

ACCESSIBILITY AT UNIVERSEUM

Practical information before your visit

INTRODUCTION

Universeum is a house full of knowledge, adventure, and experiences – a place where science, technology, and mathematics are made accessible to everyone. For us, it is important that every visitor feels welcome and safe, regardless of age, needs, or abilities.

This document has been created to facilitate the planning of your visit and to provide a clear overview of accessibility in our various environments.

The document is organized floor by floor to make orientation easy. You can use it both as support when preparing for your visit and as a guide while you are in the building.

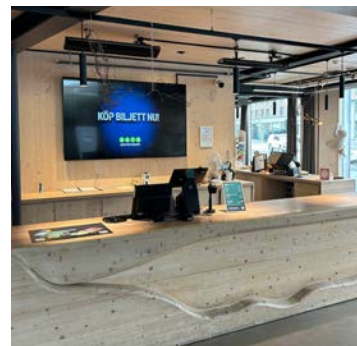
ENTRANCE AND FOYER

How do I enter the building?

The easiest way to travel to Universeum is by public transport. The nearest stop is Korsvägen, and from there it is a 2–5 minute walk to us. You can enter the building through the revolving doors or through a wider door with a ramp.

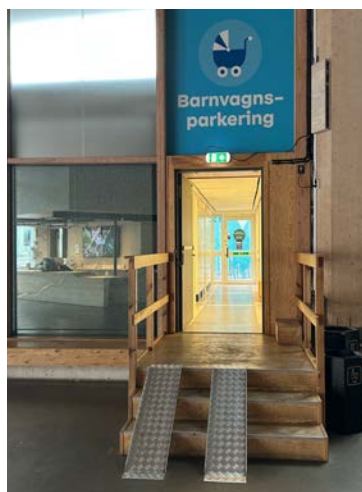


If you walk straight ahead to our Guest Services, you can buy tickets, annual passes, and/or ask questions. If you have already purchased your ticket online, you can go directly to the entry gates and scan your ticket right away.



May I bring a stroller into the building?

Universeum is best experienced without a stroller. There is stroller parking in the entrance area, including lockers. At Guest Services, you can borrow a baby carrier if you don't have your own. A deposit is required, such as a driver's license. Strollers are welcome in all of Universeum's learning environments except the Rainforest, inside the Chemistry Lab, and in Wisdome.



ENTRANCE AND FOYER

Is there a meeting place? There is a tiered seating area (like a staircase) in the foyer where you can sit while waiting. School groups often wait here for Universeum's educators.

In the entrance area, you will also find toilets, a café, and the Universeum shop (see separate information further below). All of this is accessible without an entrance ticket.



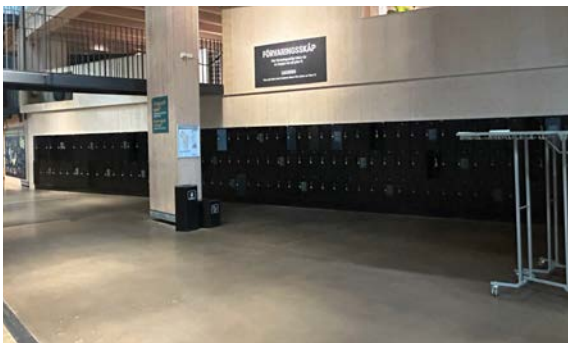
How do I scan my ticket?

To access the exhibitions, scan your ticket at our entry gates. Wheelchairs and strollers have a separate gate. The ticket's QR code will be read, and when it lights up green, you can enter. If you have a child under 3 years old with you, you can collect a free ticket at Guest Services and scan it.



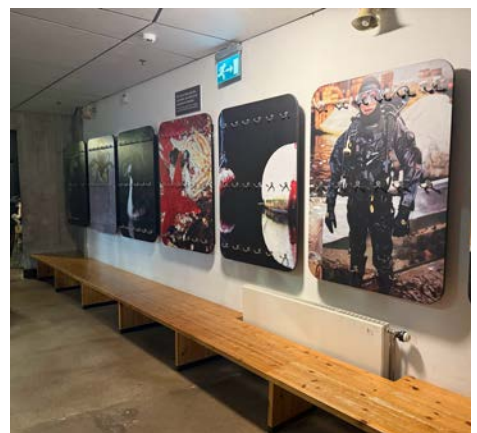
Where do I store outerwear and valuables?

On levels 0 and 1, there are lockable lockers. To lock a locker, enter a 4-digit code of your choice. The same code is used to unlock it. If any issues arise, Guest Services can always help you unlock the locker. It is important to remember your locker number. A helpful tip is to take a photo of the locker with your phone.



