



HISTORIC ROYAL PALACES

Tower of London

Access Guide & Sensory Map



SPACE TO STIR AND BE STIRRED

**TOWER OF LONDON • HAMPTON COURT PALACE • BANQUETING HOUSE
KENSINGTON PALACE • KEW PALACE • HILLSBOROUGH CASTLE AND GARDENS**

We welcome all visitors to The Tower of London and aim to make everyone's day out successful and enjoyable.

The Tower of London is a historic building with difficult stairs and passageways – including spiral staircases. Wheelchair and step free access is very limited.

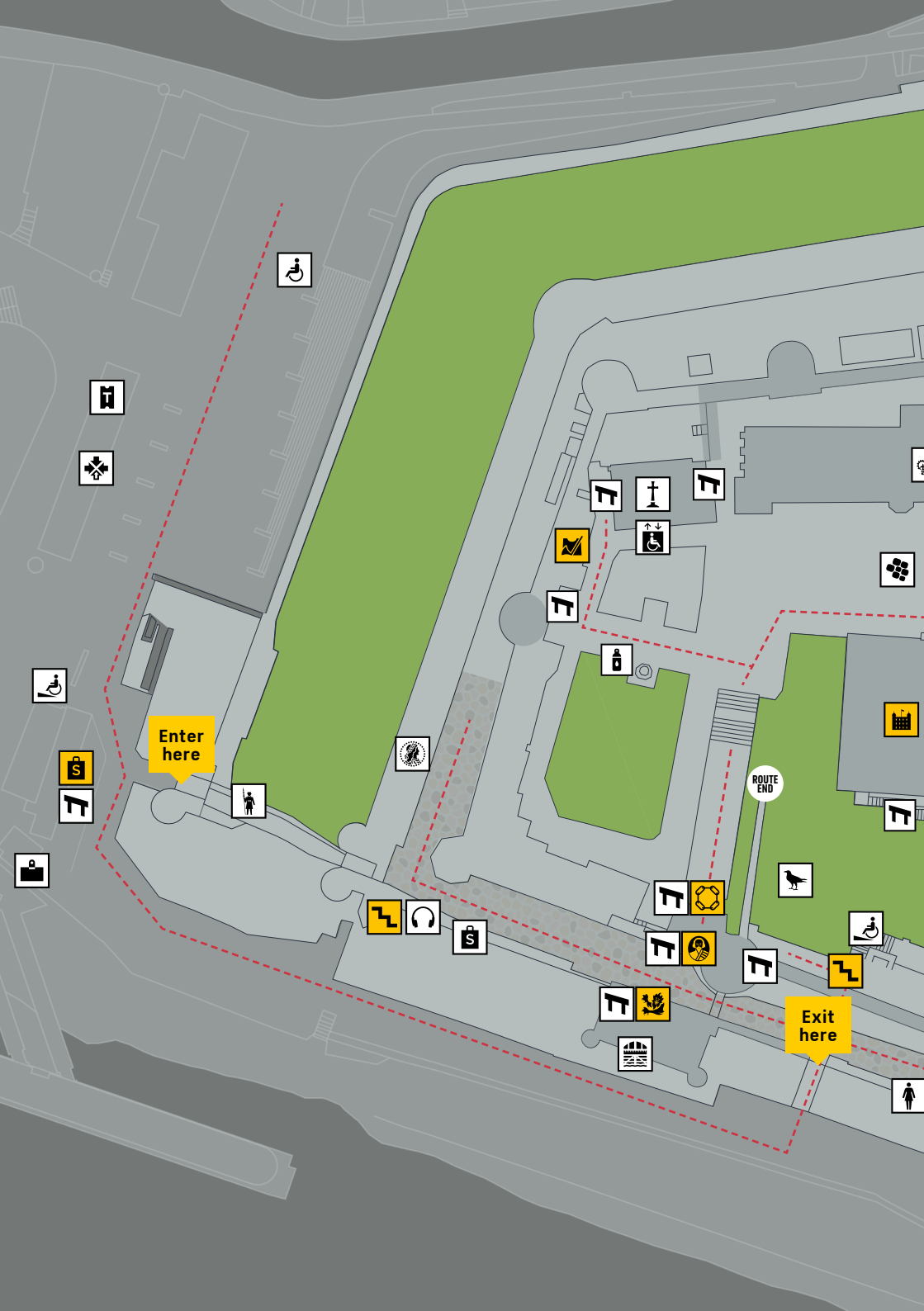
Use this guide on your visit to the Tower of London to help you find accessible routes and experiences for you.

Our friendly Yeoman Warders wear navy and red uniforms and hats, on special occasions they wear a red uniform with a ruff. Our warding team and visitor hosts wear white shirts and black jackets. Our volunteers wear red polo shirts, fleeces, or a tabard. School's volunteers wear green tabards.

The Tower is quietest before 11am outside of peak holiday season. In school holidays the Tower is busiest in the morning. During these periods, we recommend you visit after 13.30.

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MAP KEY

--- Wheelchair accessible route

STEP FREE ACCESS

-  Ticket Office
-  Shop
-  The Ravens
-  Female Toilet
-  Male Toilet
-  Accessible toilet
-  Baby changing
-  Changing Places facility
-  Café
-  Crown Jewels
-  Yeoman Warder Tours
-  Cobbles
-  Chapel Royal of St Peter ad Vincula
-  Ramp
-  Handrail
-  Lift
-  Audio Guide
-  Traitors' Gate
-  Schools and Communities welcome point
-  Drinking water
-  Business Reception
-  The Tower's Mint

STEPPED ACCESS

-  Medieval Palace
-  Battlements
-  White Tower
-  Torture at the Tower
-  Imprisonment at the Tower
-  Bloody Tower
-  Royal Beasts
-  The Fusilier Museum
-  Steps
-  Shop



More than a visitor attraction

The Tower has Military personnel on duty. They may shout. Please clear a path for them as they walk by. They are happy for you take photos but cannot stop to pose with you.

