



**LIFT 109**

BATTERSEA POWER STATION

# **ACCESSIBILITY GUIDE**

## Introduction to Lift 109 and Battersea Power Station

Battersea Power Station has been respectfully restored to its former glory, now housing London's brand-new glass elevator and must-visit viewing experience: Lift 109. Your Lift 109 journey begins in the Power Station's magnificent Art Deco Turbine Hall A, where through a carefully curated exhibition of original records and multimedia displays, you'll discover more about the building's rich heritage, its architectural significance and enduring presence in popular culture. Continuing onwards and upwards, constellations of light guide your way as the elevator makes its ascent up one of the iconic chimneys and from 109 metres at the top you will take in a panoramic view like no other.

At Lift 109 we strive to make sure that our experience is easily accessible to all our guests. To ensure that every visitor to our site has the greatest experience possible, we have put together the following guide covering access, ticketing, and arrival information.

### *Contact Us*

Should you require further information about Lift 109, please get in touch with us today:

- For all access queries please contact us at [access@lift109.co.uk](mailto:access@lift109.co.uk) or via our contact form [HERE](#).
- If you wish to speak to us on the phone, please call 020 8233 5400 from 9.30 - 5pm, Monday to Friday.
- Please note our Customer Service team always aims to get back to customers within 48 hours of your message.

## Accessibility at Lift 109

Battersea Power Station is accessible in your wheelchair, as is the surrounding area. Please see below some brief information on the attraction site that may be useful when planning your visit:

- Battersea Power Station is surrounded by accessible paths and ramps, including all nearby underground stations.
- Wherever there are stairs in Battersea Power Station, accessible lifts are nearby.
- There are bench seats within the Gallery space and within the Lift itself.

Due to the nature of the Lift 109 experience, there is a flight of stairs to climb during the experience. There are 36 stairs in total which are configured in a spiral, with bannisters on either side. Floor lights are built into the stairwell, as are corrugated metal plates for increased grip.

**If you require a step free route, you must reserve a space in the wheelchair lift in order to bypass the stairs. Instructions on how to do this can be found on the following page.**

The accessible lift will bring you, *and your personal assistant*, to the Lift 109 onboarding platform. Due to operational requirements, the accessible lift will not be available for every time slot and space is limited, with a maximum capacity of two people.

## ***Assistance Dogs***

Assistance dogs are permitted to the attraction, but this must be an assistance dog that is recognised by one of the official charitable organisations as members of Assistance Dogs UK.

Please note, therapy dogs or animals are not permitted at the event, in line with guidance from leading animal welfare charities Pets as Therapy and the RSPCA. If you do need to bring your assistance dog with you, you must inform our team ahead of your visit at [access@lift109.co.uk](mailto:access@lift109.co.uk)

## ***Strobe Lighting***

There is strobe lighting within the Lift 109 experience. Please note that certain areas of the experience that include strobe lighting are able to be bypassed should you wish to do so. Please make a member of staff aware upon arrival for advice on the best route to take through the attraction.

## ***Mobility Scooters***

Due to operational requirements at Lift 109 and the strict evacuation procedure we have in place, mobility scooters cannot be brought into the Lift. Guests who use a mobility scooter will be required to transfer to a standard wheelchair which will be supplied by the management team. The Mobility Scooter will be safely stored during the ascent.

## Reserve the Wheelchair Lift

Every third session has a capacity of one wheelchair space per booking. In other words, the time slots on the hour and on the half hour will be accessible for those who need to bypass the stairs. Please note that this is due to the health and safety procedures in place at Lift 109. If you are a wheelchair user or someone who needs to bypass the stairs, please reserve the Wheelchair Lift when booking your tickets.

### 1. Choose which day you are looking to visit:

DECEMBER 2022						
MON	TUE	WED	THU	FRI	SAT	SUN
			01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Available Tickets for Saturday, 24 December 2022

Entry Ticket  
Online from £20.90 per adult (incl. fee)

Buy Now

### 2. Select your tickets and choose a time on the hour or on the half hour:

Adult (16+ years old)  
£15.90 (incl. fee)    2

Child (3-15 years old)  
Children aged 15 and under must be accompanied by an adult  
£11.50 (incl. fee)    0

Family of 4  
Valid for 2 Adults & 2 Children or 1 Adult & 3 Children.  
£50.40 (incl. fee)    0

Infant  
Infants 2 years old and under can enter free of charge but they must have a valid £0 ticket.  
FREE    0

Personal Assistant / Carer

Back    Next

Select Date and Time Below

DECEMBER 2022							Arrival Time
MON	TUE	WED	THU	FRI	SAT	SUN	
			01	02	03	04	10:00
							10:10
05	06	07	08	09	10	11	10:20
12	13	14	15	16	17	18	10:30
19	20	21	22	23	24	25	10:40
							10:50
26	27	28	29	30	31		11:00

Selected Date: Saturday, 24 December 2022    Selected Time: 11:00

Cancel    Next

### 3. Reserve the Accessible Lift:

You will be shown this option after selecting your tickets. **Please make sure that your ticket time and wheelchair lift reservation time match before checking out.**

Only one Wheelchair Lift can be reserved per session and can be used by two people.

