

Accessibility Summary

ZSL London Zoo welcomes all visitors and tries to make everyone's day out successful and enjoyable.

We are committed to improving access and facilities for visitors with disabilities.

However, the Zoo is an historical site with steps in the reptile house, steep slopes on both sides of our tunnels, the woodland walk is not suitable for wheelchairs however wheelchair access is possible around most of the zoo.

Guide dogs and other registered Assistance dogs are welcome at the Zoo. Please call our supporter contact team on 03442 251 826 to notify us if you are planning on visiting with an assistant dog.

Also check our Accessibility web page for more details:

<https://www.londonzoo.org/plan-your-visit/accessibility>

On this webpage you will also find a very detailed Access Guide.

For visitors who are D/deaf or hard of hearing

- BSL talks once a month.
- Subtitles on all videos shown in exhibits.
- Friendly staff at hand to offer assistance when needed.



For visitors who are blind or partially sighted



Audio Described
Tours once a month.


- Friendly staff at hand to offer assistance when needed.

For visitors with autistic spectrum conditions or other neurodiversities

- Monthly Relaxed Tours happen.
- Resources online to support with a visit, Sensory Story, Visual Story.
- Penguin Pass – Queue hopping pass.



For visitors who have limited mobility

- Changing places toilet 
- Disabled toilets throughout the zoo
- Friendly staff at hand to offer assistance when needed.
- We have a limited number of wheelchairs available for hire. We recommend booking these in advance by calling our Supporter Contact Team on 0344 225 1826. A deposit of £25 will be required, which will be refunded when the wheelchair is returned undamaged.
- We have 2 mobility scooters available to hire for a hire fee of £20, plus a £30 refundable deposit will be required, which will be refunded when the scooter is returned undamaged. This must be pre-booked in advance by emailing generalenquiries@zsl.org.

