



Accessibility Guide

2024



Butterfly Conservatory

Gift Shop: 905-358-0025

General Line (automated): 905-356-8119

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors at the main entrance and exit. 	<ul style="list-style-type: none"> Accessible men's and women's washrooms 	<ul style="list-style-type: none"> Video has closed captioning upon request. Transcript of video available in English and French upon request Benches available inside the Conservatory

Chippawa Golf Shop

905-295-2240

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> West door has a ramp. 		

Clifton Hill Bus Management

Entrance/Ramp	Washrooms	Other
	<ul style="list-style-type: none"> Closest Accessible washrooms are located at the Grand View Complex Accessible men's and women's washrooms with baby change table in both available at the Grand View lower market level 	<ul style="list-style-type: none"> Accessible window for serving guests

Dufferin Islands

905-295-4396 x3261

Entrance/Ramp	Washrooms	Other
	<ul style="list-style-type: none"> Accessible all-gender washroom Washrooms are closed in the winter 	<ul style="list-style-type: none"> Paths are not maintained during the winter. Accessible BBQ/picnic areas are available. Accessible picnic tables are available

Floral Clock & Gift Shop

905-357-2411

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Ramp is available from both parking lots (front and back of clock) 	<ul style="list-style-type: none"> Accessible all-gender washroom The washrooms are closed in the winter 	

Floral Showhouse

905-354-1721

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors at the entrance 	<ul style="list-style-type: none"> Accessible men's and women's washrooms 	<ul style="list-style-type: none"> Wheelchair available on first-come first serve basis

Garden Café

905-356-7536

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> The entrance has automatic doors 	<ul style="list-style-type: none"> Washrooms in café do not have automatic doors 	<ul style="list-style-type: none"> Quick serve restaurant

Grand View Marketplace Complex

905-357-7313

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Ramp leading from street down into retail and food area. There is a ramp when exiting the elevators that leads into the gift shop. An Accessible register is available in the gift shop. 	<ul style="list-style-type: none"> Exterior washrooms: accessible men's and women's accessible washrooms with baby change table in both 	

Grand View Quick Serve Restaurant

905-357-7313

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors at the entrance 	<ul style="list-style-type: none"> Accessible all-gender washroom with adult change table Men's and women's washrooms have accessible stalls and baby change table in both 	<ul style="list-style-type: none"> Lowered service counter Accessible dining tables

Grand View Welcome Centre

905-357-7313

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> A ramp leads to the road, and a ramp leads to Niagara City Cruises 	<ul style="list-style-type: none"> Accessible men's and women's washrooms with baby change table in both available on lower market level 	<ul style="list-style-type: none"> Accessible window for serving guests. Food is available on the lower market level

Journey Behind the Falls

905-354-1551

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors into complex at Bridge of Flowers and at both east and west entrances 	<ul style="list-style-type: none"> Concourse: Accessible men's, women's, and all-gender washrooms across from Journey Journey main level: Accessible men's, women's, and all-gender washroom with an adult change table 	<ul style="list-style-type: none"> The elevator takes guests down to a wide, well-lit tunnel and upper observation deck. Main observation level fully accessible 20 stairs to the lower observation deck 650 feet of tunnel, 1/3 way behind the falls. Wheelchair available on first-come first serve basis

Kingsbridge Park & Pavilion

905-295-4396 x3261

Entrance/Ramp	Washrooms	Other
	<ul style="list-style-type: none"> Accessible washrooms including a universal washroom with an adult change table. 	<ul style="list-style-type: none"> Four accessible picnic tables available in the pavilion Other picnic tables available throughout the park

Laura Secord Homestead

905-262-4851

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors at the entrances of the chapel, visitor centre, and walk through museum. 	<ul style="list-style-type: none"> Accessible men's and women's washrooms in the visitor centre 	<ul style="list-style-type: none"> Historic house. Homestead itself is accessible on the ground floor only – a video of the second floor is available to guests upon request. Transcripts of the tour are available upon request.

Legends on the Niagara Golf Academy

905-295-9595

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Accessible all-gender washroom available 		

Legends on the Niagara Golf Course

905-295-9595

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors at the main entrance Pro shop is accessible through the main entrance. 2 half-way houses are not accessible. 	<ul style="list-style-type: none"> Accessible men's and women's washrooms 	<ul style="list-style-type: none"> The Solo Rider – an accessible golf cart – is available

Legends on the Niagara Restaurant

905-295-2241

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors at the entrance 	<ul style="list-style-type: none"> Accessible men's and women's washrooms 	<ul style="list-style-type: none"> Large print menus available upon request

Mackenzie Printery

905-262-5676

Entrance/Ramp	Washrooms	Other
		<ul style="list-style-type: none"> Historic house, not accessible Numerous steps leading up and into the house.