On level 0, there are hooks for hanging outerwear. These are not lockable.

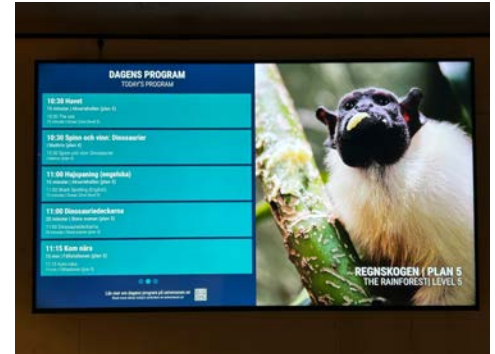
For school groups, there are a number of "school lockers" where the whole class can store backpacks and jackets. These are then placed in an unlocked area, so valuables should not be stored here. Usually, these school lockers are reserved for younger children. Older children use the regular lockers.



ENTRANCE AND FOYER

How do I get around the building?

Now you are ready to explore the rest of the building. Maps of the building are displayed on the walls near the elevators on each floor. There are also screens on each floor showing the day's program. Accessibility information, floor by floor, is also available on our website.

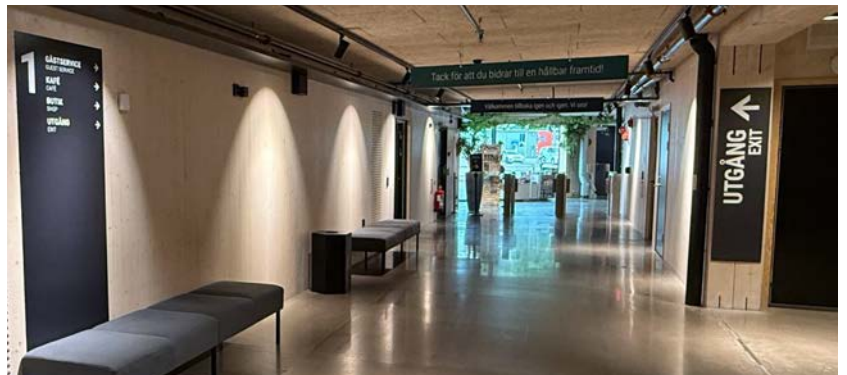


How do I exit when it's time to go home?

To exit Universeum, pass through the gates at the entrance to the shop. No ticket is required to pass through these gates.

Can I go out and come back in?

Yes, your ticket is valid for the entire day, so you can re-enter after, for example, a break at the café.



LEVEL 1 – CAFÉ AND SHOP

Can I buy a snack or drink?

The café is open every day. No entrance ticket is required to visit the café on level 1. Check Universeum's website for current opening hours:

<https://www.universeum.se/en/visit/opening-hours>



Universeum Shop

On level 1, you'll also find our shop, filled with fun science-related items for all ages. The shop's opening hours are the same as Universeum's. No entrance ticket is required to visit the shop.



LEVELS 0, 2, 3, 4, 5 – RAINFOREST

What can I experience here?

In the rainforest, you experience a Neotropical rainforest, similar to the Amazon rainforest in Brazil. The rainforest is our largest environment, spanning from Floor 0 to Floor 5. Here you'll find both plants and animals that live on land and in water.

Lighting

Special indoor lighting is used to ensure the plants receive enough light.

Sound environment

Many natural sounds such as waterfalls, birds, and monkeys.

Accessibility

Challenging – Several staircases, sloping floors, and different surface materials such as wood and concrete. Metal gates with heavier plastic curtains. All entrances are designed to keep the heat inside the rainforest. Some entrances are airlocks, and others are revolving doors.

Airlocks consist of two doors where one will not open until the other is closed. These are operated using a button next to the door.

If you use a wheelchair, it is best to experience the rainforest one floor at a time, as it can be difficult to move downward due to multiple staircases without ramps. Wheelchair-accessible entrances are available on every floor. Change floors using the Rainforest elevator. The floor may be wet and therefore slippery in some areas.

Temperature

23–25°C with 90% humidity

Activity level

Varies depending on the season. The rainforest is calmer in the mornings.

Good to know

Birds are the only animals that move freely in the rainforest. At certain times, it rains inside the rainforest. The rain is more like mist and lasts for a few minutes. It is not allowed to touch or feed the animals. Hand sanitizer is available at every airlock and can be used before or after your visit, if you wish. Strollers must be left in the stroller parking area before entering the rainforest.

If you want, I can adapt this for signage, a website, or easy-to-read accessibility information.



LEVEL 0 – MINIVERSEUM

What can I experience here? One floor down from the entrance is Miniverseum, a space designed for younger children, ages 0–6. Here, a whole world is built for the little ones, including the Green City, the Enchanted Forest, the Great Ocean, a slide, and a reading corner.