Sometimes Military ceremonies may take place during your visit. These include gun salutes which will be very loud. Our Yeoman Warders will stop and take photos with you.

We often have costumed interpreters on site. These actors are here to bring history to life. Sometimes around Halloween these actors may appear more spooky than usual, however their focus is still on history rather than scare acting.

Our Yeoman Warder tours are popular. These may be loud, crowded and contain topic matter some visitors may find distressing. The Yeoman Warders live on site, so you may see their homes from the Battlements or them walking their pets in the Moat.

Yeoman Warder tours are free to join, locations and timings can be found on our visitor map.

Wheelchair hire and hearing loops

You are welcome to use our wheelchairs during your visit to the Tower, these cannot be pre-booked but are free to borrow. Please ask a member of staff upon arrival at Business Reception - Please bring a form of ID. Wheelchairs are limited and on a first come first served basis.

Induction loops can be found in the following locations:



**Ticket Office
All shops**

Switch your hearing aid to the "T" setting to activate.

Audio Guides

Paid audio guides can be picked up at the Beefeater Shop and upon entry. BSL and visually impaired versions are free for the individual.

British Sign Language (BSL) tours are available on select dates booked via our website.

Accessible Tours

Descriptive tours are available (subject to availability) but must be booked in advance by emailing **visitorservices.tol@hrp.org.uk**

English transcripts of our audio guides are available on request at the audio guide point in the Beefeater Shop. These must be returned at the end of your visit.



Accessible toilets and lifts

You can find step free accessible toilets in the following locations:



Changing Places:

Ground floor of the New Armouries building, next to the cafe.

Step free:

Brick Tower, behind the Jewel House:

Male, female, accessible toilets and baby changing

Salt Tower:

Male toilets [internal walkways are slim behind urinals] (baby changing)

Cradle Tower:

Female and accessible step free toilets [internal walkways are slim]



Brick Tower toilets



White Tower lift

There is a platform lift to enter the Chapel of St Peter ad Vincula

There is an access lift to enter the White Tower shop/basement gallery

Please contact a member of staff before use, we can only have limited numbers of wheelchair users in the building at a time for health and safety reasons.

Building rules and access guide structure

Please do:

- Take photos without flash [except for the Jewel House where any photography is prohibited]
- Take videos [except in the Jewel House]
- Ask the Yeoman Warders and Tower staff questions
- Pick up and return audio-guides
- Use water fountains and free bottle fillers around the site

Please don't:

- Touch objects or artworks on display unless marked as tactile
- Eat or drink in exhibition spaces or inside all buildings
- Leave bags unattended
- Feed or pet the ravens
- Sit on barrier outside jewel house
- smoke or vape on the site

The **first** section of this guide with **pale purple** pages will focus on all the areas of the Tower that are **step free**.

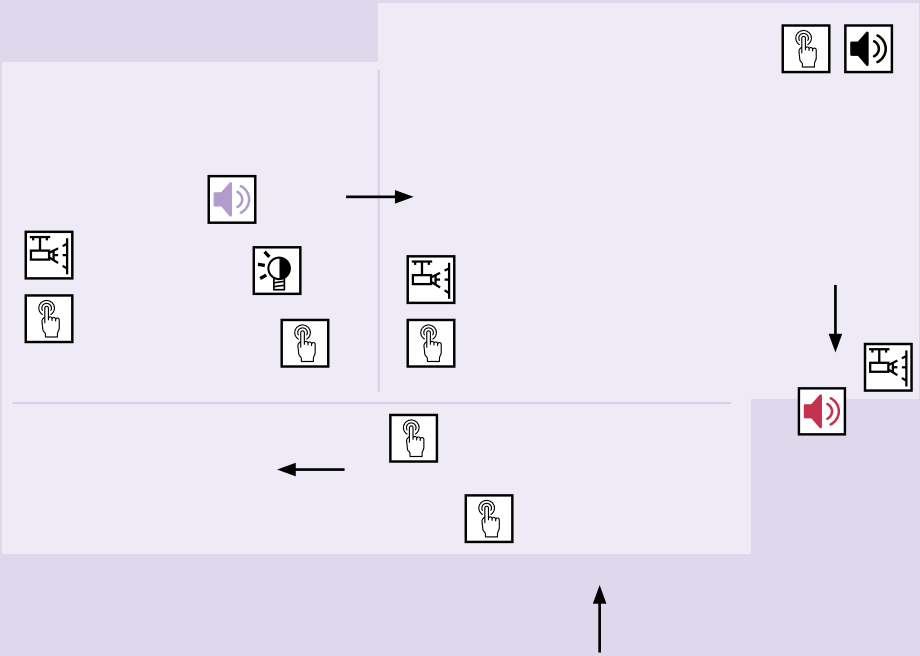
The **second** section of this guide with **pale blue pages** will focus on areas that are **not step free**. For each of these areas, we will detail how many steps are required.

Due to the layout of the site, this may mean the first pages of this guide are not the first areas you will see geographically.

**STEP FREE
AREAS**

Mint Street

Step free areas



Access information

Mint Street is home to the Tower's Mint. This exhibition is step free and very interactive. If you have any problems getting interactives to work, please speak to a member of staff.

