unit with a high counter, so is not accessible to wheelchair users. We can adapt our service to bring items to you on request. The Snap Tin serves soft, hot and alcoholic drinks, as well as snacks and light bites.

The Ice Cream Kiosk has a fairly low counter so could be accessed by a wheelchair user. Tubs of ice cream can be bought for those with gluten intolerance or allergies.