Lighting environment

Pleasant daylight.

Sound environment

Varies depending on the number of visitors. Some exhibits make sounds when used. There are also occasional chiming sounds from the “sort the trash” activity.

Inside the World Beyond, natural sounds and dimmer lighting are used.

Accessibility

The floor in Miniverseum is made of rubber granulate. It is soft, but some level changes can be slightly difficult to see.

Temperature

Normal

Activity level

Varied

Good to know

Miniverseum has its own weekly program on weekdays, where a guide or educator leads activities specifically aimed at younger children.

Learn more about Miniverseum and the guide/educator-led activities on the website:

<https://www.universeum.se/en/se-gora/miniverseum>

There is a family lounge in part of the area, equipped with microwaves, running water, and tables where you can eat packed meals. There are also two nursing booths. Shoes are left outside, for both adults and children.



LEVEL 2 – THE RESTAURANT

What can I experience here?

At Universeum's restaurant you can buy food and coffee. Food is ordered at the counter, and you are given a pager that vibrates when your food is ready. You collect your food at the other end of the restaurant. Cutlery, glasses, and water are available at a separate station. You are responsible for clearing your tray and taking it to the dish return area.

Lighting environment

Daylight and indoor lighting.

Sound environment

During peak season there may be many guests in the restaurant, which can result in a high noise level..

Accessibility

Easy

Temperature

Normal

Activity level

Varies. Higher activity levels around lunchtime on weekends and during peak season.

Good to know

High chairs for children can be borrowed in the restaurant. Stroller parking is available outside.

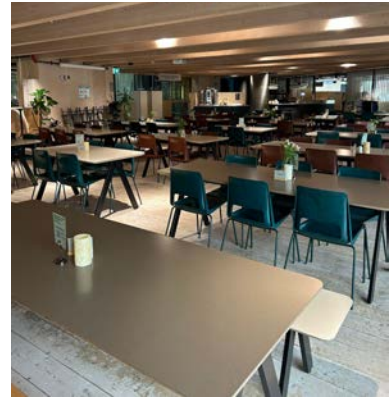
Restrooms are located inside the restaurant.

Packed lunches / outside food are not permitted in the restaurant.

Öppettider:

Current opening hours can be found on Universeum's website:

<https://www.universeum.se/en/visit/opening-hours>



PLAN 3 – HUMANS

What can I experience here?

Humans focuses on the human body. You enter through the nose and can then explore the entire body through different exhibits. Here you can also try activities such as hanging, climbing, and doing puzzles. There are many tactile (hands-on) exhibits.

Lighting environment

Indoor lighting and light from screens. Flashing lights may occur in the brain area in the center of the exhibition.

Sound environment

Depends on the number of visitors. During busy periods, the sound level can at times be very high.

Sudden sneezing sounds may come from the nose area.

Constant heartbeat sounds can be heard in the learning environment.

Sounds from the Big Stage and the Chemistry Lab may be heard in the Humans exhibition.

Accessibility

Easy

Temperature

Normal

Activity level

Many people enjoy Humans as it is an environment that invites play. Mornings tend to be a bit calmer.



LEVEL 3 – THE CHEMISTRY LAB

What can I experience here?

At the Chemistry Lab, there are both scheduled (closed) and open activities related to chemistry, which vary throughout the seasons. In the lab, you can experience what it's like to be a chemist and perform experiments. Lab coats and safety glasses are provided on site. Each activity usually lasts 20–30 minutes.

Lighting environment

Indoor lighting.

Sound environment

The guide speaks into a microphone. Guests may talk while conducting experiments, usually without loud noises. Occasionally, sounds from the Big Stage and Humans exhibition may be heard in the lab.

Accessibility

Moderate. Inside the lab, the tables and chairs are high, with stools that lack armrests and back support. Several people sit around the same table. Wheelchair users may have difficulty reaching the tables.

Temperature

Normal

Activity level

Varied. A good tip is to attend the first lab of the day shortly after opening, as it is usually less crowded.

Good to know

Scheduled (closed) labs start at specific times and require a queue ticket. Queue tickets are free and can be collected outside the Chemistry Lab. They are released 15 minutes before the activity begins. Having a queue ticket guarantees a spot in the activity, and a guide will let you in when it starts. During weekends and peak season, queue tickets can run out quickly, as the Chemistry Lab is a popular learning environment.

Open activities do not require a queue ticket and are drop-in. The door is open, and you are welcome to join.



LEVEL 3 – THE MAIN STAGE

What can I experience here?

