

Accessibility Guide

Contact Details

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Welcome

Glide up gently to 138 metres high in the spacious glass viewing pod to enjoy 360° views of the city, the South Downs and the stunning coastline. Share this unique experience together - admiring Brighton's landmarks, artwork on the rooftops, windfarms out at sea and the expansive stretch of coast all the way from the Seven Sisters cliffs to the Isle of Wight.

Breathtaking sea views are best admired with a glass in hand. Enjoy a drink from the South Coast's highest bar, the Nyetimber Sky Bar! After your journey on the pod, browse our beachside shop for beautiful and useful gifts, then take a seat on the beachfront terraces of West Beach Bar & Restaurant and enjoy some delicious food!

We are fully accessible for wheelchair users and can cater for anyone with specific access requirements, please don't hesitate to contact us if you have any questions or enquiries.



At a Glance

Arrival

Upon arrival we have two entrances.

The main ticket office is located at road level (on the A259) in a replica West Pier toll booth to the west side of the Brighton i360 site. The ticket office has level access from the road, or there is a lift or ramp to the ticket office from the beach.

Our beach level entrance to the beach building has a main door through the shop that is automatic and slides.

The West Beach Bar & Restaurant is accessible from our gift shop and also has its' own entrance on the east side of the beach building.



Upstairs entrance at road level



Downstairs entrance at beach level

Getting around inside

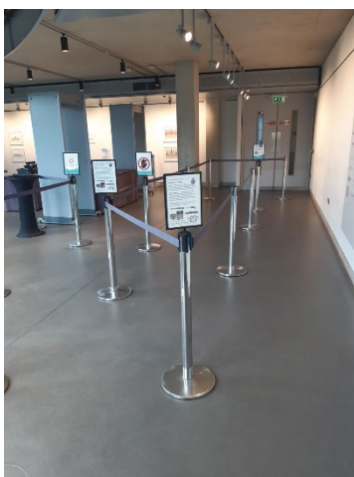
The beach building entrance has automatic doors into the gift shop. Tickets can be purchased from the gift shop or the main ticket office.

The entrance to the attraction is straight ahead as you enter the gift shop. We have queue barriers for waiting and security that can be moved at any time. Once you have passed security, you can visit Magic Memories to have some fun photos taken. The lounge area is open plan and includes an exhibition and video about how Brighton i360 was built, as well as a bar and small gift shop.

Our Lounge Bar has a hearing loop available, and all areas are fully accessible for wheelchairs and specific access needs. The whole building is compliant with the disability act 2010.



Boarding entrance



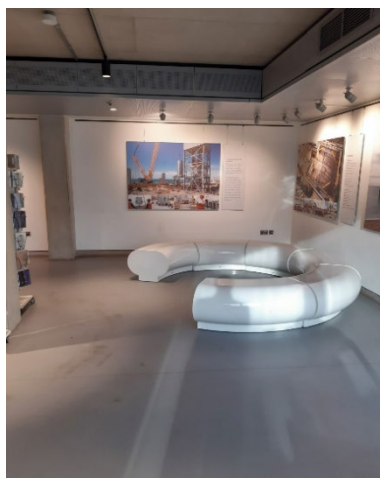
Security area



Magic Memories photos



Exhibition area



Exhibition area

Upper Deck

In good weather, we will operate security and ticket checks from the Upper Deck. This is level access from the road level and our main ticket office. We will advise you at the time of arrival which level we are operating the pod from.



Access to the pod from the Upper Deck

Inside the Pod

The pod itself is fully accessible with full 360-degree movement for all to experience the views. The Sky Bar on board the pod has Hearing Loop and large print menus along with a sound system for the host speech throughout the experience. There are maps detailing the main sights and views you see from each direction. We have seats available all the way round the tower.



Inside the spacious glass viewing pod

Retail Shop

The retail shop is fully accessible, all units are on wheels so they can be moved at any time. This includes Magic Memories for the photos. All units are spaced evenly apart to accommodate wheelchairs. The doors are automatic on all sides of the building and through the West Beach Bar & Restaurant.