Access key



Projection audio/visual



Tactile



Loud environment



Audio



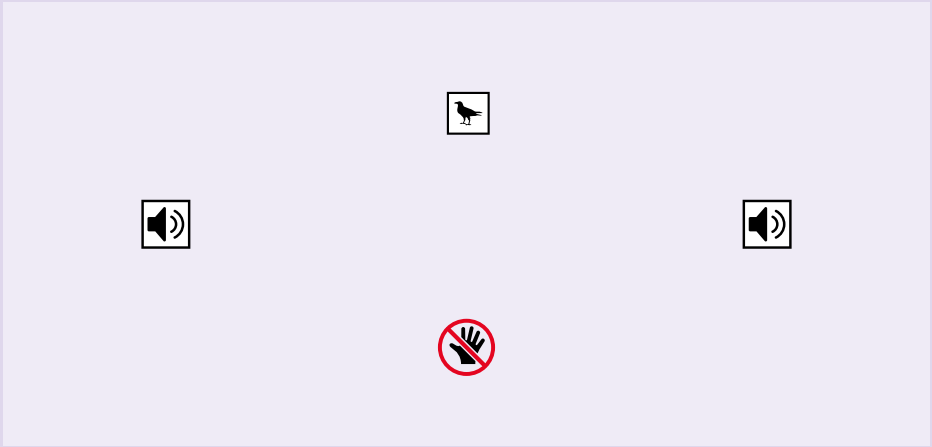
Light change when entering this area



Surprise audio before exit, trigger by movement, and by stepping on the coin

Ravens

Step free areas



Access information

Our Ravens are looked after at the Tower by the Ravenmaster and his team. They also spend time outside of this cage on a daily basis. If you see them, please do not touch or feed them. Keep 1m away from them as they will bite if they feel threatened.

Access key



Potential crowding



Ravens may make sudden noises



Raven area is step free



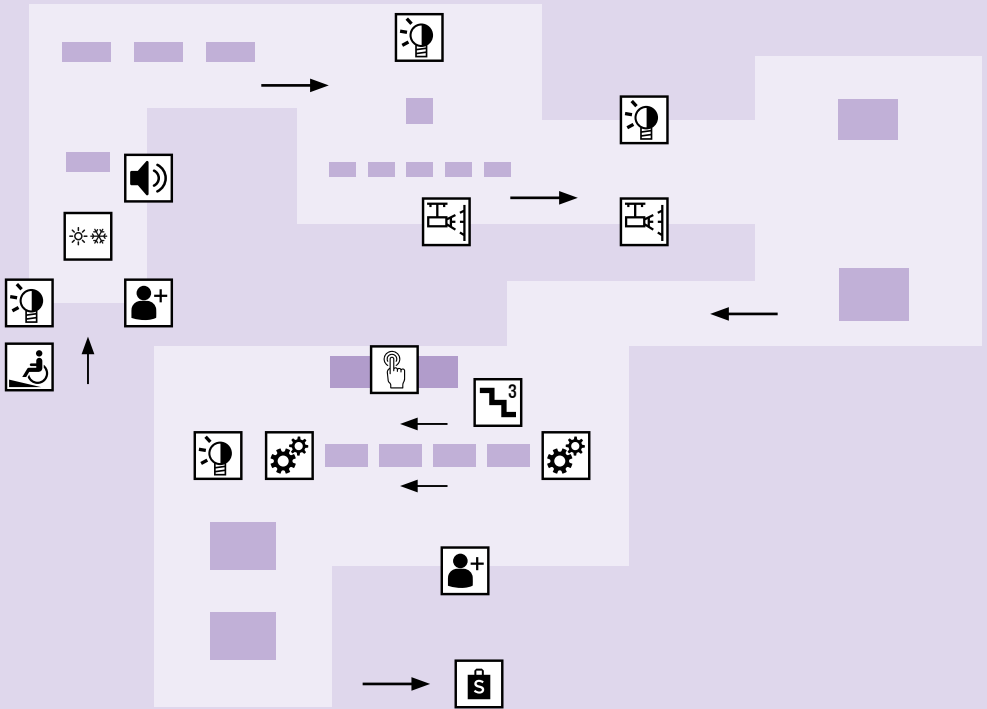
Please do not touch or feed the ravens



Tactile

Jewel House

Step free areas



Access information

The Jewel House is step free.

There may be a queue to visit. Please speak to a member of staff if you are unable to queue.

There is a Travelator that runs alongside the Crown Jewels. Please ask a member of staff to switch this off for mobility access reasons – the Travelator can also be reversed if required.

Lighting in the Jewel House can be adjusted for access reasons upon request.

Photography is not permitted in the Jewel House.

Access key



Temp change



Possible crowding



Music playing



Projection audio/visual



Low light



Travelator



Shop



Tactile



Steps on either side of platform

Chapel Royal of St Peter Ad Vincula

Step free areas



Access information

The Chapel Royal of St Peter ad Vincula is an active place of worship. Though the flooring is flat, it is uneven in places.

