Accessibility Guide
Welcome!

You are about to begin a journey that spans the world of aquatic life. During your visit, you will explore the natural habitats of thousands of creatures.


**The Pier 3 Pavilion** – Includes seven major exhibit areas on five levels connected by an indoor bridge to the Pier 4 Pavilion on Level 1.

**The Pier 4 Pavilion** – Houses *Dolphin Discovery; Jellies Invasion: Oceans out of Balance*, the Atrium and Dolphin Shops; and the Harbor Market Café.

**Entrance**

Our accessible entrance for visitors with disabilities and their guests is located at the members entrance in the Glass Pavilion.

**Glass Pavilion** – The main entrance to the Aquarium is on the ground floor of the Glass Pavilion. Wheelchairs are available for loan at the stroller check in exchange for a license or other photo identification.

**Pier 3 Pavilion** – The Pier 3 Pavilion is accessible from Level 1 of the Glass Pavilion, via the Concourse.

**Pier 4 Pavilion** – The Pier 4 Pavilion is accessible from Level 1 of the Pier 3 Pavilion. An indoor bridge connects the Pier 3 Pavilion to the Pier 4 Pavilion.

**Wheelchair and Stroller Route**

The Aquarium has designed a special, accessible route to assist you. Using the enclosed maps, you will avoid escalators and moving ramps that cannot accommodate wheelchairs or strollers.

Complimentary wheelchairs may be obtained with photo identification at the stroller check on the ground floor of the Glass Pavilion.
Glass Pavilion. Wheelchairs are available in limited numbers on a first-come, first-served basis for use inside the Aquarium.

Strollers for children and parents with disabilities are the only strollers permitted in the buildings. An Aquarium tag needs to be displayed while touring and can be obtained at the stroller check area.

**Amenities**

**Glass Pavilion – Ground Level:** Restrooms, Harbor Market Kitchen, Guest Services, Aquarium photos, stroller access, and lockers. **Level 1:** Aquarium Gift Shop, ATM

**Pier 3 Pavilion – Level 1:** Restrooms, Information desk, Water fountains, Guest Relations room, ATM. **Level 4:** Restrooms, Harbor View Café (seasonal)

**Pier 4 Pavilion – Ground Level:** Restrooms, Harbor Market Café, Atrium Shop. **Level 1:** Restrooms, Dolphin Shop

**Service Animals**

Service animals are allowed in all public areas of the Aquarium.

**Visitors With Hearing Loss**

- Scripts for public presentations are available at the Information desk on the Concourse.
- If you have t-switch capabilities, an assistive listening system is available in specially marked seating in Dolphin Discovery. Hearing aids not equipped with a t-switch may obtain a receiver from staff inside the exhibit.
- The Immersion Theater is equipped with a closed captioning system and an assistive listening system. CC units and ALS headsets are available from the theater attendants before entering the theater.
- An interpreter accompanying a visitor who is deaf or hard of hearing is admitted to the Aquarium for free.
- Captioning is available on all narrated videos.
- Sign language interpreters are scheduled on two weekend days a year to interpret public presentations. For further details:
  - Contact the Special Customer Liaison at 410-659-4291
  - Leave a message on our TTY 410-727-3022
  - Visit [aqua.org/specialneeds](http://aqua.org/specialneeds)

**Visitors With Vision Loss**

- Receivers and earpieces that enable visitors to hear the audio described tour highlighting the Aquarium’s exhibits and providing basic directional information may be borrowed from the stroller check on the ground floor of the Glass Pavilion. An exchange of a photo identification is required.
- A “touch bag” of tactile items is available at the stroller check on the ground level of the Glass Pavilion.
- A Braille script of the tour of the Pier 3 Pavilion is available at the information desk on the Concourse.

**Tour Guides, Interpreters and Readers**

These are available on a limited basis through prior arrangement of at least two weeks. Call 410-659-4291.

**Guest Relations Room**

A private space is available for all visitors who need a quiet moment away from the crowds. The Guest Relations Room is located on Level 1 of the Pier 3 Pavilion.
Elevators

Elevators displaying this sign have been designated for your use while touring the Aquarium.

Glass Pavilion – The elevator is located across from the main ground floor entrance next to the Harbor Market Kitchen. It provides access to all three levels of this building, up to Animal Planet Australia: Wild Extremes.

