



## Tower Bridge Visual Story

The following is a visual guide through Tower Bridge. This can be used by any visitor including those with additional needs, who may wish to plan their visit in more detail prior to arrival.



## Ticket office entrance

This is the entrance to the ticket office. It is on the West side of the the Bridge. All visitors must queue outside the door but, if you find this uncomfortable, tell a member of staff and they can help. To get inside you go through the side door.





## Tickets

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We recommend that you [pre-book your tickets online](#) to ensure you get a time slot.

As you enter the ticket office, if you have a bag, a member of staff will want to look inside it.

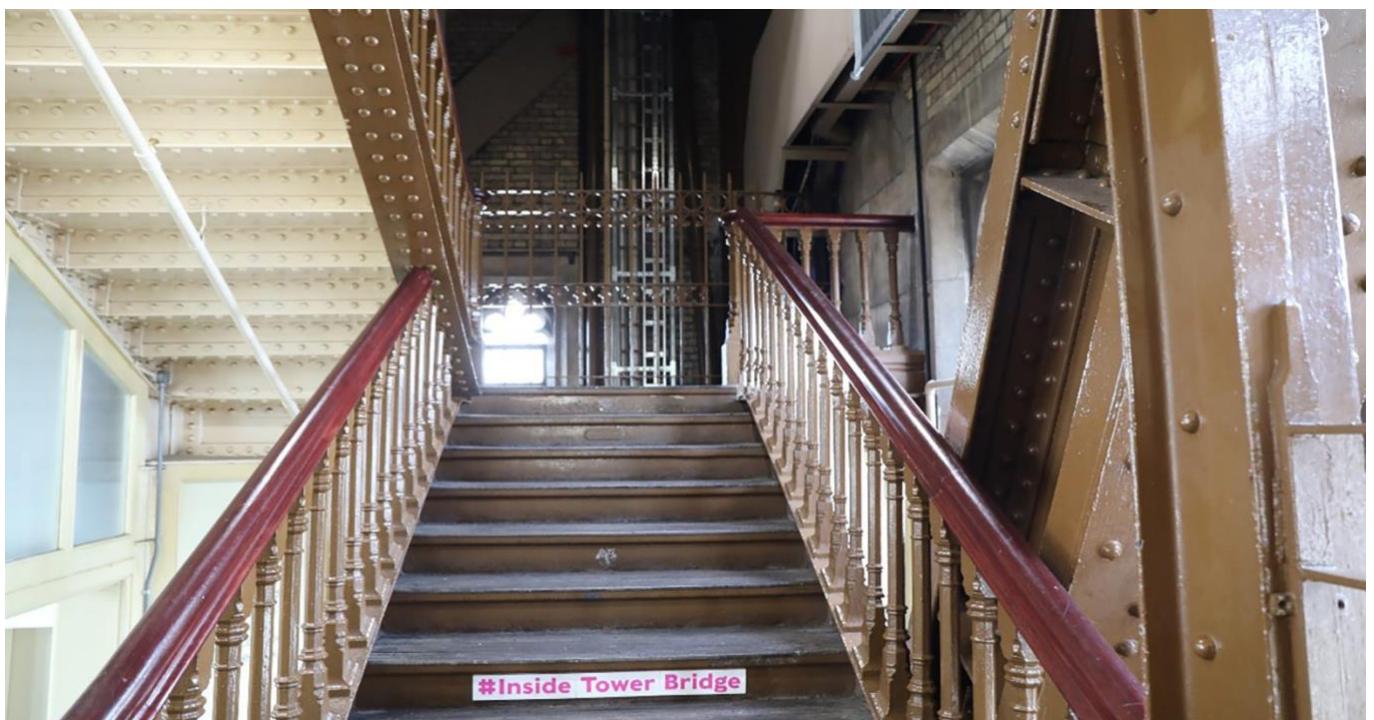
Inside, you can validate your ticket from the ticket desk. You will have to queue.

## Access

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From 13 January until early March, the North Tower Lift will be out of service for scheduled maintenance. Stairs to the High-level Walkways will be available as normal, there are 200 steps. There will be an alternative accessible route available using the lift at the South Tower which is 650 metres away. If you have access needs, please plan your route before your visit by checking our website. Or on arrival to the attraction, please speak to a member of staff who can help you.





## Halfway to the top of the bridge

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Halfway to the top, you'll enter a room with a high ceiling and bright sunlight.