Access key



Please do not cross barrier



Possible crowding



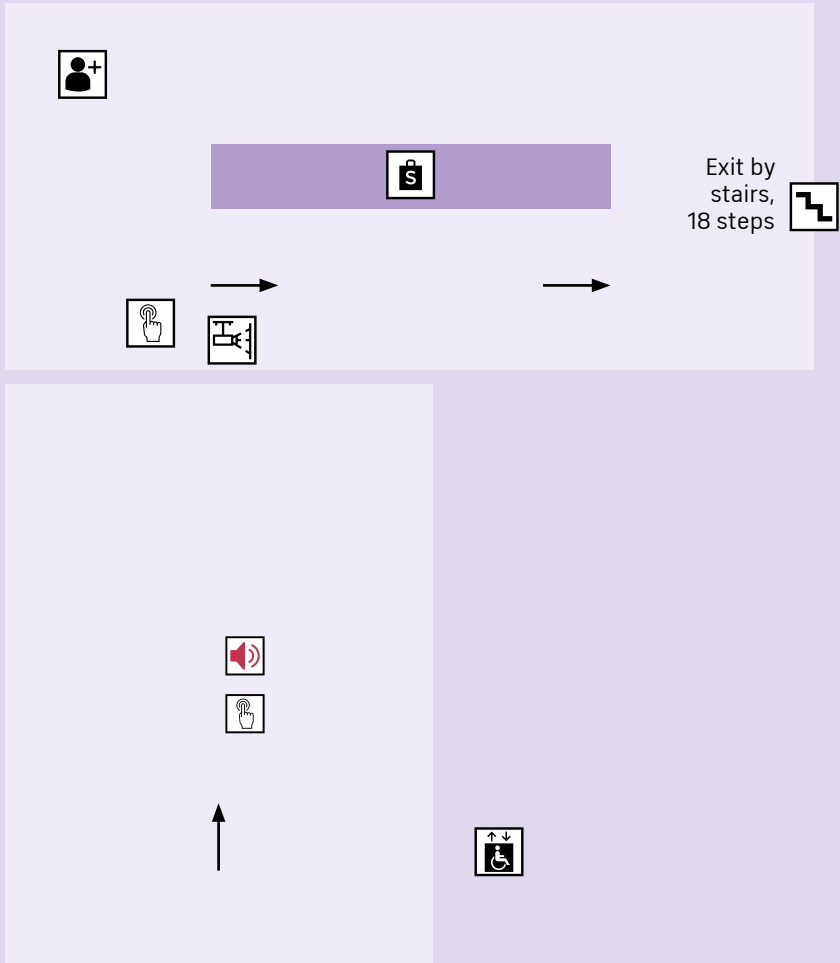
Platform access lift



Handrail

White Tower Basement

Step free areas



Access information

The White Tower basement is accessible via an access lift.
Please speak to a member of staff outside the Jewel House for assistance.
The access lift only goes from ground level to the basement gallery and shop; it does not go up to any other levels.

For fire safety reasons, we can only allow one wheelchair user in the basement at any one time.

Access key



Tactile



Lift access to street level and basement



Possible crowding



Shop



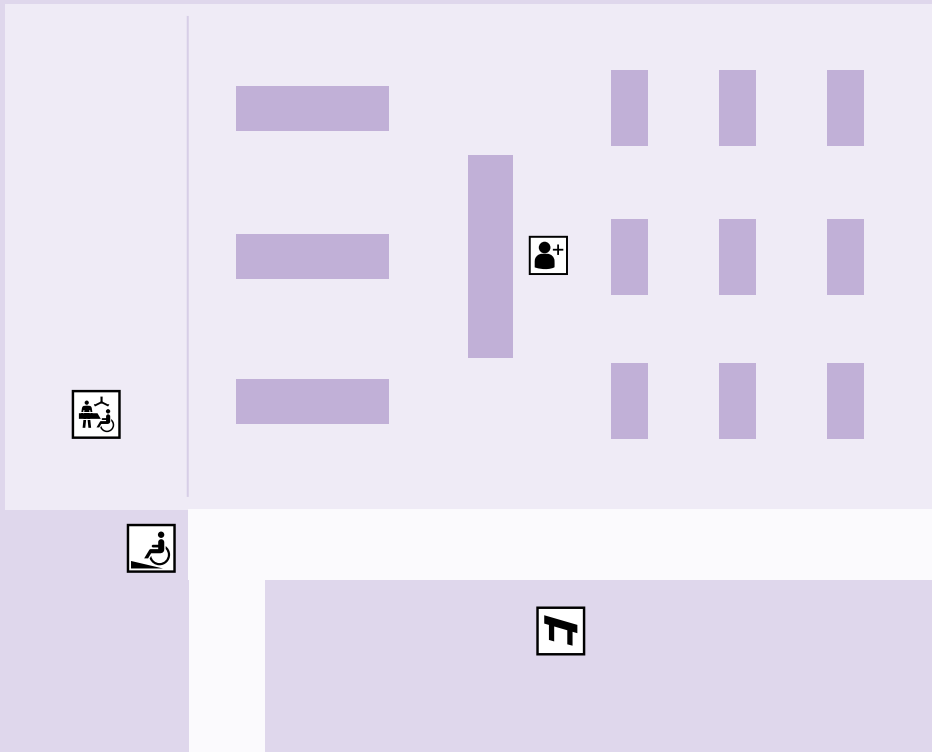
Projection audio/visual



Can be loud if busy, uneven floors
and temperature change

New Armouries Café

Step free





Access information

Our step free café is located in the New Armouries building. This is also the location of our Changing Places toilet – please ask a member of staff for the Radar Key.

The Raven Kiosk is step free but located outside.

You may see pop up drinks and ice cream stands during peak seasons.



Access key



Handrail



Step free



Changing Places



Possible crowding

MANDATORY STEP AREAS

Digital Access Virtual Tours

Scan this QR code to open the virtual tours on your mobile device.

These tours provide immersive 360° views of
selected areas of the Tower of London.