The Main Stage is where our shows take place. Here you can go on adventures of all kinds, where one of our performers takes you out into space, the ocean, or searching for dinosaurs, depending on the seasonal theme. Each show lasts 20–25 minutes and does not require booking – just take a seat and enjoy.

Lighting environment

A large screen behind the performer displays various visuals. Some shows feature flashing props on stage.

Sound environment

Slightly louder than normal. Background sounds, natural sounds, and music are used. Audience participation is encouraged, which may contribute to a higher overall noise level.

Accessibility

Easy to enter. Wheelchairs have a designated space at the front. Other visitors sit on the tiered seating (steps).

Temperature

Cooler in winter, warmer in summer.

Activity level

Higher attendance during peak season.

Good to know

Shows are not performed every day during the low season. Check the website to see the schedule.



LEVEL 3 – COMMON AREAS (DINING AREA)

In the common area outside Humans, the Chemistry Lab, and the Main Stage, there is a dining area where you can eat your own packed food. There is also a sink with running water and a microwave. The dining area has green tables and chairs.

Lighting environment

Indoor lighting.

Sound environment

Depends on the number of visitors in the building. The dining area is located under the walkway and stairs to Level 4, so some noise may occur when guests move around. Sounds from the learning environments on Level 3 may also be heard.

Accessibility

Easy

Temperature

Normal

Activity level

High during lunch hours (11:00–13:00).

Good to know

High chairs for children are available, as well as separate bins for waste sorting.



LEVEL 4 – SPACE

What can I experience here?

In Space, you can learn about space and space-related phenomena in an interactive way. For example, you can jump on the Moon, try a space toilet, or see how astronauts sleep in space.

Lighting environment

Dimmer lighting with spotlight exhibits.

Sound environment

No loud or constant background sounds in the learning environment. Sounds from films in the planetarium may be heard in the exhibition.

Accessibility

Mixed. The ground around the Moon jump area has several different levels, and it is not possible to move around there with a wheelchair or stroller. In the rest of the learning environment, accessibility is relatively easy.

Temperature

Normal

Activity level

Usually calmer in the mornings.

Good to know

Space has many smaller nooks and corners, so make sure you don't miss anything.



LEVEL 4 – MATHRIX

What can I experience here?

Mathrix is our area focused on mathematics. It features several different exhibits with screens as well as many hands-on, non-digital learning stations. Part of the exhibition also functions as a stage. When no activities are taking place, it can be used as a place to sit and rest.

Lighting environment

Very bright lighting with many strong colors.

Sound environment

Constant background sound along with occasional sounds from the exhibits. The Studio exhibit can produce loud, high-pitched sounds if visitors choose that setting.

Accessibility

Easy

Temperature

Normal to warm.

Activity level

Usually calmer in the mornings.

Good to know

Mathrix is the most colorful exhibition, with lots of sound and light.



PLAN 5 – THE OCEAN ZONE & THE FIELD STATION

What can I experience here?

In the the Ocean Zone, you can encounter marine animals from different parts of the world. In our largest aquarium, the Ocean Tank, both sharks and fish swim, and here you can walk beneath the animals through the Shark Tunnel. In the second-largest aquarium, Västerhavet (the West Coast Sea), you'll find species that live along Sweden's west coast. The smaller aquariums in the Ocean Zone feature everything from coral reefs to baby sharks. At one end is the Ray Tank, where you can see sharks and stingrays.

In the Field Station, there are several terrariums with different insects, as well as a red jeep that visitors can sit in.

Lighting environment

The lighting is dim, and most of the light comes from the aquariums.

Sound environment

There is continuous background sound throughout the area, instrumental in nature.

In the Field Station, there is a car that makes noise when it is started.

Sudden screams may be heard from the Reptilarium.

Temperature

In summer, the Ocean Zone can become warm and humid. It can also feel warm during peak season when there are many visitors.

Accessibility

Easy to medium, depending on the crowd.

Activity level

Activity levels may be higher in the morning and slightly lower in the afternoon. During peak season, the Ocean Zone is busy throughout the day. Many guided tours also take place here, and visitors are welcome to listen.

Good to know

The Reptilarium is located next to the Ocean Zone. Sudden screaming sounds may carry over from there due to an exhibit about snake bites.

On Mondays, Wednesdays, and Fridays at 2:00 PM, shark feeding takes place in the Ocean Tank. This attracts many visitors, and accessibility around that aquarium may be limited at that time.



LEVEL 5 – THE REPTILIARIUM

What can I experience here?

In the Reptilium, there are several species of venomous snakes as well as one species of venomous lizard. There are also exhibits that show how snakes hear, see using heat, and sense temperature.