In the cabinet there is a black and white video with no sound.

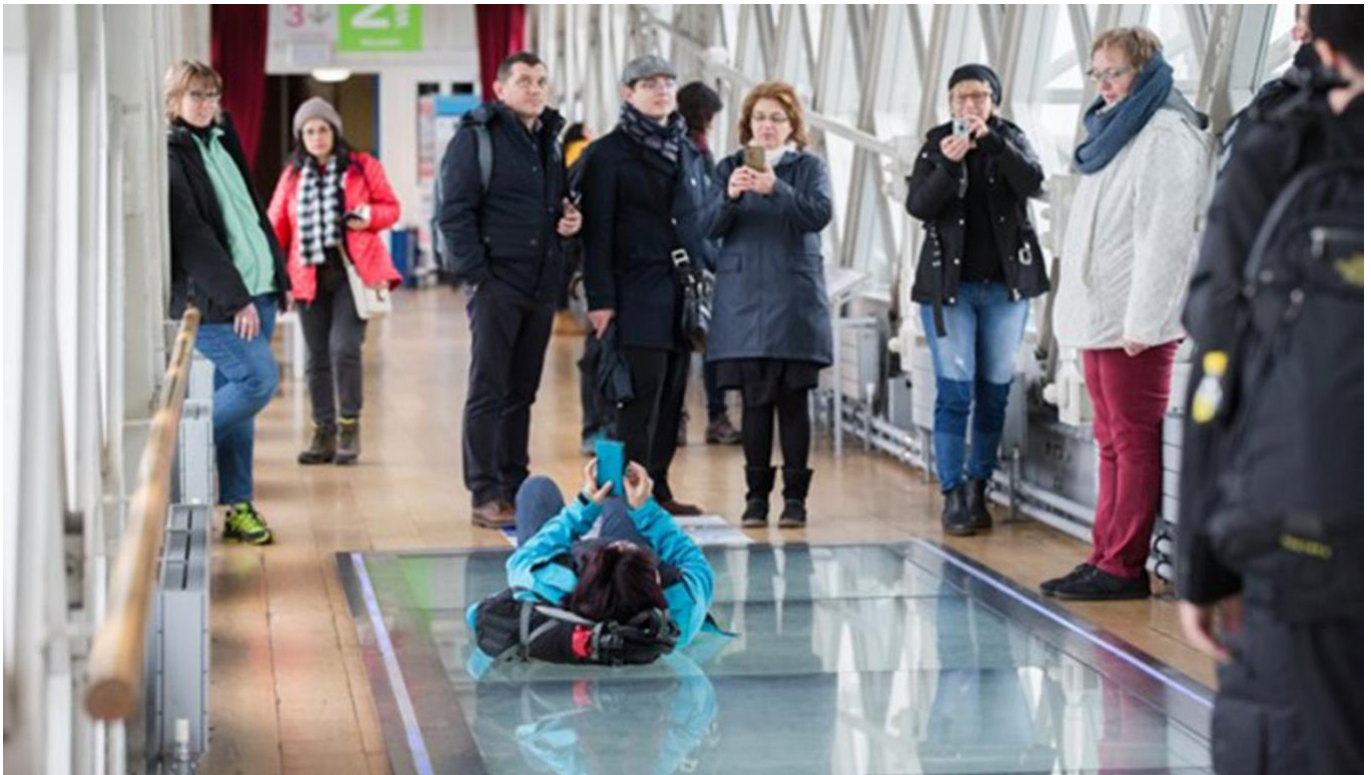


## Getting out of the lift at the top of the bridge

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When you get out of the lift at the top, you'll be in a room that is quite dark.

On one wall there is a black and white video with sound at a low level.



