Our Dynamic Earth
Access Statement

www.dynamicearth.co.uk
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General Information

About Us:

- Our Dynamic Earth is a Five Star Visitor Attraction located in the heart of Edinburgh.

- Our Dynamic Earth is fully accessible for wheelchair users and prams. We also have additional amenities for those with special access needs including transcripts and audio guides.

- Our tour experience invites you to take a journey through time to witness the story of planet Earth. Through a series of interactive exhibits, state of the art technology, and a 4D encounter. You will feel the heat of a bubbling volcano, face the chill of polar ice, and fly across the globe before crash landing in a tropical rainforest.

- Hours of Operation: April through October open everyday from 10:00 – 17:30 (last admission 16:00). July and August open from 10:00 – 18:00 (last admission 16:30). November through March open Wednesday to Sunday (closed Monday and Tuesday) 10:00 – 17:30 (last admission 16:00).

- Please check our website prior to your visit.

Wheelchair Users:

- The Dynamic Earth tour is fully accessible for wheelchair users. Our narrowest point along the tour is 88cm or 34.5in.

Prams:

- The Dynamic Earth tour is fully accessible to most prams, including double prams. Our narrowest point along the tour is 88cm or 34.5in.

Entrance and Pre-Arrival:

Getting Here: office

By Rail:

- The nearest train station is Edinburgh Waverly which is a main line station to all major destinations

- It is a 15- 20 minute walk from Our Dynamic Earth or 5 minutes by taxi.
By Bus:
- Lothian Buses (local transport) available services are 6 and 35. The 6 is available from Hanover Street/Princes Street and stops outside of the Macdonald Holyrood Hotel on Holyrood Road. Our Dynamic Earth is across the street from this bus stop. The 35 services the Airport to Ocean Terminal including areas such as Islington Park and Ride, Slateford Station, Fountain Park, and the foot of Easter Road. The 35 stops outside of the Scottish Parliament at the bottom of the Canongate (The Royal Mile) and Our Dynamic Earth is about a 5 minute walk from there.

- Tour Buses operated by Lothian Transport offer direct bus access to Our Dynamic Earth. The Edinburgh Tour (green bus), City Sightseeing Tour (red bus) and MacTours (vintage bus) all stop at Our Dynamic Earth. All tour buses depart regularly from Waverly Bridge.

By Car:
Postcode: EH8 8AS

From West – M8 – Glasgow, etc:
- From M8 (Glasgow) take junction for Edinburgh Airport and Join A8 at Newbridge roundabout.
- Follow signs for City Centre: along Corstorphine Road you will pass Edinburgh Zoo on left, Haymarket Train Station on right.
- At junction of Shandwick Place and Princes Street, Fraser’s Department store will be on left, Caledonian Hotel on right.
- Turn right onto Lothian Road.
- Turn first left, just before traffic lights, into King’s Stables Road.
- At T-junction turn left.
- Travel straight along through Grassmarket, Cowgate and into Holyrood Road.
- Dynamic Earth is on right hand side.

From North East A90 Fife, Perth, Dundee, Aberdeen:
- After the Forth Road Bridge, continue on the A90 towards Edinburgh following city centre signs
- Turn right onto the A902 at Barnton roundabout.
- At Maybury roundabout turn left onto the A8 toward the City Centre.
- Follow signs for City Centre: along Corstorphine Road you will pass Edinburgh Zoo on left, Haymarket Train Station on right.
- At junction of Shandwick Place and Princes Street, Fraser’s Department store will be on left, Caledonian Hotel on right.
- Turn first left, just before traffic lights, into King’s Stables Road.
- At T-junction turn left.
- Travel straight along through Grassmarket, Cowgate and into Holyrood.
- Our Dynamic Earth is on right hand side.

From East and South East A1 (East Lothian and Newcastle)
- Follow signs for A68 to Edinburgh
- At Sherrifhall Roundabout take junction for A7 – Dalkeith Road.
- Follow this road straight on: signs for City Centre, you will pass Danderhall on right.
- AT Cameron Toll roundabout again follow signs for A7.
- Follow this road straight on, you will pass Royal Commonwealth Pool on right.
- At crossroads where the Pleasance meets Holyrood Road turn right.
- Our Dynamic Earth is on right hand side.

From South A7 Galashiels, Selkirk, and Carlisle
- Follow signs for A7 to Edinburgh.
- At Sherrifhall Roundabout take junction for A7 – Dalkeith Road
- At Cameron Toll roundabout again follow signs for A7.
- Follow this road straight on, you will pass Royal Commonwealth Pool on right.
- At crossroads where the Pleasance meets Holyrood Road turn right.
- Our Dynamic Earth is on right hand side.

