



# Welcoming you back to the Bridge

Your guide for a safe  
and enjoyable visit



# Introduction

**At Tower Bridge the safety and wellbeing of our visitors and our staff is extremely important to us.**

As London's Defining Landmark, we offer an inspiring visitor experience whilst ensuring a one-way and carefully-managed visitor route.

This guide details the new measures we've put in place, in line with the latest Government advice, to help you prepare for a safe and enjoyable visit.



## Before your visit



Pre-book your tickets online and guarantee your entry time. Check the latest opening times on our website [towerbridge.org.uk](https://towerbridge.org.uk)



Groups are restricted and large groups will be required to split up.



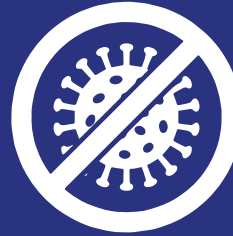
Plan your journey and arrive 5-10 minutes before your entry time.



Be aware that only small bags are permitted – see full details of our bag policy online.



We are only accepting card and contactless payments.



If you start to display any symptoms associated with Covid-19, please follow the latest Government advice and refrain from visiting. We will be happy to transfer your ticket to another day. Contact us at [bookings@towerbridge.org.uk](mailto:bookings@towerbridge.org.uk)

## On arrival



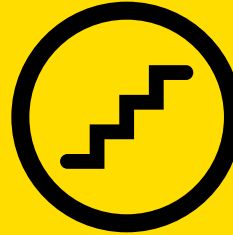
Join the outside queue. Staff will be on hand to help manage social distancing and to help you enter the Bridge safely.



Follow the arrows indicating the one-way visitor route.



Have your E-Ticket or paper ticket ready for inspection.



You will be directed to use the stairs. Lifts will be available for those who require them.



Protective screens are in place at the ticket office, bag search areas and gift shop.



Please wear a face covering whilst inside the Bridge. Children under 11 and those with certain disabilities are exempt.

## Search and screening



As you enter the ticket office, bag search and screening will be in operation.

Please have your bag ready open and push it through the opening in the protective screen.

Our team will wear disposable gloves and will sanitise them after each search per group of visitors.

Follow staff instructions at all times.

# The one-way visitor route

**1** Your visit begins in the **North Tower** where you will discover how the Bridge was built and the story of the famous divers.

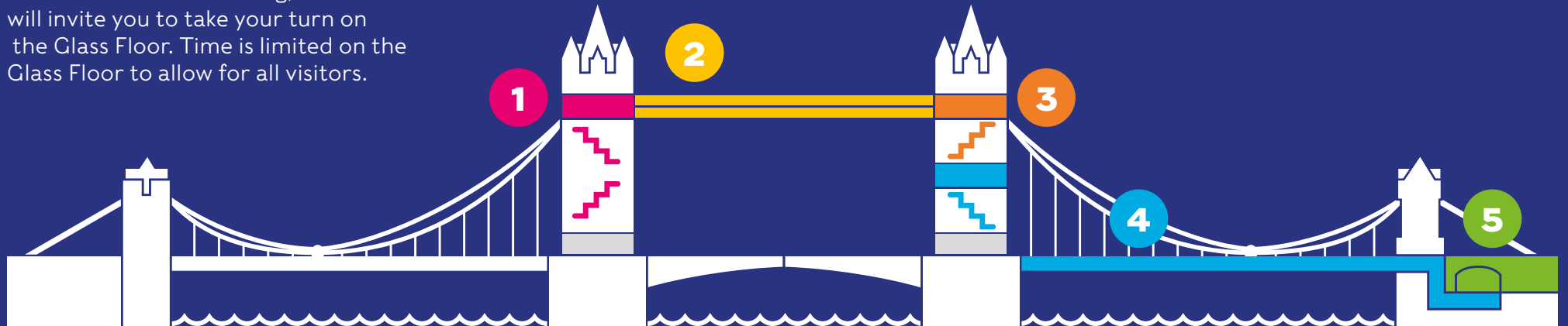
**2** Then you will explore the **West Walkway**, looking out at views of London before stepping onto the iconic Glass Floor.

To ensure social distancing, staff will invite you to take your turn on the Glass Floor. Time is limited on the Glass Floor to allow for all visitors.

**3** Walk down the **South Tower** whilst continuing to learn about the Bridge.

**4** Then follow the **blue line** commemorating the workers of Tower Bridge.

**5** Finally, soak up the atmosphere in the Victorian **Engine Rooms** and complete your visit in our gift shop.



## Social distancing within the Bridge



Timed ticketing has been introduced to manage visitor capacity.



Our team will supervise all queues and ensure that social distancing is adhered to throughout the attraction.



Clear floor markers and signage are in place at the entrance, throughout the Bridge, in our restrooms and gift shop.



Members of the same family should stay together at all times.

## Hygiene and disinfection



Hand sanitiser dispensers are available for you to use throughout the attraction.



We have doubled our usual onsite cleaning team.



Our team outside on the Bridge will wear Personal Protective Equipment (PPE). The use of such equipment and clothing by our team is to protect them, you and the general public.



Our cleaners will focus on high frequency touch points, such as the toilets, the Glass Floor, lift buttons, bannisters, door handles, and taps.



The interactive exhibits will be switched off until further notice.



## Toilets



There are three toilets available at Tower Bridge. In the South Tower there is one accessible toilet. In the Engine Rooms, two toilets are available, one of which is accessible.

To maintain distancing, there will be a one-in, one-out system for using the toilets.

## Family visits



Tower Bridge is fully accessible for buggies, with lift access to all levels. We do not have a buggy storage area.



We have switched off some interactive exhibits so that your child won't be encouraged to touch.



Members of the same family should stay together at all times.



We have a Tower Bridge Trail for Little Explorers. This is available on site and is full of fun and engaging activities for little ones and big kids alike!

**Top Tip!** Children love the Engine Rooms so be sure to follow the blue line and complete your visit there.



## How you can help?



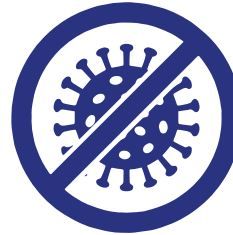
Enjoy your visit within the new safety measures that are in place.



Complete our feedback form to help us learn and improve the experience.



Apply high hygiene standards through frequent application of hand sanitiser.



**If you start to display any symptoms associated with Covid-19, please follow the latest Government advice and refrain from visiting. We will transfer your ticket to another day.**



Follow any instructions from our team – they are there to help and make us all safe.

## Checklist for your visit

- Pre-book your ticket online
- Ensure you do not have any Covid-19 symptoms on the day of your visit
- Only bring a small bag, all bags are searched on arrival
- Wear comfortable shoes for walking
- Our queues are outside so check the weather!
- Plan your journey and arrive 5-10 minutes before your entry time
- Stick to the social distancing guidelines
- Use hand sanitiser that is available throughout the Bridge
- Allow time for extra queuing at entry and at the toilets
- Say hello to our team who are happy to tell you their favourite stories about the Bridge.



## Our team look forward to welcoming you to Tower Bridge.

If you have any further questions, please visit the website at **[towerbridge.org.uk](https://towerbridge.org.uk)**

Contact us by calling **020 7403 3761** or via our social channels.