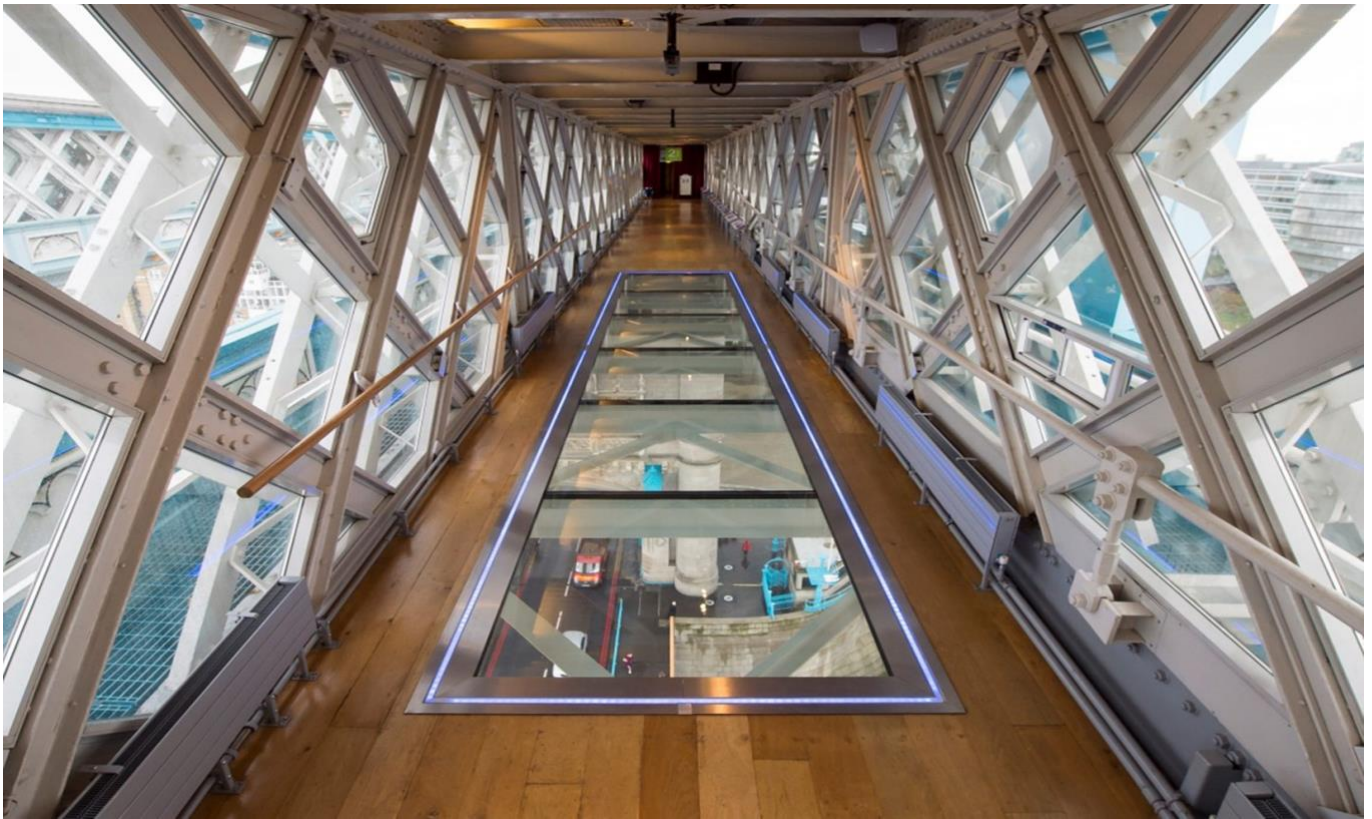
## East Walkway

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When you are ready you can go out onto the East Walkway.

This is high up in the bridge and has big windows on both sides.

Part of the floor is made of glass. If you don't want to stand on it you don't have to, there is a narrow path on either side you can walk on instead.



## West Walkway

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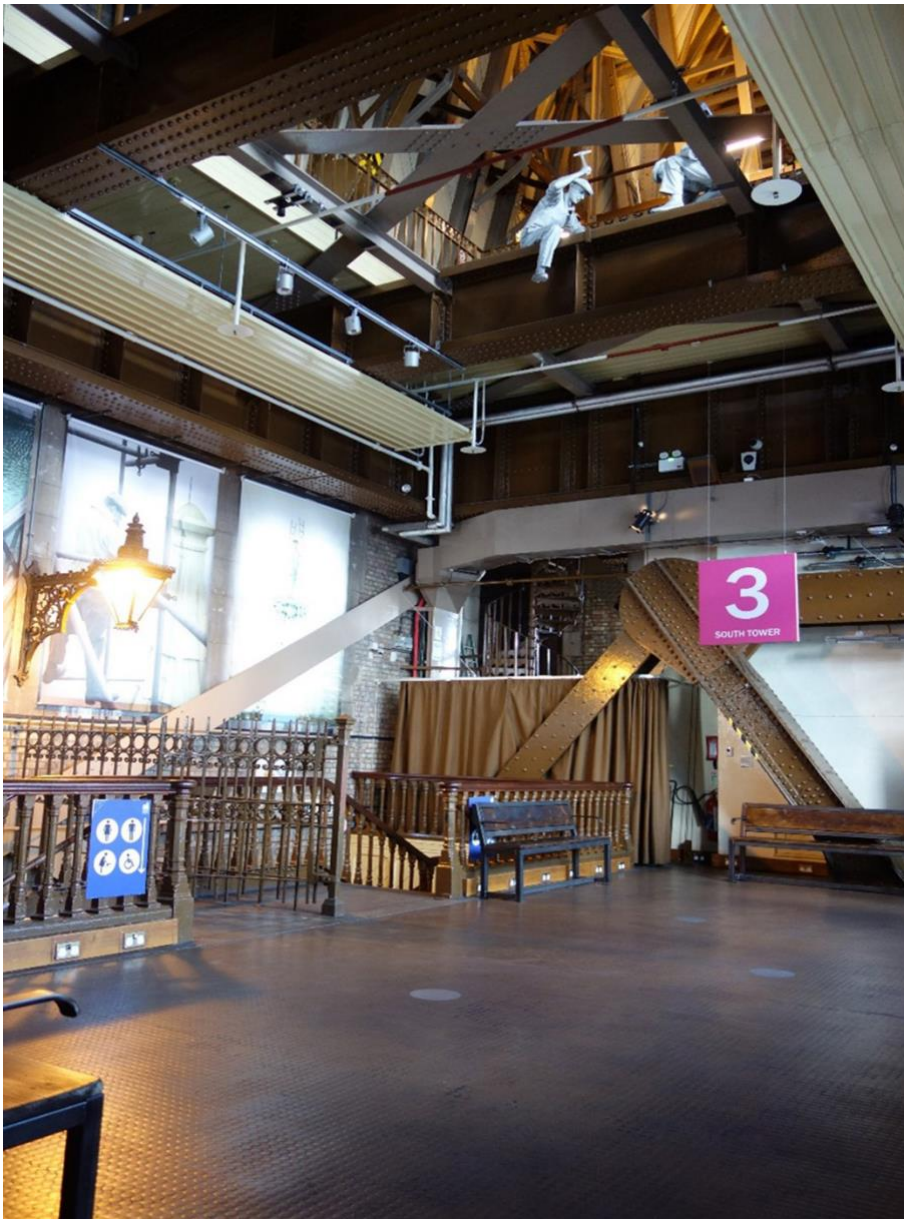
Before you descend via the south staircase, make your way to the West Walkway via the South Tower.

This mirrors the East Walkway with big windows on both sides.

Part of the floor is made of glass. If you don't want to stand on it you don't have to, there is a narrow path on either side you can walk on instead.

Above the glass is a mirror.





## South Tower

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After the West Walkway you will return to the South Tower.

This room is quite dark and has another video. The video has sound which gets louder at the end.



## South Tower continued

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As you walk downstairs you will enter a brightly lit room with white flooring and walls.

In the centre of this space stands a green lamppost.



## Making your way to the Engine Rooms

Once you have taken the lift or stairs to ground level, follow the blue line along the East pavement, or walk along the West pavement until you reach the stairs which will take you down to the Engine Rooms.



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seen below:

You can reach the West pavement of the Bridge via the stairs:

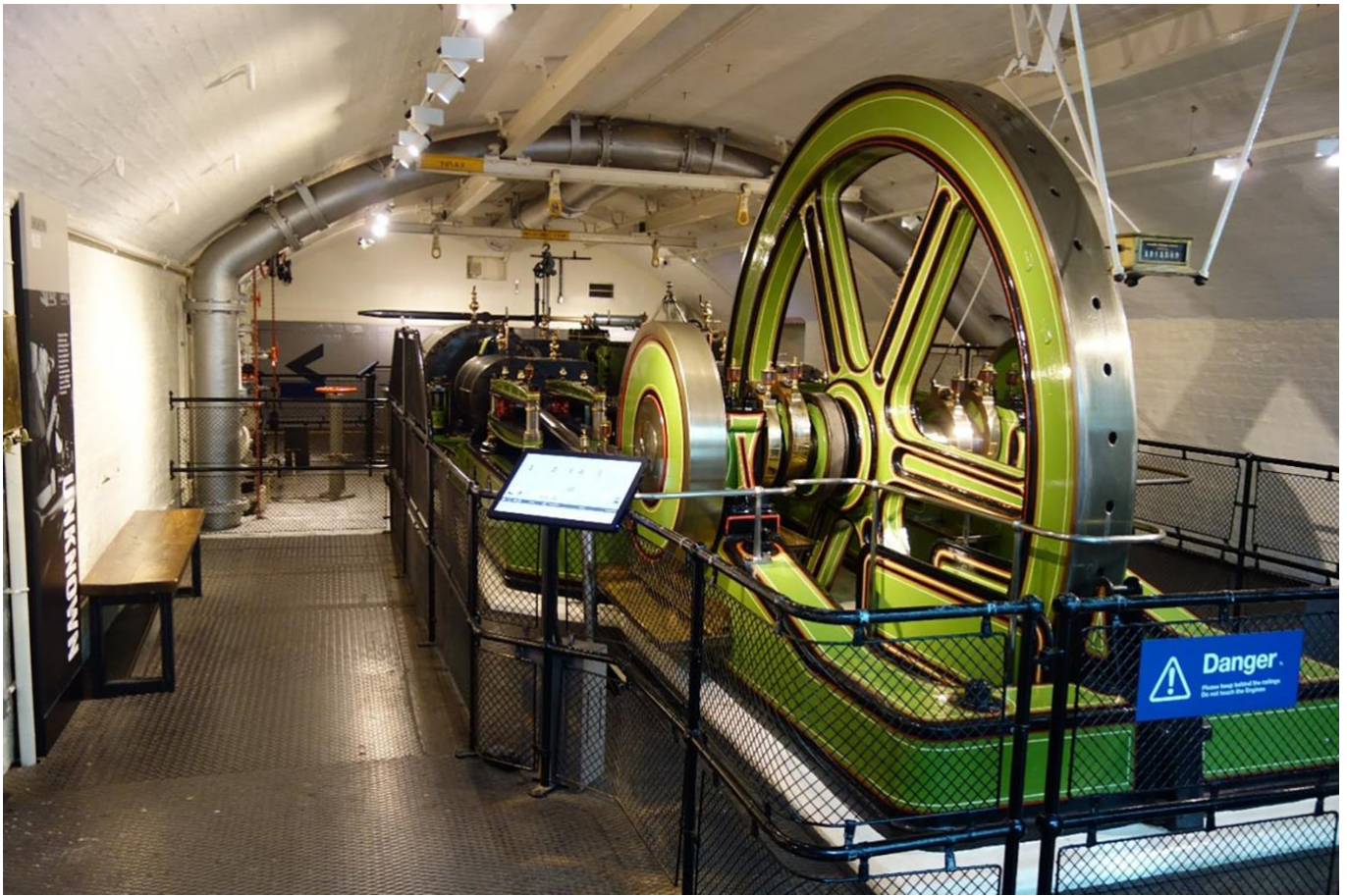


## Engine Rooms

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The entrance to the Engine Rooms looks like this and you will need to show your ticket again.

As you enter the Engine Rooms, if you have a bag, a member of staff will want to look inside it again.



## Inside the Engine Rooms

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Inside the Engine Rooms you will see some big machines, some of them may be moving and making a quiet hissing noise. The Engine Rooms are quite dark.

Towards the end there is a video about Tower Bridge with sound at a low level.



## Exit and the Gift Shop

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The exit is through the Gift Shop and back through the Engine Rooms entrance.



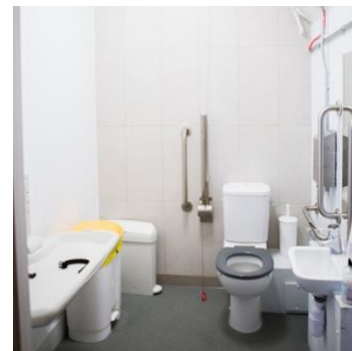
## Useful information

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### Toilets

We have toilets in the South Tower, part the way down the stairs. The South Tower has an accessible toilet reached by lift.

There are also toilets (including accessible) in the Engine Rooms.



### Staff

Most Tower Bridge staff wear blue shirts and black or blue coats.

If you need help or have any questions, then please ask them. They can also help you if you need a quiet area.



### Fire alarm

If you hear an alarm and announcement to move to the nearest exit, then we may need to leave the building. Follow the green signs and instructions given by staff.



### Best time to visit

The attraction tends to be quieter in the mornings and outside the peak tourist season of April – October.

Alternatively, please see our website for [information on future Relaxed Openings](#).

