

Wheelchairs & Access Statement

Wheelchair users

Wheelchair users can play LaserZone and use most of the other facilities - the reception areas, briefing rooms and kit-up rooms are wheelchair accessible. Door widths are such that they can accommodate wheelchairs and there is a lowered section on each of our service counters. Site specific access references are as follows:

BTN – LaserZone Brighton	CAS – LaserZone Castleford	LDS – LaserZone Leeds
There is a shallow gradient ramp into the main front entrance. There are three steps between the reception area and the briefing room, armoury and arena – a portable ramp is available which the Duty Supervisor is trained to use	The whole centre is located on the first floor of the Xscape complex – accessible by passenger lift	The main entrance is at street level. The briefing room, armoury and playing arena are on the first floor, accessible by platform lift

If a non-playing dedicated carer is required to push a wheelchair, then they may enter free of charge. Wheelchair users may also self-propel. LaserZone staff **must not** push wheelchair users except in an emergency or when assisting with portable ramps with the permission of the wheelchair user and/or carer. Electric wheelchairs are permitted provided they follow our guidance on speed and accessible areas.

Maximum numbers

For various reasons, mainly to ensure staff can carry out a safe evacuation, but also including disable refuge limitations and space limitations within some playing arenas, there is a maximum number of wheelchair users permitted as follows:

BTN – LaserZone Brighton	CAS – LaserZone Castleford	LDS – LaserZone Leeds
4 Playing the game 8 On the premises in total	4 Playing the game 8 On the premises in total <small>As per Xscape's own management policies, 'Control' must be made aware if more than two wheelchair users are within the LaserZone unit</small>	2 Playing the game 8 On the premises in total

The Duty Supervisor must be made aware of the number of wheelchair users playing LaserZone at any given time. Crew Members should relay this information verbally to the Duty Supervisor as soon as possible.

If more than 2 wheelchair users want to play in the same game (site permitting), the briefing may need to be carried out in the armoury due to space restrictions in the briefing rooms.

Playing the game

The main parts of our playing arenas are designed to be wheelchair friendly. There are a few ramped areas in each playing arena that are of too steep a gradient for wheelchairs, and so must not be used by them. There is nothing different on these levels than on the first level. LaserZone recognises that, whilst usually two hands are necessary to operate our phasers, this may not be practical for a wheelchair user. Staff have the ability to override this function where necessary.

Wheelchair users must move no faster than 'walking pace', for the same reasons that players must not run whilst playing. They must also exercise extra care when turning corners, again, for the same reasons that other players should.

In an emergency

If the building needs to be evacuated, it is the responsibility of the staff to ensure the safe evacuation of all wheelchair users.

BTN – LaserZone Brighton	CAS – LaserZone Castleford	LDS – LaserZone Leeds
<p>There are two designated fire exits for wheelchair users. The main front doors and the fire exit at the front of the playing arena. The arena fire exit can be accessed through a fire protected corridor that runs along the side of the arena and forms part of the playing area. If the fire alarm is activated the corridor is sealed off by 4 auto-closing doors (which can be slid or pushed open to access the corridor). The corridor has 4 doorways leading to different areas of the arena.</p> <p>Crew Members must follow all normal procedures, evacuating out the front entrance whenever possible.</p> <p>Duty Supervisors must prioritise ensuring the ramp is in place and ready for the evacuation of wheelchair users from the raised level, then they must carry on with the normal evacuation procedures.</p>	<p>The Duty Supervisor must assign an extra staff member to handle the evacuation of wheelchair users. The lifts do not work during an evacuation, so wheelchair users must be led to a 'Disabled Refuge Bay' (all staff members are shown the location of the closest one during fire training).</p> <p>Once there, the staff member must activate the disabled refuge alarm and return to LaserZone to assist with the evacuation. Xscape Security Personnel will safely evacuate the wheelchair users. If the rear corridor cannot be accessed safely through LaserZone, the wheelchair users must be led out the front of the unit and the staff member must lead them through a safe, alternate route to a disabled refuge bay eg through the cinema.</p>	<p>The Duty Supervisor must assign an extra staff member to handle the evacuation of wheelchair users. The lift will shut off during an evacuation, so a wheelchair user on the first floor must be led to the rear of the arena and out of the fire exit where there is a disabled refuge point and an 'evac-chair'. The wheelchair user can be transferred to this device as per training, then descended to the lower floor and straight outside the building via the rear fire exit doors (remaining in the evacuation device).</p> <p>If the rear of the arena is inaccessible, a staff member must fetch the stair evacuation device from the opposite way (past the toilets and up the fire exit stairs), then bring it to the top of the stairs next to the lift. The wheelchair user can then be evacuated down those stairs and straight outside the building via the front doors.</p> <p>If immediate evacuation is not possible, the wheelchair user should be left in the disabled refuge bay, the disabled refuge alarm activated and the Fire Service informed immediately on arrival.</p>

Toilet/washroom facilities

An accessible bathroom is provided at each LaserZone site.

Customers with hearing difficulties

LaserZone is playable by customers with hearing difficulties. Staff should communicate by alternate means, eg clear lip reading and written communication.

The laser packs themselves light up and vibrate to indicate if a player is shot. In the event of an emergency, staff must ensure all customers are evacuated safely and make arrangements to help customers with hearing difficulties.

Carers may enter, without laser packs, to assist customers with hearing difficulties free of charge.

Visually impaired customers

Due to the nature of the game, ie the dark environment and artificial smoke, we would recommend that customers who are visually impaired are shown around before making a decision on whether or not to play. Walls and structures are defined with ultra-violet paint so as to be seen easily under ultra-violet light in the darkened arena. Staff are instructed to allow people to enter the arena before playing to assess suitability.

In the event of an emergency, staff must ensure all customers are evacuated safely and make arrangements to help customers with any notably visual impairment.

Carers may enter, without laser packs, to assist visually impaired customers free of charge.

Assistance dogs

Assistance dogs are dogs that have been trained in order to provide assistance to some disabled people and those with certain medical conditions such as epilepsy.

Customers with assistance dogs are welcome in reception/toilet/arcade/party areas. Due to the nature of the game, ie the dark environment, assistance dogs cannot be taken into any of the laser game areas as there would be a risk of injury to the animal as well as posing a tripping hazard to other participants. Assistance dogs must be kept on a leash at all times whilst on the premises.