By Taxi:
- The taxi drop off point is located in the amphitheatre right outside of the building. Taxis can be ordered at anytime while inside Our Dynamic Earth if you require one after your visit. If you require a taxi please ask a member of staff for assistance and they will call one for you.
- Our Dynamic Earth primarily uses City Cabs or Central Taxis. Both have wheelchair accessible cars. Please tell a member of staff when ordering a taxi that a wheelchair accessible car is needed to guarantee your taxi has the correct amenities you require.

By Bicycle:
- A Bike rack is available at the foot of the amphitheatre in front of Our Dynamic Earth.
Car Park and Lift Entrance:

- The Our Dynamic Earth Car Park is located underneath the building. The surface of the car park is concrete. Anti-slip paint covers the pedestrian walkways at the front of the access stairs.
- Our Car Park is open 24 hours. Access to the car park is available through the building during opening hours. There is an outside entrance from Holyrood Gait which is open 24 hours.
- Please note - Lift access to and from the car park is only available during centre opening hours (please see website for attraction opening days & times). Lift access will be available for the duration of any pre-planned events.
- The car park is one level and has 120 spaces including 7 disabled spaces.
- The parking fee is £3.00 for the first three hours and £1.50 for every additional hour. There are two payment machines located inside the car park. If you have any issue with the payment machines there is a ‘help’ button which will connect you to an onsite car park attendant.
- Two lifts are available from the car park to the main entrance. The width of the lift doors 88 cm/34.5 in. The main entrance and ticketing areas are located on Level 3.
Main Entrance:

- If arriving at Our Dynamic Earth by bus, taxi, bicycle, or on foot you will enter the building through our main entrance. Wheelchairs and prams can access the entrance by using our ramp which extends from the bottom of the amphitheatre to the main entrance. A handrail lines the ramp. Stairs, 36 in total, are also available on the opposite side of the amphitheatre which also has a handrail for support.

- The main entrance is a double pull glass door. If both doors are opened the width is 246 cm/97 in, one door is 123cm/48.5in. A guide is usually present to open the doors.

- Once inside the building, the ticket desk will be towards your left and the café is to your right. Both are on the same level. The floor is made of stone. The area is well lit by natural light. Seating is available as tables and chair in many areas on this level.
Amphitheatre
Dynamic Earth Amphitheatre:

- The Dynamic Earth Amphitheatre is located outside the main entrance, next to the turning circle. In the amphitheatre are two main areas: Earth’s Core and an Outside Picnic Area.

- The Earth’s Core is located in the centre of the turning circle. It can be reached by crossing the turning circle adjacent to the main entrance. If exiting Dynamic Earth, Earth’s Core can be reached by a ramp located on the left hand side when exiting or walking down 36 stairs. Please be aware that cars and buses use the circle. When walking towards the Earth’s Core from the Dynamic Earth entrance, traffic will be travelling right to left. The surface of the turning circle is constructed of granite steps/cobbles.

- The Earth’s Core is lit using natural lighting with some spot lighting. The floor is made of concrete. There is a slight decline when entering the area. There is a handrail at the centre of the area where a brief video is playing.

- The Outside Picnic Area is located outside the turning circle. If exiting Dynamic Earth, it will be on your left hand side. It can be reached by a ramp located on the left hand side when exiting.

The Picnic Area is surrounded by grass. Stone pavement is under the provided benches. Four tables are available. The chairs are at a height of 42cm or 16.5in. The tables are at a height of 77.5cm or 37.7in. Recycling bins are located next to the picnic area.

- The Earth’s Core and Outside Picnic Area are not exclusive to paying visitors; there is free public access to these areas.
Ticket Desk:
- Our ticket desk is located on the left hand side of the main entrance.
- There are no steps necessary to reach the ticket desk. The area is lit by natural light and spot-lighting.
- The main tour is in English. Audio guides are available from the ticket desk in 5 different languages; English, French, Italian, German, and Spanish. These can be hired at the ticket desk for £2 or can be downloaded free as an Android App or Apple podcast.

Cloakroom:
- A cloakroom is located on the left hand side of the main entrance. It can be reached by either going down one flight of stairs or taking the lift to level 2. The stairway is a winding staircase consisting of 20 steps and has handrails on both sides.
- The cloakroom has pound return lockers and two sets of coat rails. The lockers are at various heights. The highest locker height reaches 173cm or 68in. The shortest locker height is at 58cm or 22.8in. The coat rails are at two heights. The tallest rail is 189cm or 74.5in. The shortest rail is 88cm or 34.5in. Please note items left on cloak rail will be un-attended.
Tour, Education, and Corporate

Entrance to Tour:
- The start of the tour is located on the second floor of the building. This can be reached by either going down one flight of stairs or taking the lift to level 2. The stairway is a winding staircase consisting of 20 steps and has handrails on both sides.
Exhibitions and Access along the Tour:

- The tour is fully accessible to prams and wheelchairs. Ramps are available along the tour to assist with declines/inclines along the tour. Small declines are located in four galleries; Scotland’s Time Lords, Casualties and Survivors, 4D Adventure, and Show Dome.

