

HIDE AND SHRIEK

Attraction Access Guide

Contents

Welcome	2
Health & Safety.....	3
Ticket Concessions	4
Toilets.....	5
Parking	5
Assistance Animals	5
First Aid.....	5
The Séance.....	6
Screen 13.....	Error! Bookmark not defined.
Dead Centre.....	7
Feedback & Contact Us.....	8

Welcome

Hide and Shriek makes every effort to ensure that our attractions, events and experiences are accessible to as many of our guests as possible. This guide has been produced to give you a full and realistic picture of our attractions, and hopefully, will enable you to assess your own abilities and make an informed decision about which attractions you wish or are able to use.

Health & Safety

Hide and Shriek places safety as its utmost priority, and we conduct regular reviews to ensure we maintain the highest of standards. Each of our attractions provides the following safety measures;

- Fully Detailed Risk Assessments (available upon request for School/College visits)
- Fire Evacuation Plan, of which all staff are competently trained and aware of.
- Fire Prevention and Suppression Measures, such as Smoke Detection Systems, Extinguishers and Sprinkler Systems, all of which are tested on a weekly basis.
- HD CCTV Recording, which is monitored throughout each experience.
- Qualified First Aider always on-site during operational hours.
- Emergency Stop Control Facility, attraction will end in under a second once pressed by a guest or staff member, stopping all effects, audio and returning lighting to an ambient level.
- Full Public Liability Insurance and Employers Liability Insurance.

Ticket Concessions

Guests who have the following documentation are entitled to one free carer ticket. However, the guest with the disability and any further members of their party will pay full price. Please book your tickets in advance online, excluding the carer – and then bring one of the following for the carer to gain free access;

- Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months).
- Personal Independence Payment letter (dated within the last 12 months).
- A current and valid Blue Badge.
- Letter from GP or consultant (dated within the last 12 months) confirming the need for a full time carer. This does not need to be a letter of diagnosis.

Unfortunately, if you're unable to present one of the above documents, the carer will be charged the full price to join the party in the attraction.

Toilets

Accessible Toilet Facilities are located on the Lower Ground and 1st Floors of the Victoria Shopping Centre. These are signposted throughout the centre, or a member of our reception team will happily provide directions upon your arrival.

Parking

Designated Disabled Parking Bays, are available on Level 3 of the Victoria Shopping Centre Car Park. For full information please visit www.victoriasc.co.uk

Assistance Animals

Registered Assistance & Guide Animals are welcome at our attractions, however due to the nature of our experiences (Live Actors, Strobe Lighting, Loud Noises, Mist Effects, Smell Effects, Moments of Darkness, etc), it can be very distressing or confusing for them.

First Aid

A qualified First Aider is always on duty during operational hours, they will be able to assist as a first response to minor incidents. We do not have a dedicated First Aid Room or Facility available to use.

The Séance

The Séance is a theatrical Scare Experience, that replicates a Séance within a haunted house. Guests are seated around a table for the vast majority of the experience. This experience utilises the following;

- Live Actors
- Strobe Lighting
- Loud Noises & Audio Effects
- Smell Effects
- Smoke Effects
- Sustained Periods of Darkness

Corridors throughout are 1.2m in width, and doorways are 32 inches in width. Due to the nature of the attraction being a derelict haunted home, the floor is un-even in places and there are some tight turns. There are no steps or stairs to navigate.

We strongly recommend wheelchairs do not exceed 27 inches in width for ease of navigation. Mobility Scooters are not permitted within The Séance, however we can provide a wheelchair for use whilst you're with us.

The Séance has low light levels, and the story plays out via actor dialogue accompanied by audio voiceovers. Therefore guests with low vision, who are visually impaired or have hearing difficulties, may struggle to experience the attraction fully; however you are able to bring a carer free of charge to assist.

Dead Centre

Dead Centre is a theatrical Zombie Survival Experience, that replicates a zombie apocalypse within a Shopping Mall. Guests are running at pace, navigating un-even floors and stairs for the majority of the experience. This experience utilises the following;

- Live Actors
- Strobe Lighting
- Loud Noises & Audio Effects
- Smell Effects
- Smoke Effects
- Sustained Periods of Darkness
- Latex
- Navigation of multiple flights of stairs

Due to the experience utilising the entire Shopping Centre, including the loading bays, service corridors and other behind the scenes areas – it sadly means this experience is not wheelchair accessible.

Dead Centre has low light levels, and the story plays out via heavy actor dialogue. Therefore guests with low vision, who are visually impaired or have hearing difficulties, may struggle to experience the attraction fully; however you are able to bring a carer free of charge to assist.

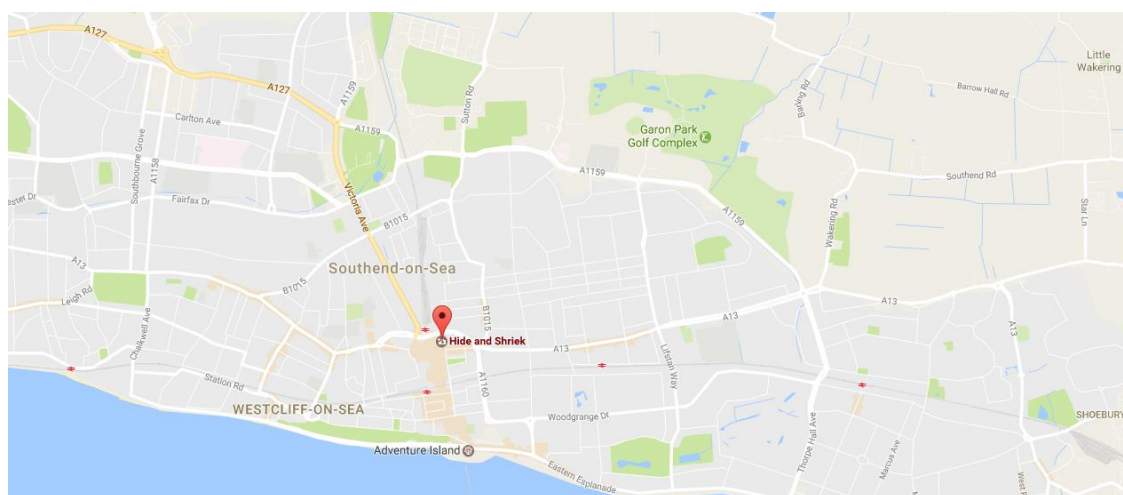
Feedback & Contact Us

At Hide and Shriek, we always strive to improve based on guest feedback. We have worked closely with customers and local groups to help produce this accessibility guide, however if there is anything you feel we could do better, or have missed in this document then please do not hesitate to contact us on one of the below;

Tel: 01702 808980

Email: boo@hideandshriek.co.uk

Post: Hide and Shriek, 344-347 Chartwell Square, Southend-on-Sea, Essex, SS2 5SP



©2017 Cowscorge LTD.

Hide and Shriek is a trading name of Cowscorge LTD, and is a registered trademark under Cowscorge LTD.

Cowscorge LTD. Registered Number: 09683441.