Tips for Aquarium Visitors of all Abilities

One of our main goals at the Vancouver Aquarium is for visitors of all abilities to experience and enjoy the wonders of aquatic life to their fullest potential. As part of our commitment to accessibility, guests can take advantage of the following services and amenities every day.

Admission Discounts

- Our accessibility rate is 50% off the general admission rate or a free attendant when paying full admission price.
- Guests three years old and under can receive an attendant rate of 50% off their cost of admission.

Accessible Amenities

- Comfort Kit – available at the Guest Services desk, includes tools to help visitors and/or their attendants facilitate their visit.
  - The Comfort Kit includes: squishy or firm ball, timer, flash cards, fidget cube, and can also be paired with noise reducing ear muffs, ID bracelet or a 5lb weighted pad if needed.
- Wheelchair, walker and noise reducing headphones available at Guest Services
- Closed Captioning units, hearing-aid loop connection and volume adjusting headsets available for our 4D movie.
  - There are four accessible spots inside our movie theater for mobility equipment.
- Five braille copies of our café menu, membership information, accessibility information and gallery descriptions. Please request one of these from our admissions staff or at the Guest Services desk.
- Photographic preview available on our website for viewing or you can download it to bring along with you during your visit.
- Ramps and elevators throughout the building offering access everywhere
- Accessible reserved spots for our outdoor programs, indicated on our map. Accessible seating at our café outlets.

Gallery Sensory Information

- **Noise** – The aquarium is open 365 days a year. For a quieter experience with smaller crowds, we recommend you visit during non-holiday periods, or Monday - Thursday when we open or after 3:00pm when many of the school groups have departed for the day.
Quieter Galleries – If you need a reprieve from some of the more crowded spaces, our underwater Wild Coast and underwater Arctic galleries can see less foot traffic during the day. We also have two designated quiet rooms located in Teck Connections and Teck Engagement galleries.

Sounds – Some of the exhibits can have background music, you might also hear a sea lion roar, a frog croak or a bird singing. Many of our programs during the day are broadcast on microphone so everyone can hear.

- **Lighting** – Most of the exhibits have lighting so you can better view the animals and their information cards. Some exhibits can be a bit darker depending on the needs of the animals.
  - Darker Galleries – Tropics, Amazon, Underwater Wild Coast, Canaccord Exploration

Smell – We feed our animals lots of delicious Ocean Wise seafood so various areas might smell like seafood. In addition, if you visit our 4D movie theatre, certain shows can include a scent such as hot chocolate, bonfire smoke, pine and others depending on the current feature.

Touch – Get hands on while learning about the ocean! Our surge pool located outside beside the sea otters has creatures you can touch with your pinky finger. Open all day but the water is cold! For younger ones, head over to Clown Fish Cove to play marine mammal rescue, read a story and explore!

Temperature – The aquarium has an average household temperature throughout the galleries however, our Amazon free flight gallery is between 25 - 27 degrees Celsius (77 – 80 Fahrenheit) and is humid with water misters going off occasionally. In this gallery, you will also find some animals are free such as birds and our sloth. You really feel like you are in the jungle!

4D theatre – The 4D movie theatre is an immersive experience that activates all your senses. Depending on the current movie, it can include water effects, different sounds, back pokes, smells, leg tickles, air jets, flashing lights, bubbles, snow and more. The movie is also in 3D, a pair of 3D glasses are provided to you as you enter the theatre, as the images appear to come off the screen.
  - There are two exits at the back of the theatre if you find you need to leave during the show. If you need to leave and are in a mobility device, please exit through the lower right hand doors.
  - There are four accessible spots at the front of the theatre for mobility equipment.
  - You may request either a closed captioning unit to read along with the movie, a hearing aid loop or also volume adjusting headsets from staff working at the theatre.
Getting to the Vancouver Aquarium

The Vancouver Aquarium is located within Stanley Park just on the edge of downtown Vancouver.

**Vehicle drop off** – The Vancouver Aquarium taxi drop off is located right at our main admissions plaza, in front of the Bill Reid statue and water fountain.

**Vehicle / Handydart drop off** – There are two designated 10-minute drop off parking spots as well as handicap paid parking spots next to our admissions.

**Public Transportation** – For your convenience, the #19 Bus to Stanley Park will bring you within a five-minute distance to the Vancouver Aquarium. The most common routes are:

- Take the #19 Bus to Stanley Park, which runs along West Pender Street
- Take the Skytrain to Burrard Station and connect to the #19 bus on West Pender at Burrard Street
- Take the Canada Line or the Seabus to Waterfront and connect to the #19 bus on West Pender

The Vancouver Aquarium bus stop is located close to the terminus stop of the #19-Stanley Park route. From there the aquarium is about 3-5 minutes away. Please click the link below for our map.

[https://www.vanaqua.org/visit/getting-here](https://www.vanaqua.org/visit/getting-here)

**Looking for More Information?**

If you have any specific questions, please contact us by phone at 604-659-3765 or by email at visitorexperience@ocean.org

We look forward to your visit with us!

*The Visitor Experience Team*