Reserve the Wheelchair Lift

**WHEELCHAIR LIFT  
RESERVE**  
FOR WHEELCHAIR USERS & AMBULANT GUESTS

Please Select

Online Price: £0.00    0

## **Complimentary Personal Assistant Ticket**

Complimentary tickets will be provided for Companions, Carers or Personal Assistants for standard ticket holders who require additional assistance. Please be prepared to present the relevant documentation to support your complimentary ticket request upon arrival at the attraction. This will be assessed on a case-by-case basis.

Examples of relevant documentation are as follows:

- DLA (Disability Living Allowance)
- PIP (Personal Independence Payment)
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- Any other relevant documentation

All documents provided must show your full name and be dated from no older than 2019. The above scheme and facilities are for customers with permanent/ long term access requirements and are not for people with temporary impairments such as broken bones, healing wounds or people who are pregnant. PA's attending through this scheme need to be 18 years old when they visit the attraction.

- Personal Assistant/Carer tickets can be added to your order when booking on our website.
- Please note that Personal Assistant tickets can only be purchased alongside standard ticket holders who require additional assistance.

For those with Child tickets (those 15 years old and under), a complimentary Companion or Personal Assistant ticket shall also be provided if required, but the child must be accompanied by a paying adult ticket holder.

**Please be prepared to present the relevant documentation to support your complimentary ticket request upon arrival at Lift 109. You do not need to provide a copy of your documentation during the booking process.**

## Getting Here

### Address

[Battersea Power Station - Circus Rd W, Nine Elms, London SW8 5BN](#)

### Accessible Parking

Due to the location of the power station all parking is extremely limited, this includes accessible parking. Accessible public transport from Battersea Power Station tube station is suggested. For information about parking in the wider area, please head to the [Parkopedia](#) website.

### Entrances

There are two entrances to the Lift 109 experience, these are detailed below:

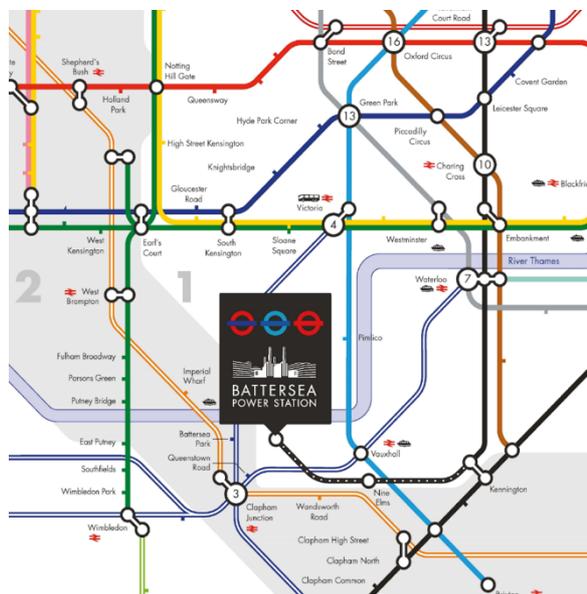
- South Entrance - Malaysia Square
- North Entrance - Power Station Park

### Taxis

Access for taxis is via Battersea Park Road. Upon arrival the site security will provide details on where to find the taxi drop off and pick-up points.

### Tube/Train Stations

Battersea Power Station now has its own Zone 1 Underground station on the Northern Line. The station entrance/exit is situated on Battersea Park Road. This station is step-free. Please refer to the below Map for further information on nearby travel routes. Alternatively, you can plan your journey using Tfl's [journey planner](#) to plan your visit.



## When you Arrive

- The entrance to lift 109 is on the first floor of the north end of Turbine A. Please look for the large chandelier which hangs above our Gallery space.
- Please arrive at the time shown on your ticket.
- Present your ticket to the host:
  - o Tickets can be printed
  - o Or shown on your phone/tablet
- Tickets can be purchased at the Kiosk area if you arrive on the day (subject to availability).
- If you have reserved a space in the accessible lift, please present this ticket to the host.
  - o They will then provide you with a white lanyard. Please keep this on throughout your visit so our team can assist you.
- If you require any assistance whilst on-site, please speak to a member of the Lift 109 team.

## Accessible Facilities

### *Toilets*

- There is one accessible toilet in the Lift 109 attraction. Please speak to a member of the Lift 109 team for guidance on this.
- More toilets, including accessible toilets, can be found outside our attraction in the food hall. This will be in front of you as you leave and will be signposted.

### *Medical and Welfare Services*

- There will always a first aider on site, please speak to a team member should you require assistance.
- If you have any specific medical needs or requirements, please do contact our customer service team at [access@lift109.co.uk](mailto:access@lift109.co.uk) in advance of your visit so that they can best assist with your query.