There are screens with information about the animals in the terrariums, available in both English and Swedish.

Lighting environment

Standard indoor lighting.

Sound environment

Usually calm. However, sudden loud screams may be heard from the “Snake Bite” exhibit.

Temperature

In summer, the Reptilium can become warm. It may also feel extra warm during peak season when there are many visitors.

Accessibility

Easy to moderate depending on crowd levels. Some areas are wider, while others are a bit more narrow.

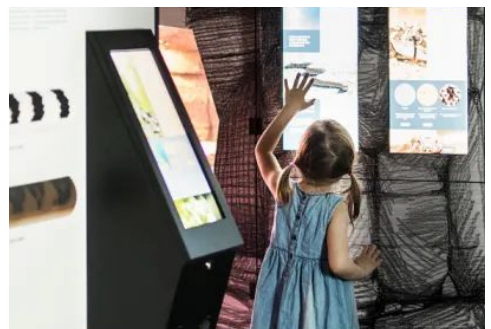
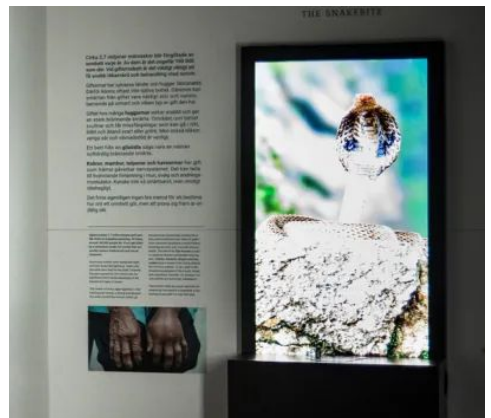
Activity level

Activity levels may be higher in the morning and slightly lower in the afternoon.

Good to know

There are restrooms located just outside the Ocean Zone and the Reptilium, past the Ocean Tank. One of the restrooms is accessible and equipped with a lift.

The entrance to the Reptilium is the same as the exit, directly from the Ocean Zone.



PLAN 5 – VISLAB

What can I experience here?

In Vislab, you can explore visualizations of various research data. You can dive into different exhibits, such as a digital twin of central Gothenburg, view multiple layers of information on the large globe in the center of the room, explore the human body, or examine different food webs, among other things. Much of Vislab is digital, but there are also some analog exhibits.

In a small room within the exhibition, there is a green screen where you can record your own short films.

Lighting environment

Standard indoor lighting.

Sound environment

Soft background sounds. Vislab is usually a very calm and relaxing environment.

Temperature

Vislab is slightly warmer due to all the computers and screens. It can also feel extra warm during peak season when many visitors are present.

Accessibility

Easy. There are two entrances to Vislab, both with ramps.

Activity level

Usually low.

Good to know

Vislab provides the easiest access to the terrace for wheelchair users.



LEVEL 5 – COMMON AREAS AND THE TERRACE

The Tiered Seating

Just outside Vislab, there is a large tiered seating area (looks like a staircase). You are welcome to sit here if you need a rest, and you may also eat your packed lunch. The seating area offers a view over the upper part of the rainforest, and nearby is a larger entrance to the rainforest.

Lighting environment

Bright.

Sound environment

Varies throughout the day. Many school groups sit here, often eating or taking breaks, which can make the noise level high around lunchtime on weekdays during the school year. At other times, it is quieter.

Temperature

Normal.