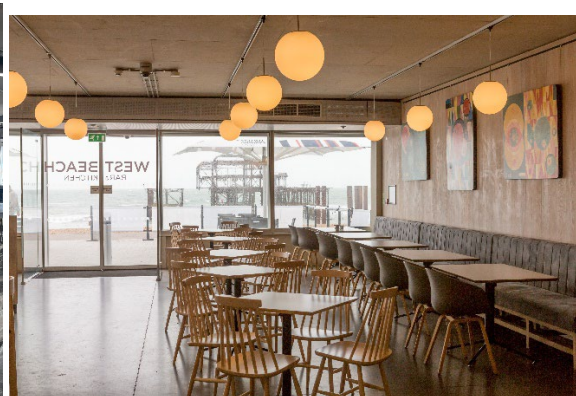
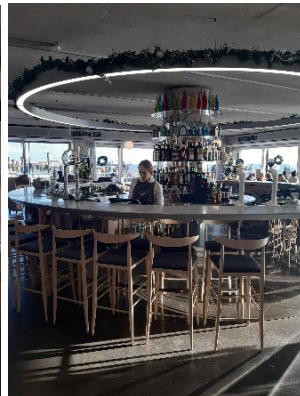
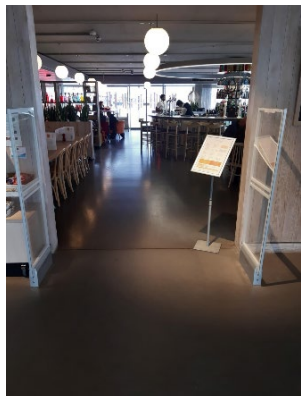


Toilets

The public toilets in the beach building are accessible from the shop. We have baby changing and accessible toilets available. Accessible toilets are also located on the Upper Deck and in the West Beach Café Bar located in the westerly replica toll booth at road level.

West Beach Bar & Restaurant

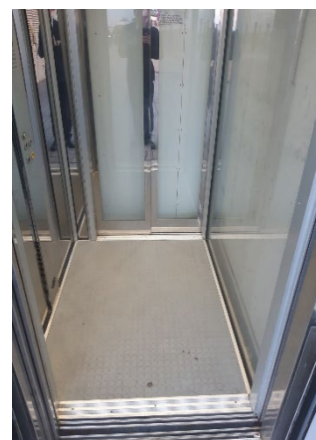
The West Beach Bar & Restaurant can be accessed from our shop step free and has a wide entrance. The restaurant has large print menus and a round bar that can be accessed from all areas of the restaurant. The restaurant can cater to many dietary requirements on request. There are tables and chairs inside and outside on the terrace that overlooks the beach and the West Pier (weather dependent). The restaurant is table service and can be contacted to take bookings on 0333 800 1360.



Level Access

We have two levels of access for entering Brighton i360 (depending on weather and time of year). Please enter downstairs into the building during poorer weather and the winter months and in the spring and summer please enter on the upper level onto our open-air Deck space. Downstairs is accessible via our lift located next to the West Beach Café Bar toll booth at road level. The lift is located on the left-hand side of the building.