1st View of Ramp Entrance leading from Shaping the Surface to Casualties and Survivors.

2nd View of Ramp Entrance leading from Shaping the Surface to Casualties and Survivors.
Some areas along the tour are slightly darker, similar to a cinema, in order to view videos. Strobe/flashing lights are present in two galleries; Restless Earth and Rainforest. Both simulate lightning. Our Restless Earth gallery also has a floor which rocks back and forth to simulate an earthquake. An area is available to stand on that will not shake during the film. The Restless Earth gallery uses smoke machines to enhance the volcanic atmosphere. These areas can be avoided by speaking to the guide located in these areas.

Since videos are used in some galleries, those who are prone to motion sickness may be affected. The possible galleries which may cause motion sickness are Shaping the Surface, 4D Adventure, and the Show Dome. These areas can be avoided by speaking to the guide located in these areas. You can also choose to leave these galleries at any time if you are affected by motion sickness.

Seating areas are located in many areas along the tour; Shaping the Surface, Casualties and Survivors, Human Animal, Environmental Dynamic, 4D Adventure, Rainforest, and Show Dome.
Seating area in Casualties and Survivors.

Seating area in Human Animal.

Seating area in Environmental Dynamic.
Hand rails are located in many areas along the tour; the Time Machine, How it all Started, Restless Earth, Casualties and Survivors, Oceans, and the Yellow Submarine.

Non-automatic doors are present in our Polar Extremes gallery. The three sets of double doors are all push doors.
• The narrowest point along the tour is our lift. The lift entrance measure 88cm or 34.5in. The length of the lift is 147cm or 58in.

• Guides are located in many areas of the tour. If you require any additional assistance while on the tour please speak to a member of staff.

**Education Classrooms:**

• The tour is located on the second floor of the building. This can be reached by either going down one flight of stairs or taking the lift to level 2 on the café side of the building. The stairway is a winding staircase consisting of 20 steps and has handrails on both sides.

• The entrance to the education corridor is push door measuring 88cm or 34.5in. The doors to the individual classrooms are the same measurement.

• There are three individual classrooms. Two of the classrooms’ entrance has a pull door and the third is a push door.

• Inside the classrooms all the desks are moveable to allow for full access. When using these areas a member of staff is always present and can aid with any access issues.

• The desks inside the classrooms are at a height of 72cm or 28.5in.

**Corporate Events:**

• Corporate events take place on all levels of the building. The Ozone and Stratosphere is located on level 3. The Salisbury Suite, Hutton Room, and Boardroom are located on level 2. The Biosphere, Green and Blue, is located on level 1. All areas are accessible by stairwell or lift. All stairwells have a handrail on both sides of the stairs. To reach level 2 there is a winding stairwell consisting of 20 steps. To reach level 3 there are two sets of winding stairwells consisting of 20 steps each.

• The smallest entrance into our event rooms is 88cm or 34.5in.

• An event on level 3, in the Ozone or Stratosphere, is free of any doors except for the main entrance to the building. The main entrance doors are pull doors. An event on level 2, in the Salisbury Suite, Hutton Room, and Boardroom, has all push door access. An event on level 3, in the Biosphere Green or Biosphere Blue, has double pull doors.

• Staff members are located at each point to help with any access issues.

• Dietary requirements can be accommodated for all guests attending events.
Other Amenities

Food Chain Café:

- The café is open daily from 10:00 – 16:45 (closed Monday and Tuesday November – March). Hot meals are served between 12:00 and 15:00. The café can be accessed without visiting the tour.

- The café is located on the right hand side of the main entrance floor of the building, level 3. The area is flat and level. The lighting is mostly natural with some spotlights.

- Table and chairs are provided in the café. All tables and chairs are movable and can be adjusted to suit the needs of the visitors. The table height is 71cm or 28in.

- High chairs are available for small children. A baby bottle and food warming area is provided in the café. The microwave rests on a table with a height of 70cm or 27.5in.

- The food in the café is provided on self-service. The height of the food counters is 85cm or 33.5in. If any further assistance is needed, please speak to a café staff member.