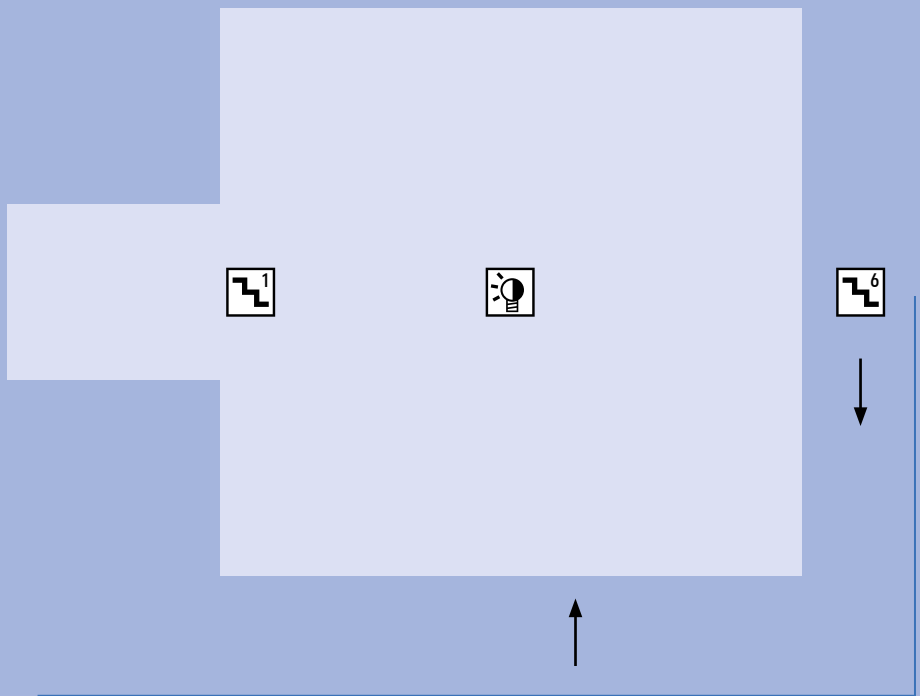
They're designed to support visitors who may find certain areas
challenging to access and can be viewed anywhere at your own pace.

For the best experience, we suggest connecting to the
Palace Free Wi-Fi in the New Armouries Café.



Cradle tower

Mandatory steps



Access information

The Cradle Tower is a small, tight space that can be dark and feel a little damp.

Access key



Low light



Steps

White Tower Ground Floor

Mandatory steps

26 steps to exit
White Tower



30 steps up
to next floor



41 steps



Access information

You enter the White Tower via the first floor, this floor can be hot and crowded. You can exit this floor at the end of the room, however once you continue up to the first floor, the only way back down is up again to the top floor and then down the main spiral staircase. This staircase is dark and narrow. Please keep this in mind when continuing to the floor above. There are Wardens located throughout the route to assist you.

Access key



Stairs access only



Probable crowding



Change in temperature



Loud environment



Handrail



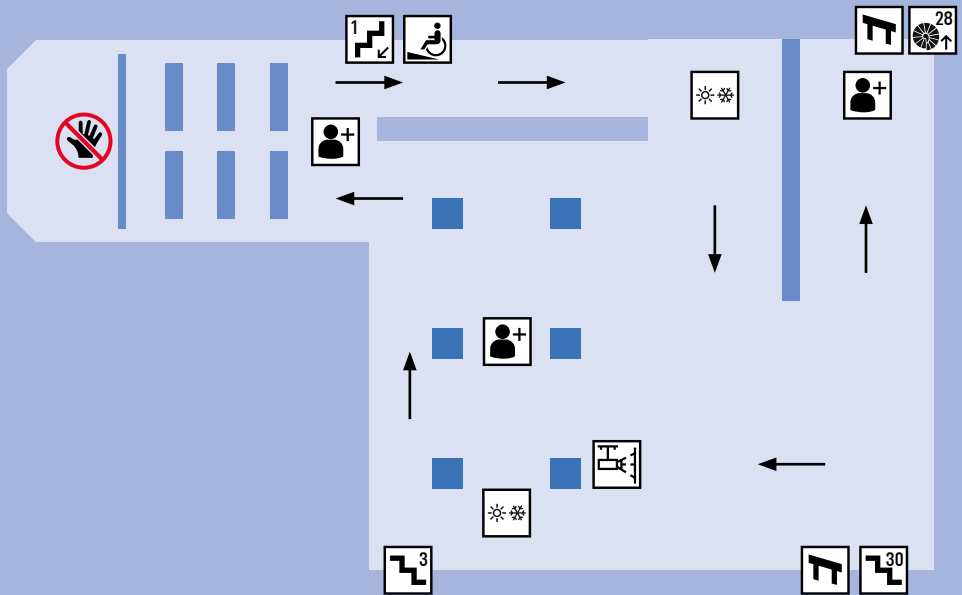
Do not touch



Light Change as you enter

White Tower First Floor

Mandatory steps



Access information

The first floor of the White Tower can be crowded and hot. This floor also contains the Norman Chapel of St John. We ask that visitors remove hats within this space. This does not include religious garments. To exit this floor, please proceed to the top floor and then down the main spiral staircase. There are Wardens positioned around the route to direct you. You can ask a member of staff for an alternative route.