McFarland House

905-468-3322

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors at the main entrance 	<ul style="list-style-type: none"> 2 all-gender washrooms on the ground level; 	

McFarland House Park

905-295-4396 x3261

Entrance/Ramp	Washrooms	Other
	<ul style="list-style-type: none"> Accessible men's and women's washrooms at the pavilion 	<ul style="list-style-type: none"> Accessible picnic tables available in the pavilion

Mist Rider Zipline (WildPlay)

1-800-263-7073

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Ramps and elevator up to the launch 	<ul style="list-style-type: none"> Grandview exterior washrooms: Accessible men's and women's washrooms with baby change table in both 	<ul style="list-style-type: none"> Wheelchair accessible, low impact Guests must have control of their upper body and weigh under 275 pounds. There is an elevator up to the launch.

Niagara City Cruises

1-855-264-2427

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Attraction is fully ramped down to the boat. 	<ul style="list-style-type: none"> Accessible men's and women's washrooms both on the boat and by the elevators 	<ul style="list-style-type: none"> Indoor and outdoor areas on the boat so guests can stay dry. Ramps down to boat, elevator brings guests up. Limited seating available on the boat.

Niagara's Fury

905-358-3268 x4277

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors into complex at Bridge of Flowers 	<ul style="list-style-type: none"> All gender washrooms Baby change table available An accessible universal washroom with an adult change table 	<ul style="list-style-type: none"> Wheelchairs are available on a first-come, first-served basis at the main level. Transcript is available in 8 languages upon request. Guests can sit during the pre-show video. Area to the side within the attraction that does not move

Niagara Glen Nature Centre

905-354-6678

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors at the main entrance 	<ul style="list-style-type: none"> Indoor accessible all-gender washroom Outdoor men's and women's accessible washrooms, all gender accessible washroom with an adult change table 	<ul style="list-style-type: none"> Accessible picnic tables are available in the pavilion

Niagara Parks Power Station

905.358.3330 x 4603

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Ramp leading from Falls Parking to the entrance area (Sandie Bellows Plaza). Automatic glass doors at entrance 	<ul style="list-style-type: none"> Multiple accessible, all gender washrooms 1 barrier-free, all-gender washroom with an adult change table 	<ul style="list-style-type: none"> Wheelchairs available on a first come, first-serve basis. Guests can sit during the Currents show. Glass enclosed elevator leading from the Generator Floor to the Tunnel Attraction. Guests can sit while visiting the Tunnel attraction at various locations

Oakes Garden Theatre

905-354-5141

Entrance/Ramp	Washrooms	Other
		<ul style="list-style-type: none"> Some paths are maintained in the wintertime. There are some steps on the paths

Old Fort Erie

905-871-0540

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Ramped entrance with curb cut. Automatic door at main entrance The fort is accessible on the first floor. 	<ul style="list-style-type: none"> Accessible men's and women's washrooms – access from both indoors and outdoors 	<ul style="list-style-type: none"> Food and retail areas are accessible. A transcript of the video is available upon request. Script of tours is available upon request. Benches available along the tour Wheelchair available for use while at the Fort The museum has a mix of visual and audio information. A book of images and description of the upstairs space is available

Police Administration Building

905-356-1338

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Main Entrance not accessible 	<ul style="list-style-type: none"> Direct guests to Queen Victoria Place for accessible washrooms 	<ul style="list-style-type: none"> Visible foot patrol and bicycle patrol available in Queen Victoria Park Should a visitor need assistance and cannot climb stairs, place call the main police number 905-356-1338

Queen Victoria Place

905-356-2217

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Entrance at rear of building has ramp access up to the restaurant. 	<ul style="list-style-type: none"> Accessible men's and women's washrooms with baby change table in both 	<ul style="list-style-type: none"> Large print menus available upon request

Queen Victoria Place – Quick Serve

905-356-8554 (automated)

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic door at the gift shop 	<ul style="list-style-type: none"> Accessible men's and women's washrooms with baby change tables in both 	<ul style="list-style-type: none"> Quick serve on lower level of QVP

Queen Victoria Place Welcome Centre – Murray Hill

905-358-1814

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> An accessible ramp leads to the service window. 	<ul style="list-style-type: none"> The nearest washrooms are at the main level of the Queen Victoria Place Café There are washrooms located in the Queen Victoria Place Restaurant above the café. 	

