



## ACCESSIBILITY



Madame Tussauds New York welcomes visitors with disabilities as well as their caregivers. Our cafe, show venues and the majority of our experiences are fully (ADA) & accessible to guests who use wheelchairs or are in need of special services.

Please use this guide on your visit to ensure your safety and enjoyment. If you have any questions while planning your visit, please contact us at [Info6@merlinentertainments.biz](mailto:Info6@merlinentertainments.biz)

Queues to all areas are wheelchair (ADA) & accessible so that all guests may wait together.

For guests in wheelchairs, while our team members are more than happy to accommodate you, family members and helpers are much better informed about your specific condition. Therefore, we recommend that you be accompanied by someone who knows the best way to lift or carry you in case of an emergency evacuation where you might require extra help or assistance. In the event of an emergency, we do have stair evacuation chairs that the local fire department will use to evacuate guests needing it.

Madame Tussauds New York features various rooms with intense lighting, some strobes and loud sounds. It may not be suitable for those with epilepsy and other conditions with sensitivity to light or loud noises. We encourage you to contact us with any special requirements so that we can accommodate to the best of our ability.

### Service Animals

Service Animals are welcome in most locations throughout the attraction and can accompany a guest via the standard queue. However, due to safety restrictions, service animals are not allowed to

accompany guests on the 7D interactive ride. Please also be advised that our 4D may not be suitable for service animals due to loud noises and smells, but it is up to your discretion.

Service animals must be on a leash at all times. Any show of hostile behavior towards other guests or Team Members is unacceptable. Service Animals may not be handled by or left with other guests or Team Members.

### Lactation Rooms

We have a designated bathroom and lactation room on the 7<sup>th</sup> floor of the museum. Other rooms throughout the attraction can be used as well. Please inquire with a host for assistance.

### Elevators

We have elevators manned by operations hosts situated throughout the attraction, located on every floor. Our staff will be available to escort guests in need of elevators to the initial 2 floors (~15minutes) of the museum. Please inform a staff member upon arrival if you are in need of assistance. After the first 2 floors, the remainder will be a self-guided experience, with elevators and hosts located throughout.

### First Aid

Our Team Members are available for basic First Aid assistance.

### Restrooms

Each restroom in the attraction has (ADA) & accessible stalls and additional gender-neutral restrooms.

### Dining

Our 9<sup>th</sup> floor bar and 7<sup>th</sup> floor Café are wheelchair (ADA) & accessible.

If any assistance is needed, please notify one of our Team Members and we'd be happy to accommodate.

### Wax Hands

Our Wax Hands station is wheelchair (ADA) & accessible.

### Shop

Our shop is wheelchair (ADA) & accessible.

Please notify one of our Team Members if you need assistance.

### Rides & Attractions

The following section provides information on the rides and activities at Madame Tussauds New York.

#### MARVEL Universe 4D

The 4D Theater is (ADA) & accessible with a wheelchair lift. Strobe lighting, water, and other 4-D sensory effects are used in this theater.

#### Hearing Impaired Guests

Hearing enhancement digital devices are available for use at our 4D Cinema.

#### Carnival Carnage 7D

A multi-sensory interactive gaming experience with targets for guests to aim at. Strobe lighting effects are used.

Guests in wheelchairs may need helper assistance from a member of their party. Note that Madame Tussauds team members are not permitted to lift a guest in or out of the 7D chairs.