Accessibility

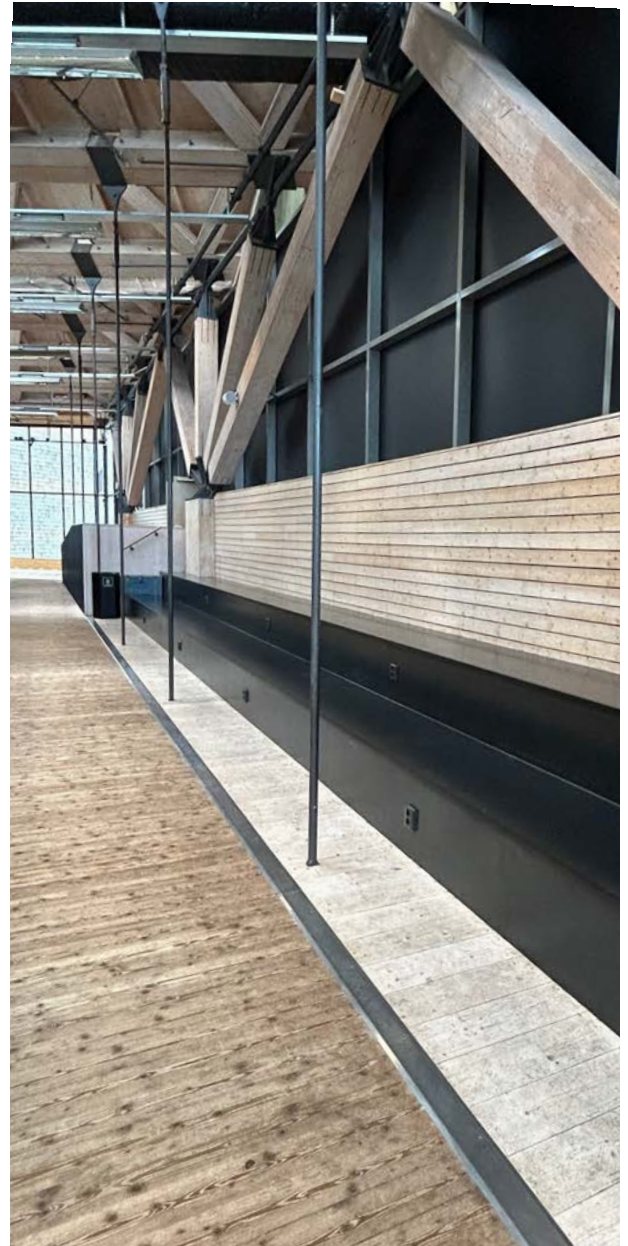
In front of the tiered seating is a walkway for people to move through. If many people are sitting on the tiers and nearby, it may be a bit tighter to pass.

Activity level

Higher around lunchtime.

Good to know

If you use the tiered seating, make sure to leave space so other visitors can pass through the walkway.



LEVEL 5 – COMMON AREAS AND THE TERRACE

The Terrace

From the common areas on Level 5, you can access Universeum's large terrace. Here you can eat your packed lunch, or during the summer season, purchase something from our summer café located there. The terrace offers a view over the entire Korsvägen area and the construction work on Västlänken.

Lighting environment

Daylight.

Sound environment

Quiet.

Temperature

Outdoor temperature.

Accessibility

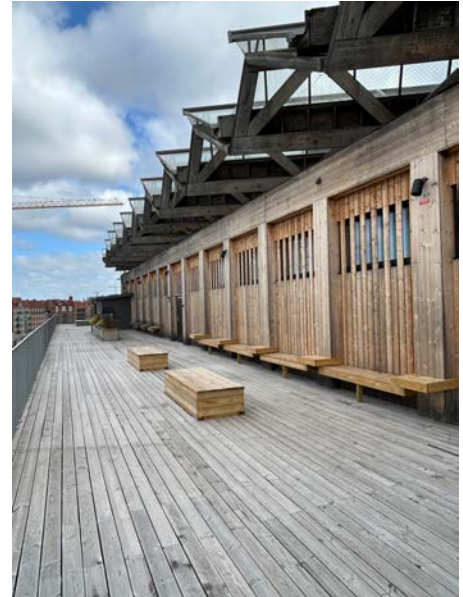
There are three ways to reach the terrace. Signs show the way. If you are using a wheelchair or have a stroller, the terrace is accessed through Vislab.

Activity level

Highest during the summer peak season; otherwise, activity is low.

Good to know

If you use the tiered seating, make sure to leave space so other visitors can pass through the walkway.



LEVEL 7 – THE BRIDGE

What can I experience here?

The Bridge is a wider wooden walkway that leads to Wisdome and Vildmarken (the Wilderness). Here you can create your own AI art by selecting words on a screen. The finished image is then displayed in frames on the wall. Just before the entrance to Vildmarken, there is a large LED screen where you can see yourself together with, for example, dinosaurs.

You can also buy tickets to Wisdome from a wall-mounted machine here.

Lighting environment

Lamps hang from the ceiling, shining in different colors that change in sync with sound.

Sound environment

A poem is read aloud every 15 minutes, and the reading lasts about 3 minutes.

During special weeks like Halloween, there may be constant background sounds.

The LED screen also plays natural sounds.

Temperature

Cool.

Accessibility

Easy, flat walkway all the way.

Activity level

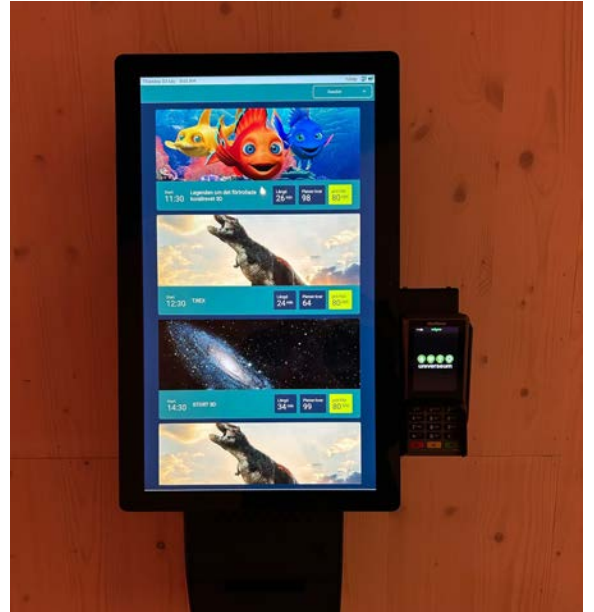
Usually fairly calm, except just before entry to Wisdome.

Good to know

Restrooms are located under the stairs to Wisdome, including an accessible toilet.

The bridge also has softer seating where you can sit and rest. None of the seats have backrests or armrests.

To reach Level 7, you need to take the “Fast Elevator” or use the stairwell located next to the elevators.



LEVEL 7 – THE WILDERNESS

What can I experience here?

In The Wilderness, you can follow the path down from the polar zone to the temperate zone. Here you can see various freshwater fish, toads, grass snakes, and frogs, among others. You can also explore cultural plants, a meadow, and a “space apple tree.”

The Wilderness is connected to the Ocean Zone via a darker walkway, giving the feeling that you are moving below the surface.

Lighting environment

Daylight.

Sound environment

A variety of environmental sounds, such as waterfalls and birdsong. There is also noise from the iceberg when it “cracks.”

Temperature

The temperature varies with the season and time of day. In winter, it can be quite cold, while in summer it can become very warm.

Accessibility

The path into and throughout The Wilderness slopes downward and is relatively wide. The path to the platform has a wooden staircase, which also has a wheelchair lift. The lift requires a key to operate; ask staff for assistance.

At the end of The Wilderness, under the platform, the path narrows slightly and enters a dark corridor leading down to the Aquarium Hall. The corridor is lit along the sides, making it easy to follow.

Activity level

Moderate. It can be harder to pass through if there are many visitors.

Good to know

No animals roam freely in The Wilderness. During the winter months, several animals hibernate and may not be visible.



LEVEL 9-10 – WISDOME

What can I experience here?

Wisdom is a visualization dome where you can watch 2D and 3D shows on a 360-degree screen. Shows are presented at scheduled times and require a separate ticket, which can be purchased on our website.

Lighting environment

Varies depending on the show. The theater lighting is dimmed during entry and turned off during the show, then turned back on when the show ends.

Sound environment

The sound during a show is relatively loud. The room is highly soundproofed and otherwise quiet.

Temperature

Normal room temperature.

Accessibility

There are three staircases leading up to Wisdom. An elevator is available, taking you all the way up to the top row of the theater, where wheelchair spaces and companion seating are provided.

Activity level

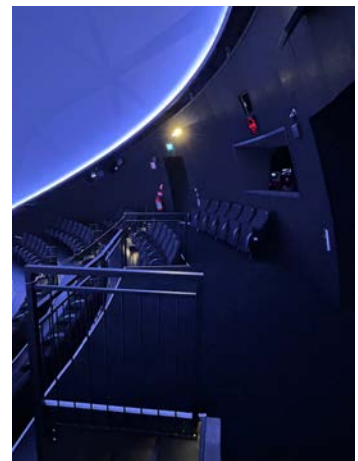
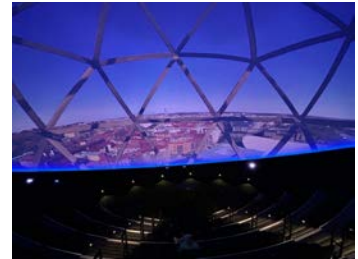
Varies depending on the season and show, with more guests in summer.

Good to know

The staircase to Wisdom is blocked by a rope. A guide opens it and lets you in when it is time. The elevator is used with staff assistance.

Special glasses are required to watch 3D shows. Staff provide the glasses upon arrival at the theater. Green glasses are for younger children, and black glasses for teens and adults. The seats are soft and can recline.

There is always staff outside the theater during shows in case assistance is needed. An accessible restroom is located next to the theater.



LEVELS OCH STAIRS

Which elevator should I take?

Universeum has four elevators: 2 rainforest elevators (glass elevators) and 2 fast elevators.

Fast Elevators

- These go between Level 1 and Level 7.
- They fit 26 people and have a maximum weight of 2,000 kg.
- They stop on all floors except Level 0.

Sometimes one of the fast elevators is themed, e.g., a “horror elevator” at Halloween or a “dinosaur elevator.” In themed mode, sound and special effects may occur. It is always the left elevator that gets themed; the right elevator is normal. You can easily see from the outside whether the elevator has a theme.