Access key



Steps



Probable crowding



Audio/visual



Do not touch



Temperature change



Spiral staircase



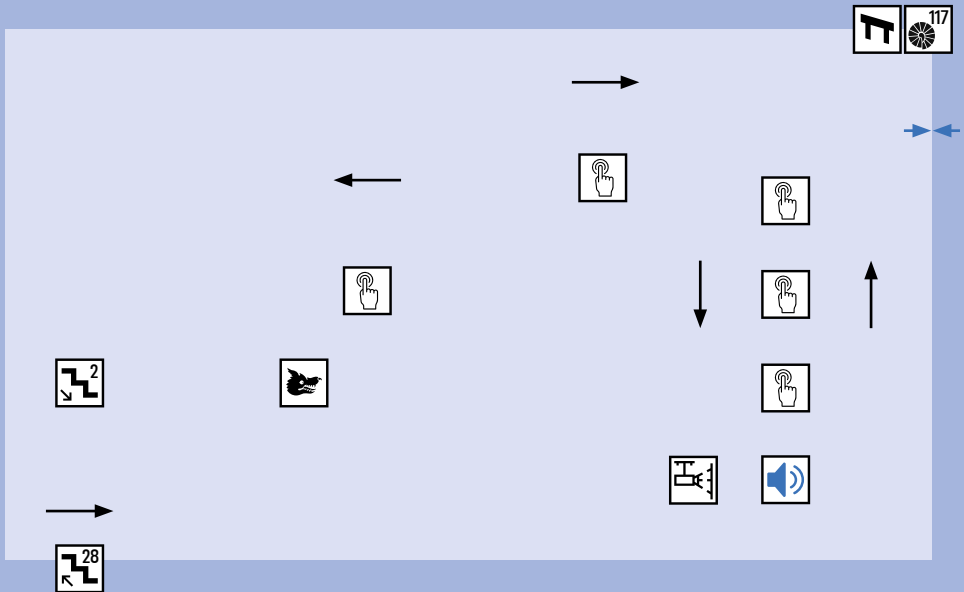
Handrail



Ramp

White Tower Top Floor

Mandatory steps



Access information

The top floor of the White Tower is more open. There are tactile interactives towards the end of the route and seating located throughout. To exit, please use the main spiral staircase which will take you to the basement level and shop. Wardens are located throughout the route to assist you.

Access key



Tactile



Steps



Spiral Staircase



Audio/visual



Tight space



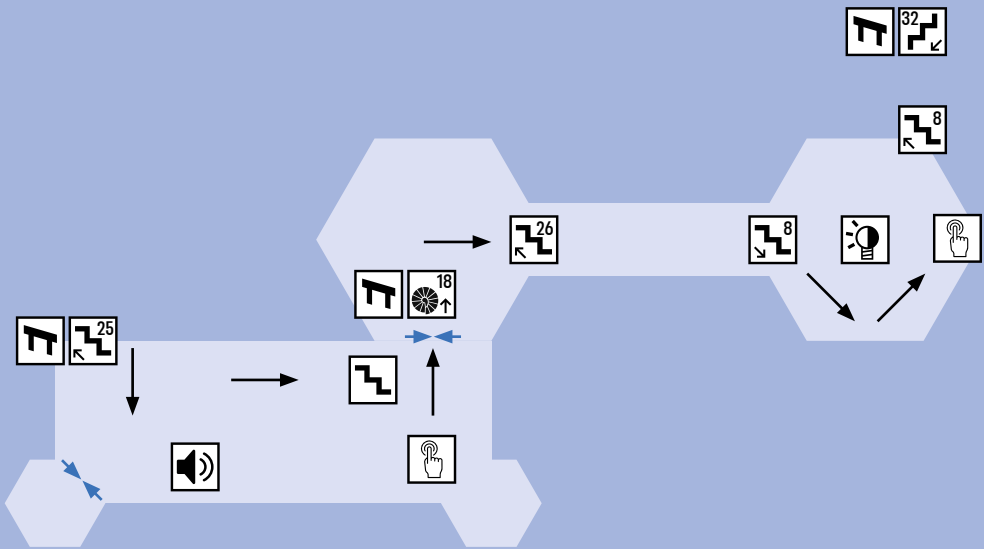
Handrail



Loud environment

Medieval Palace

Mandatory steps





Access information

The Medieval Palace is one of the oldest parts of the Tower of London. There are tight spaces, low light levels, and spiral staircases.

Access key



Steps



Music playing



Spiral stairs



Low light



Tactile

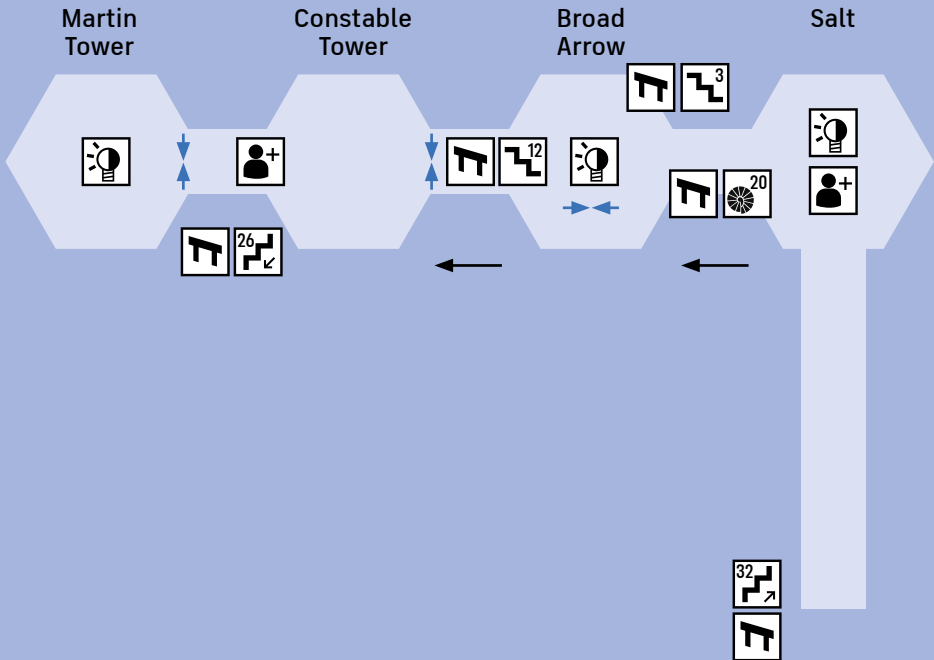
➡ Tight space



Handrail

Battlements

Mandatory steps





Access information

The Battlements at the Tower of London involve a lot of walking and constant stairs. Visitor traffic is one way. Please keep this in mind when considering this route. There is limited seating on this route.

Access key



Low light



Spiral stair count



Possible crowding



Step count



Tight space

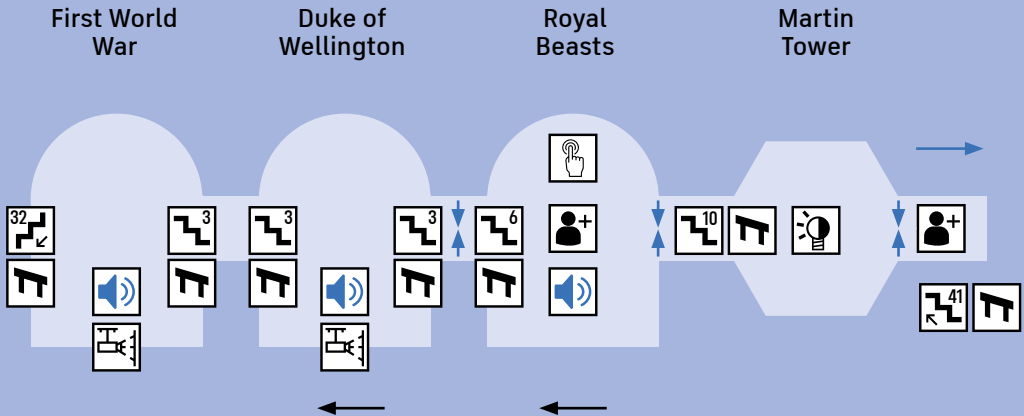


Handrail

North Battlements

One way direction

Mandatory steps



Access information

The Royal Beasts exhibition is located along the North Battlements but can be accessed without completing the previous route via the staircase opposite the exit to the Jewel House. This staircase has metal monkey statues on it. As with the Battlements this route changes level consistently, and visitor traffic is one way. Please keep this in mind when considering this route.

Access key



Step count



Loud animal noises



Projection/television



Tight spaces



Tactiles



Possible crowding



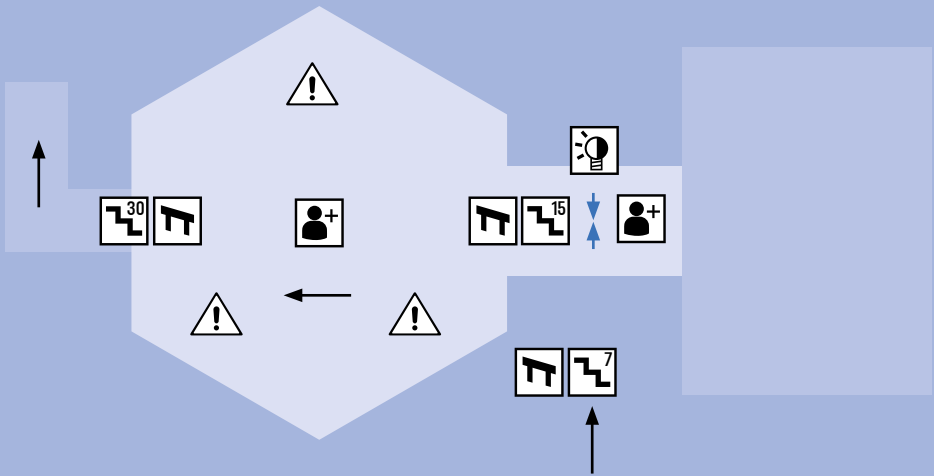
Low light



Handrail

Torture at the Tower

Mandatory steps





Access information

Torture at the Tower is dark and may contain topic matter that some visitors will find distressing. Though this route is short, it does depict acts and instruments of torture. Please consider this before visiting. There are no actors within the route, and material is presented in an educational way.

Access key



Steps



Tight spaces



Low light



Possible crowding



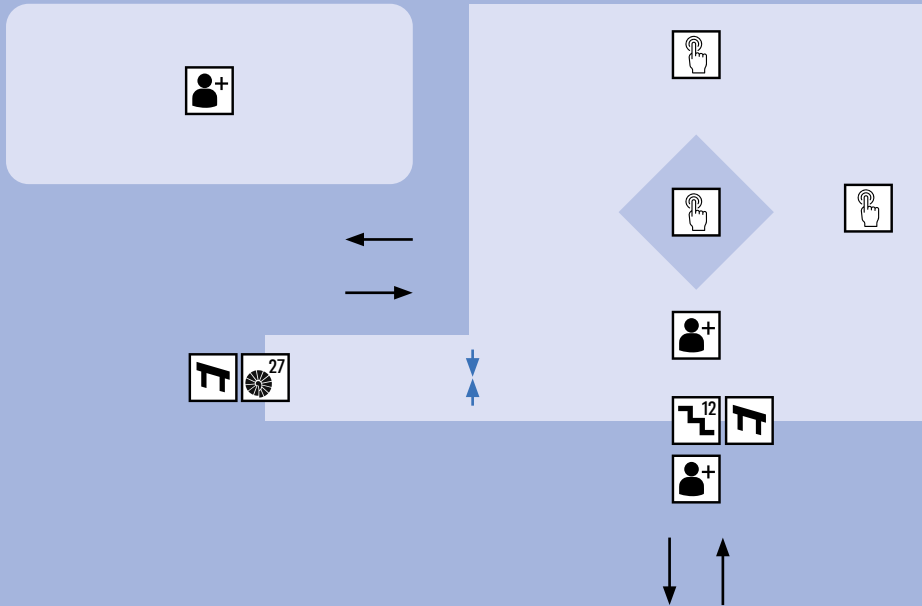
Potentially distressing content



Handrail

Imprisonment at the Tower

Mandatory steps





Access information

Imprisonment at the Tower only has one entry/exit point. This can cause a crowded environment. The spiral staircase within this route does not have a sturdy handrail. Please keep this in mind before visiting.