- The café menu has many products suitable for a variety of dietary requirements including vegetarian, vegan, gluten-free, and dairy-free. These choices can vary based on the daily food selection so speak to a member of staff to clarify the choices available for that day. If you have any food allergies speak to a member of staff on the available options for the day.
Public Toilets:

- All public toilets are located on level 2. One set is located near the start of the tour the other is located next to the gift shop. These can be reached by taking the lift to level 2 or walking down one flight of stairs. The stairway is a winding staircase consisting of 20 steps and has handrails on both sides.

- The doors to the male and female toilets, on both sides, are at a width of 90cm or 35.5in. The toilets next to the gift shop, on the left hand side when entering the building, are two sets of single doors. The first is a push door and the second is a pull door. The toilets next to the tour entrance, on the right hand side when entering the building, are also two sets of single doors. The first and second doors are both push doors.

- Two disabled toilets are available, one on each side of the building. Both are equipped with handrails and a red emergency pull cord. The toilets in the disabled toilets are at a height of 46cm or 18in. The sink is at a height of 69cm or 27in.

- Two baby change facilities are available, one on each side of the building. One, on the side of tour entrance, is located inside the disabled toilet. The other is located in a separate stall located next to the other toilets on the gift shop side of the building. The height of both baby changing stations is 89cm or 35in.
Toilets are not exclusive to paying visitors; there is free public access to our toilets.

There are no toilets available on the tour. If a guest requires access to a toilet while on tour, please speak to a member of staff and they can bring you to the nearest toilet.

**Gift Shop:**

- The gift shop is open daily from 10:00 – 17:30 (closed Monday and Tuesday November through March). In July and August the shop is open from 10:00 – 18:00. The gift shop can be accessed without visiting the tour.
- The gift shop is located on level 2. It can be reached by taking the lift, located on the side near the ticket desk, to level 2 or walking down one flight of stairs. The stairway is a winding staircase consisting of 20 steps and has handrails on both sides. If visiting the tour, entrance to the gift shop is provided after the Dome Show film. Customers can exit through a small ramp or three steps which are provided from the Dome to the shop for easy access. A handrail is also provided.
- The floor of the gift shop is carpeted.

- All fixtures inside the shop are movable. The narrowest aisle is 82cm or 32in. If assistance is required to move a fixture to allow full access, please ask a member of the shop staff.
- Permanent fixtures line the sides of the gift shop. The highest wall is 188cm or 74in. If assistance is required to reach any objects on the shelves, please ask a member of the shop staff.
Ocean Commotion Soft Play:

- The Ocean Commotion Soft Play is open daily from 10:00 – 17:00 daily (closed Monday and Tuesday November through March). It is open to children under the age of 10 years old.

- Ocean Commotion is located inside the gift shop towards the right far corner. The gift shop and soft play are located on level 2. It can be reached by taking the lift, located on the side near the ticket desk, to level 2 or walking down one flight of stairs. The stairway is a winding staircase consisting of 20 steps and has handrails on both sides.

- Ocean Commotion is free to guests who have purchased tickets for the tour. It is possible to visit Ocean Commotion without visiting the tour. The cost is £2.00 per child.

- The entrance to soft play is a double pull door. The soft play is dimly lit spot lighting. Seating is available inside.

- If any issue arise in the soft play area, please speak to a member of gift shop staff.

Additional Information

Assistance Dogs:

- Assistance dogs are welcomed into Our Dynamic Earth.

Signage:

- Most of the signage in Our Dynamic Earth is black writing on a white background or white writing on a black background. There is some signage with yellow writing on a black background.

Staff Training:

- All staff members have completed training in Working with Children and Vulnerable Adults Policy and Procedures.

First Aid:

- During opening hours, there is always a First Aider on call. If you require first aid please alert a member of staff.

- A wheelchair is available for use in a First Aid emergency.
Public Wi-Fi:

- Public Wi-Fi is available throughout the building. The network name is Dynamic Earth Wifi and the password is dynamicearth.

Contact Information:

- If you have any questions regarding any of the information in this statement or wish to make a personal inquiry about our access please feel free to contact us.

- Address: Our Dynamic Earth 112-116 Holyrood Gait, Edinburgh, Midlothian EH8 8AS

- Telephone: 0131 550 7800

- E-mail: enquiries@dynamicearth.co.uk

- Website: http://www.dynamicearth.co.uk/

- Hours of Operation: April through October open everyday from 10:00 – 17:30 (last admission 16:00). July and August open from 10:00 – 18:00 (last admission 16:30). November through March open Wednesday to Sunday (closed Monday and Tuesday) 10:00 – 17:30 (last admission 16:00).

Building Diagrams:
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Amphitheatre and Top Deck are: