

The Canterbury Tales Experience Accessibility FAQs

Accessibility

- The Canterbury Tales Immersive Experience is housed within a 900-year-old church, and unfortunately wheelchair access is not available throughout the attraction.
- For guests with limited mobility, our team can make adjustments during the experience where possible.
- If you have any access requirements or would like to discuss your visit in more detail, please contact our Guest Services team before booking.

Visual Impairment

- Most of the venue had low lighting.

Stairs

- There are various steps throughout the attraction and two main staircases within the attraction that cannot be bypassed. The first is a wide set of steps leading up to the first floor; these incline gradually. The second is a more standard staircase, which is located at the end of the attraction and takes you back down to the ground floor. As the experience has concluded at this point, you can descend at your own pace, and a handrail is available for support.

Accessible Toilet

- There is a public toilet which is accessible. Located on the ground floor. The door is 800mm wide.

Sensory & Neurodiversity

- We aim to create a welcoming and enjoyable experience for as many guests as possible.
However, everyone experiences immersive environments differently.
- The Canterbury Tales Immersive Experience includes live actors, audio narration, sound effects, lighting changes and moments of surprise. These elements are essential to the storytelling and atmosphere, and may not be suitable for all visitors.
- If you or someone in your group has sensory sensitivities or neurodiverse needs, we recommend contacting us before your visit so we can discuss the experience in more detail and advise where possible.
- Please contact our Guest Services team ahead of your visit to talk through any concerns or requirements.

Light Sensitivity

- The experience includes a variety of lighting effects used to create atmosphere and support the storytelling. These may include changes in light levels and occasional brighter moments.

- There are no strobe lighting effects, however some scenes may feature flashing or shifting lights as part of the show. If you have light sensitivity or related concerns, we recommend contacting us before your visit so we can talk through the experience in more detail.

Do I stay in one place for a long period of time?

- No. The experience is designed to keep guests moving. You will travel through a series of scenes, with the show guiding you from one space to the next. While there are brief moments where the story pauses to allow scenes to unfold, you are not required to remain in one place for more than 8 minutes.

Do you offer carer tickets?

- We offer free 1:1 carer tickets for guests who require support during the experience.
- Please bring one of the following forms of evidence with you on the day, or contact us in advance of your visit to arrange this:
 - Disability Living Allowance (DLA) or Attendance Allowance
 - Personal Independence Payment (PIP)
 - War Disablement Pension or Armed Forces Independence Payment
 - Blue Badge
 - Doctor's or hospital letter, or other reasonable supporting documentation
 - If you have any questions or would like to discuss your visit beforehand, please contact our Guest Services team.