



NATIONAL  
SPACE  
CENTRE

# Accessibility Guide

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## Hearing Impairments

### SPACE FOR EVERYONE

You can use this guide to plan your visit. We strive to ensure that the widest number of people can enjoy our galleries and events.

If you require any further information please us contact via:

**Email:** [info@spacecentre.co.uk](mailto:info@spacecentre.co.uk)

**Phone:** 0116 258 2111

*Please note: our offices are open  
Monday to Friday, 09:00-17:00*

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- Blue Badge Parking
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## 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](mailto: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.



## 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](mailto: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 and animals 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.



## Hearing Loops

We have a portable Induction Loop based at the main ticketing desk. Please speak to a member of staff if you would like to use this facility.

In the Sir Patrick Moore Planetarium, we have a fixed Induction Loop installed to ensure you enjoy our award-winning shows. The induction loop works throughout the planetarium. If you require assistance in using our Induction Loop, please speak to a member of staff who will be able to assist you.

We can also provide a pad of paper and a pencil for visitors who would prefer to communicate by written means.

Many of the audio-visual displays are subtitled, and our 'How It All Started' exhibit in the Our Universe gallery is presented in British Sign Language.