Access key



Steps



Spiral steps



Possible crowding



Tactiles



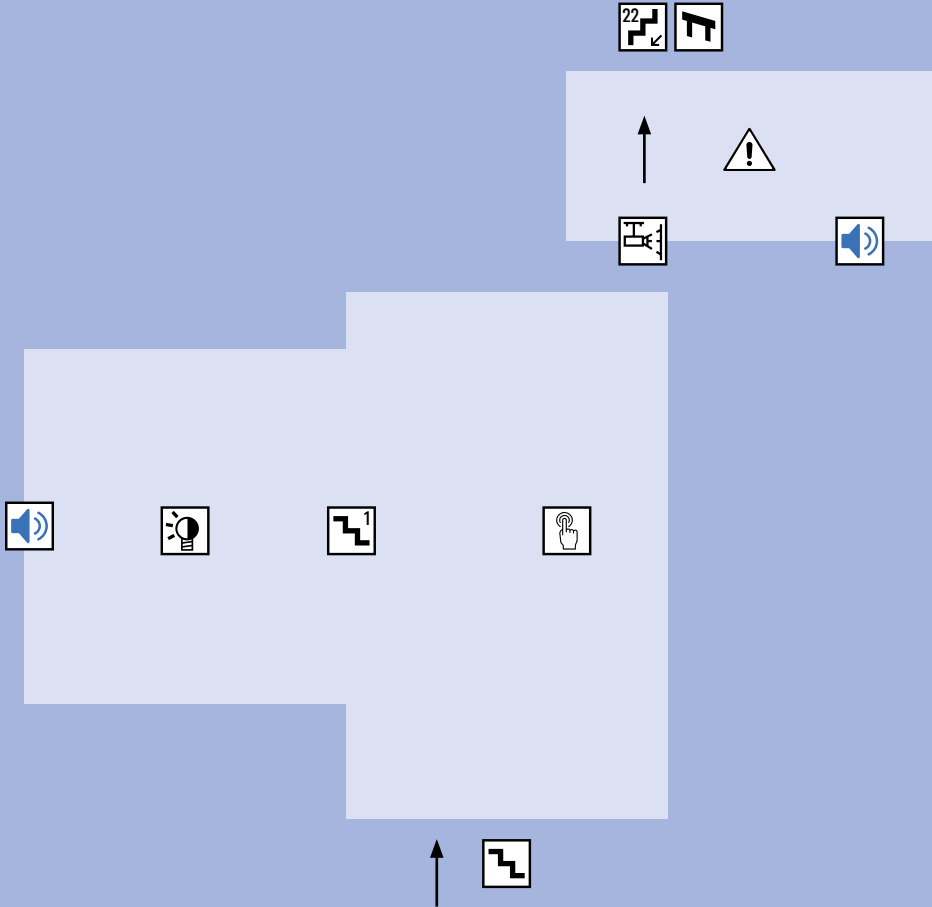
Potentially distressing content



Handrail

Bloody Tower

Mandatory steps





Access information

The Bloody Tower is dark and contains topic matter some visitors may find distressing. Content is presented in an educational way. The staircase is steep and narrow.

Access key



Loud noises



Low light



Steps



Tactiles



Video/projection



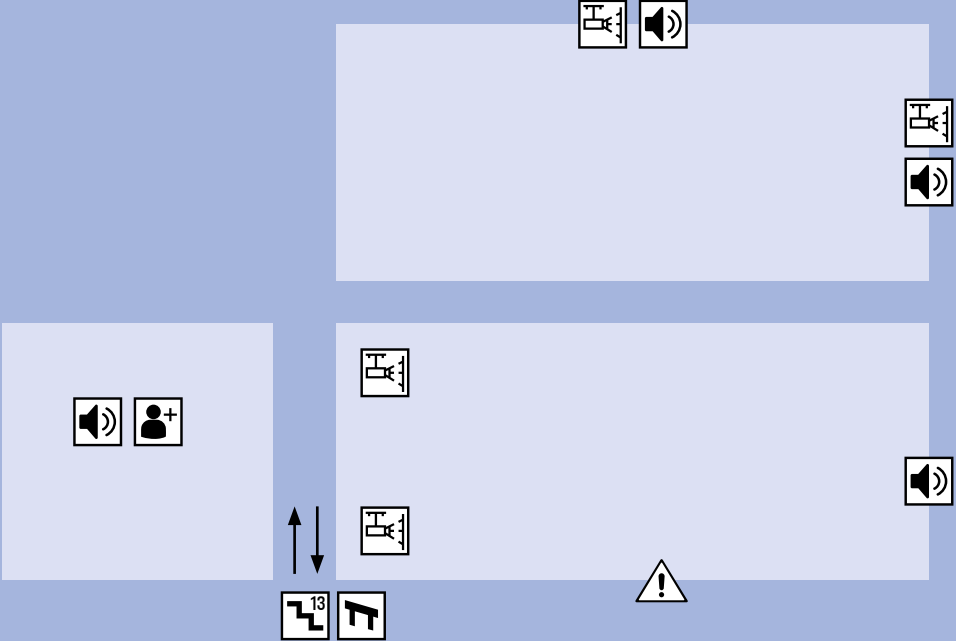
Possible distressing content



Handrail

Fusilier Museum

Mandatory steps





Access key



Steps



Audio



Video/projection



Handrail



Possible crowding



Possible distressing content

Shops at The Tower of London

There are six shops on site:



Ravens Shop
step free



Tower Shop
step free from the rear of the shop



Crown Jewels Shop
step free via Jewel House



Jewel House Shop
not step free



Beefeaters Shop
not step free



White Tower Shop
lift access