Pier 3 Pavilion – Two elevators are available, marked A and B. Note that only Elevator A goes to Level 5, the Upland Tropical Rain Forest, and Hidden Life exhibits. Elevator B goes no higher than Level 4.

Pier 4 Pavilion – The elevator is located on the left after crossing the bridge. It provides access to Ground Level, Level 1, and the upper level of the amphitheater where there is accessible seating for Dolphin Discovery.

How to Exit

Hand stamps for same-day re-entry into the Aquarium are available at each exit. Speak with staff at the exit to confirm that day's last entry time.

From the Glass Pavilion – Take the elevator to the ground floor. Exit through the far doors near the guest services area.

From the Pier 3 Pavilion – On Level 1, go toward the Aquarium Gift Shop in the Glass Pavilion. Take the elevator to the ground floor. Exit through the far doors near the guest services area.

From the Pier 4 Pavilion – Exit through the ground floor doors near the dolphin underwater viewing area to reach the outdoor ramp. Or, return to the Pier 3 Pavilion via the bridge to complete your tour or return borrowed wheelchairs in the Glass Pavilion.

Emergency Assistance

Aquarium security staff are trained to assist you in the event of an emergency. In case of fire or other emergency, move toward the lighted exit signs, where security staff will help you to safety.

Special Customer Liaison

The Aquarium employs a Special Customer Liaison to answer any questions you may have about accessibility at the Aquarium or to schedule individual tours. The Special Customer Liaison may be contacted at 410-659-4291 or by TTY at 410-727-3022.

You may also contact the Aquarium through aqua.org/specialneeds.

Groups

Groups may obtain a reduced admission rate by contacting the Central Reservations Department at 410-576-3833 at least three weeks in advance of the proposed visit to book the group. Groups should request special arrangements at the time they schedule the tour.

Key

- Wheelchair Entrance/Exit
- Restrooms
- TTY Phone
- Amplification Phone
- Elevator
- Accessible Seating
- AED (Automatic external defibrillator)
- ATM
- Assistive Listening System
- Guest Services
- Coat Check, Family Restroom, Lockers, Photo Pickup, and Stroller Check
- Suggested Route
- Gift Shop
- Food
- Public Areas
- Information
**GLASS PAVILION**

**Ground Level**
Wheelchairs; Harbor Market Kitchen; Restrooms; Family Room; Lockers; Stroller Check; Today at the Aquarium

- Main Entrance and Exit
- Harbor Market Kitchen
- Stroller Check (wheelchairs available)

**Level 1**
Aquarium Gift Shop; Concourse; *Animal Planet Gallery*; Information Desk; ATM; 4D Immersion Theater in the Lyn P. Meyerhoff Auditorium

- Concourse to the Pier 3 and Pier 4 Pavilions
- Aquarium Gift Shop
- 4D Immersion Theater in the Lyn P. Meyerhoff Auditorium

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**Elevator location** – Next to the Harbor Market Kitchen.

**To reach the next level**
Take the elevator to Level 1 to reach the Aquarium Gift Shop, *Animal Planet Gallery*, 4D Immersion Theater in the Lyn P. Meyerhoff Auditorium, and the Concourse leading to the Pier 3 and Pier 4 Pavilions.

**4D Film**: The Immersion Theater is equipped with a closed captioning system and an assistive listening system. CC units and ALS headsets are available from the theater attendants before entering the theater. Accessible seating is available in the theater. Speak to the attendants for express entry.

**Elevator location** – Next to the Aquarium Gift Shop.
**Level 2**

*Animal Planet Australia: Wild Extremes*

Immerse yourself in the wonders of an Australian River Canyon without ever leaving the country.

**Elevator location** – Outside the entrance to *Animal Planet Australia: Wild Extremes*, across from the escalators.

**To Exit the Aquarium** – Take the elevator down to the ground floor, and exit through the far doors near the guest services area.

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**PIER 3 PAVILION**

**Level 1**

Concourse; Information Desk; Bridge; Restrooms

- Bridge to the Pier 4 Pavilion

**Elevator location** – Near the information desk.

**To reach the next level:**
Take the elevator to Level 2.
Level 2

*Maryland: Mountains to the Sea*
Journey from mountain streams to the depths of the Atlantic shelf.