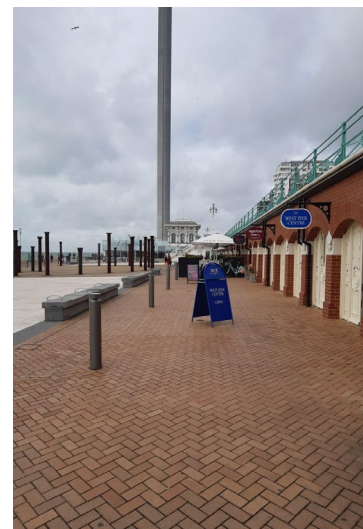
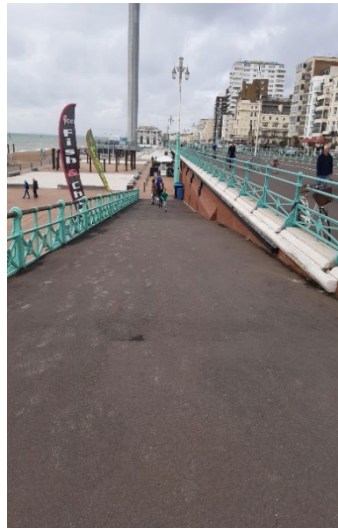
The dimensions are 110cm width, 212cm height, 135cm length. The lift provides access to the shop, restaurant, and beach building at the lower level and to the West Beach Café Bar, the ticket office and the Upper Deck at the upper level.



The Brighton i360 lift from road to beach level

Ramp Access

There is also a ramp leading from road level to beach level 160 metres east from Brighton i360. The ramp is located opposite the Hilton Hotel and provides access to the beach, shops, restaurants, playground and Brighton i360.



Hearing

We have hearing loop access throughout our attraction placed in our ticket office, retail shop, West Beach Café Bar, onboard the Nyetimber Sky Bar and at the Magic Memories concession when viewing your photos. Please don't hesitate to speak to staff if you need anything else.

Visual

Inside our attraction we have maps that are located around the pod. We have large print menus in our restaurant, at the boarding bar, inside the pod and in our ticket office (on request).

We have information displayed in our free map and our Guest Experience hosts will tell you about the views from the pod when you're on board. Our staff are happy to answer any questions or point out any landmarks you may wish to see. We also have a free Brighton i360 app available in 10 different languages from Google Play or the App store.

General Ticket Information

The main ticket office, housed in a replica West Pier toll booth, is accessible from the street level. We also sell tickets from our gift shop in the beach building.

The ticket office has a low counter and hearing loop if required. It is well lit with price lists available in large print as well as displayed on TV screens. There are pens and paper available for anyone hard of hearing.

We offer a complimentary ticket to all carers.

Assistant dogs are allowed on Brighton i360. Water can be provided for the dogs when on the pod - please just ask the staff on board.



Ticket office



Ticket office interior

Getting Here

Address is: Brighton i360, Lower Kings Road, Brighton BN1 2LN.

Details of how to get to our site can be found on our website:

<https://brightoni360.co.uk/plan-your-visit/getting-here/>

The nearest car park is located across the road from Brighton i360 called the Underground Regency Car Park. It has a tunnel which has step-free access to the beach level next to Brighton i360 and also to the street level opposite Brighton i360.



Entrance ramp from Regency Square Car Park to road level opposite Brighton i360



Ramp from Regency Square Car Park to the beach level

Coach Drop Off & Pick Up

Immediately opposite Brighton i360 at the south side of Regency Square there is a drop off and pick up point. This is a pull in layby which provides easy access for large groups or wheelchair users. The drop off point has ramp access behind it that also connects to the Regency Square Car Park and takes you to the beach. In front of the drop off point there is step-free pedestrian crossing to the front of Brighton i360.



Layby opposite Brighton i360



Drop-off layby opposite Brighton i360



Step-free pedestrian crossing

Taxis

If you need to order a taxi before or after your visit to Brighton i360, local taxi firms will be more than happy to meet you at the drop off and pick up point across the road from our site. Many taxi companies offer wheelchair accessible vehicles. Simply advise them of your requirements for them to arrange the correct transportation.

Brighton & Hove Radio Cabs 01273 204060

City Cabs 01273 205205

Streamline Taxis 01273 202020



Emergency Evacuation Procedures

We have emergency evacuation procedures in place for disabled visitors. In the case of an emergency all customers will be led to safety by our team.

Customer Care Support

All Brighton i360 staff have disability training. We have information in large print and an audio speech given by the staff when on the pod. Our app is available in ten languages and some of our staff are multilingual.