Queenston Heights Bandshell / Park

905-295-4396 x3261

Entrance/Ramp	Washrooms	Other
	<ul style="list-style-type: none"> Accessible men's and women's washrooms in the park by the pavilions with baby change tables in both 	<ul style="list-style-type: none"> Accessible picnic tables available in the pavilion Paved trails through the park

Queenston Heights Restaurant

905-262-4274

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic door on lower-level accessible entrance No automatic door at the main entrance 	<ul style="list-style-type: none"> Accessible all-gender washroom is in the front foyer, adult change table in washroom 	<ul style="list-style-type: none"> Wheelchair on site

School of Horticulture (Lecture Hall & Offices)

905-356-8554 (automated)

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> The School of Horticulture Lecture Hall is not regularly open to the public. 	<ul style="list-style-type: none"> Public washrooms are available at the Garden Café and at the Butterfly Conservatory 	

Table Rock Centre Welcome Centre – Ground floor

905-358-3268 x4283

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors on the west entrance are emergency only. 	<ul style="list-style-type: none"> Concourse area: accessible men's, women's and all-gender washrooms are available. Universal washroom with an adult change table. 	<ul style="list-style-type: none"> Wheelchair available on a first-come first served basis. An imprint of a major credit card must be left for the duration of the loan. All wheelchairs must be returned within a half hour of the Welcome Centre closing time. The escalator and elevator are in the main concourse area outside of the Welcome Centre. Wheelchairs are only for use on site, and not to be taken off Parks property.

Table Rock Complex

905-358-3268 x 4283

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors on the west entrance are emergency only. 	<ul style="list-style-type: none"> Concourse area: accessible men's, women's and all-gender washrooms are available. Upper Level: Accessible men's, women's, and all gender washrooms are available. Universal washrooms with an adult change table are in the Concourse, at the Journey Behind the Falls main level and at Niagara's Fury at the upper level 	<ul style="list-style-type: none"> Wheelchair available on a first-come first served basis. An imprint of a major credit card must be left for the duration of the loan. All wheelchairs must be returned within a half hour of the Welcome Centre closing time. The escalator and elevator are in the main concourse area outside of the Welcome Centre. Wheelchairs are only for use on site, and not to be taken off Parks property.

Table Rock House Restaurant

905-354-3631 x4251

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Automatic doors into complex at Bridge of Flowers and at both east and west entrances Ramped entrance into restaurant 	<ul style="list-style-type: none"> Accessible men's and women's washrooms 	<ul style="list-style-type: none"> Ramp down to tables by the window. Large print menus available upon request

Table Rock Bistro + Wine Bar

905-354-3631

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> On the second floor, but there are elevators available. No stairs, so it is fully accessible 	<ul style="list-style-type: none"> There is an accessible washroom available 	

Whirlpool Adventure Course (WildPlay)

1-800-263-7073

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> Accessible entrance 	<ul style="list-style-type: none"> Accessible men's and women's washrooms 	

Whirlpool Aero Car

Gift Shop: 905-354-8983

General Line (automated): 905-354-5711

Entrance/Ramp	Washrooms	Other
	<ul style="list-style-type: none"> Accessible all-gender washroom with baby change table 	<ul style="list-style-type: none"> The Aero Car is not accessible – there are 39 steps down to the car and 40 steps up. Tables are accessible in the food area.

Whirlpool Golf Course

905-356-1140

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> The elevator entrance is at the back of the clubhouse. The half-way house has a level entrance 	<ul style="list-style-type: none"> Accessible all-gender washroom on main floor with baby change table 	<ul style="list-style-type: none"> The upper level of the clubhouse restaurant is accessible. The elevator entrance is at the back of the clubhouse. Use the buzzer located on the door to request elevator that provides access to the pro shop and the restaurant

Whirlpool Restaurant

905-356-7221

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> The half-way house has a level entrance. There is a staffed elevator for the clubhouse 	<ul style="list-style-type: none"> Accessible all-gender washroom on the main floor with a baby change table 	<ul style="list-style-type: none"> Large print menus available upon request

White Water Walk

905-374-1221

Entrance/Ramp	Washrooms	Other
<ul style="list-style-type: none"> The entrance is located directly off the street with a pedestrian crosswalk and concrete ramps to access the sidewalk. During operation hours all front doors are propped open. There are no ramps or stairs leading to the front doors. 	<ul style="list-style-type: none"> Men's and women's washrooms are located across the street in the back of the parking lot. There is a cement wheelchair ramp in front of the washrooms. 	<ul style="list-style-type: none"> The elevator takes guests down to a 73-metre tunnel, which leads to a boardwalk. The flat, wooden boardwalk is 305 metres or a quarter mile long. There is a bench at the beginning and at the end of the boardwalk. The boardwalk is wheelchair accessible; there are stairs down to two secondary observation platforms.