Elevator locations:
**Elevator A:** To the left of the Allegheny Stream exhibit.
**Elevator B:** To the right of the Atlantic Shelf exhibit.

To reach the next level:
Take either elevator to Level 3.

Level 3

*Surviving Through Adaptation*
Discover how unique adaptations help amazing and diverse animals survive.

To continue your tour:
**We recommend going directly to Level 5.** Take Elevator A to the Upland Tropical Rain Forest (Elevator B does not reach Level 5).

After touring Level 5, resume your journey by taking Elevator A to Level 4.
Upon exiting Elevator A, you will be moving against the flow of traffic. The pebbled rainforest path is narrow, with some fairly steep inclines, and the atmosphere is warm and humid. You will need to make a U-turn at the end of the path and retrace your route to exit.

The dotted line area represents the upper canopy platform, which is accessible only by stairs.

**Elevator location – Elevator A:** Down the hall (be alert – it’s dark!) to the right after passing the *Hidden Life* exhibit.

**To reach the next level:**
You must use Elevator A to reach the exhibits on Level 4 and the *Atlantic Coral Reef* and *Shark Alley* exhibits.

Travel from the Sea Cliffs of the North Atlantic to the Amazon River of South America. The *Amazon River Forest* exhibit displays life in and along an Amazon tributary.

While enjoying the spectacular beauty of the *Atlantic Coral Reef* and the *Shark Alley* shark habitat, be cautious on the sloping ramps. There is a level landing at the end of each ramp. These ramps take you to Level M.

**Elevator locations:**
**Elevator A:** To the left of *Sea Cliffs* (puffin exhibit). If you haven’t toured the *Upland Tropical Rain Forest* exhibit, take this elevator to Level 5.
**Elevator B (DOWN ONLY):** To the right of the *Pacific Coral Reef*. 
Level M
Atlantic Coral Reef; Shark Alley

Elevator location – As you exit the ramps, the marked wheelchair accessible door is to your left. A pressure plate, located on the wall just before the door, will open the door. Follow the signs through an office area to Elevator A.

To reach the next level:
Take Elevator A to Level 1 to get to the Concourse, or to reach the indoor bridge to the Pier 4 Pavilion.

To exit the Aquarium:
Take Elevator A to Level 1 and go through the Concourse to the Glass Pavilion. Take the elevator to the ground floor, and exit through the far doors by the guest services area.

Dolphin Discovery: For easiest wheelchair access and the best view, take the elevator (on the left after you cross the indoor bridge) to Level 2 for direct entry to the Amphitheater.

An assistive listening system is available in the designated area on Level 2 of the Amphitheater. If you need a receiver, request one from staff inside Dolphin Discovery.
Priority seating:
Accessible spaces are reserved along the top rows. Seating is available for family and friends.

To reach the next level:
Take the elevator to the ground floor to reach the dolphin underwater viewing area, the Harbor Market Café, the Atrium Shop, and the exit; or to Level 1 to cross the concourse back to the Pier 3 Pavilion.

Enjoy an underwater view of dolphins and visit Jellies Invasion: Oceans Out of Balance. The Atrium Shop and the Harbor Market Café are located on this level.

Elevator location – Near the food service area adjacent to the restrooms.

To return to the Pier 3 Pavilion:
Take the elevator to Level 1 and proceed over the bridge. Refer to the Pier 3 Pavilion maps on page 11 and the Glass Pavilion maps on page 8.

To end your tour and exit the building:
Exit through the red ground floor doors marked “Emergency Exit Only” between the dolphin underwater viewing area and the Atrium Shop. Ask a staff member to alert Security to disengage the alarm.

To return to the Pier 3 Pavilion, cross the indoor bridge on Level 1. Return wheelchairs at the stroller check on the ground floor of the Glass Pavilion.
The National Aquarium is a nonprofit organization whose mission is to inspire conservation of the world's aquatic treasures.

Please recycle this guide. The accessibility guide is printed on recycled paper, preserving habitats for all wildlife. If you don’t wish to keep this guide, please share our concern for the environment by returning it to the Information Desk or depositing it in the recycling bins at the exits.