

LONDON ZOO

a ZSL conservation zoo

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.

We offer free entry to one essential carer per paying disabled visitor. You do not need to book a ticket for this carer.


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 assistance 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 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.

For visitors who are blind or partially sighted



- Audio Described take place twice a year. For group bookings please contact communityengagement@zsl.org as we can offer alternative dates solely for your group to attend.

when needed.

- Friendly staff at hand to offer assistance

For visitors who are neurodivergent

- Monthly Relaxed Tours – From March to October.
- Resources online to support with a visit, Sensory Story, Visual Story, The Real Animals in London (TRAIL).
- Penguin Pass – Queue hopping pass.
- Friendly staff at hand to offer assistance when needed.



For visitors who are D/deaf or hard of hearing

- Deaf-led BSL tours take place twice a year. For group bookings please contact communityengagement@zsl.org as we can offer alternative dates solely for your group to attend.
- Subtitles on all videos shown in exhibits.
- Friendly staff at hand to offer assistance when needed.