Rainforest Elevators (Glass Elevators)

- These go between Level 0 and Level 5.
- They fit a maximum of 21 people and have a maximum weight of 1,600 kg.
- The rainforest elevators are the only way to reach Miniverseum if you are in a wheelchair or have a stroller.
- Rainforest elevators are slightly slower, so you may have to wait longer.

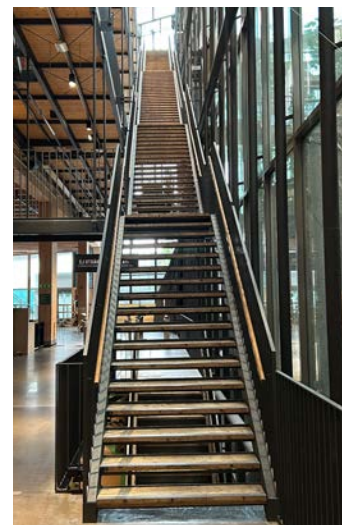
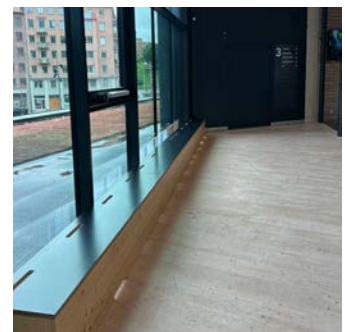
Elevator Lobbies

- On Levels 3, 4, and 5, you exit into elevator lobbies when leaving the elevators.
- Here you can see which floor you are on and what is available on that level.
- If the common dining areas are crowded, you can also sit along the windows in or outside the elevator lobbies to eat or rest your legs.

I don't like elevators – how can I get around the building?

Universeum has two stairwells connected to the floors the elevators reach. The stairwell near the fast elevators goes between Level 1 and Level 7.

The large wooden staircase in the middle of Universeum goes from Level 0 to Level 5.



TOILETS

Toilets are available on all floors.

Level 0: 7 toilets, including 1 accessible toilet and a changing table. Hand drying is available only with air dryers.

Level 1: Outside the barriers at the café: 2 toilets, including 1 accessible toilet and a changing table. Hand drying options: paper or air dryer. Inside the barriers: 3 toilets, including 1 accessible toilet without a changing table. Hand drying options: paper or air dryer.

Level 2: Inside the restaurant: 3 toilets, including 1 accessible toilet. Hand drying options: paper or air dryer.

Level 3: Near the elevators: 2 toilets, including 1 accessible toilet and a changing table. Hand drying options: paper or air dryer.

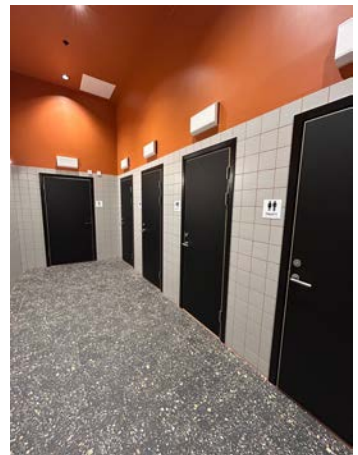
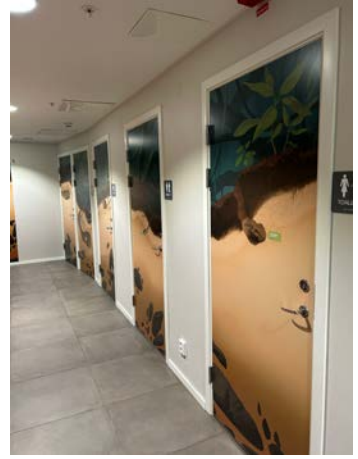
Level 4: Near the elevators: 2 toilets, including 1 accessible toilet and a changing table. Hand drying options: paper or air dryer.

Level 5: Near the elevators: 3 toilets, including 1 accessible toilet with a lift (bring your own lift strap) and a changing table. Hand drying options: paper or air dryer.

Level 7: Under the stairs to Wisdome: 5 toilets, including 1 accessible toilet and a changing table. Hand drying options: paper or air dryer.

Wisdome: Next to the theater, 1 accessible toilet with a changing table. Hand drying options: paper or air dryer.

All toilets have soap and water activated by motion sensors. In every toilet with a changing table, plastic bags are provided to dispose of diapers before throwing them away.



OTHER ACCESSIBILITY OPTIONS

Audio Guides

Audio guides are available in several of our learning environments. You can use your own headphones. Access the audio guides by scanning the Audio Guide QR code on any of our program screens.

You can also visit:

<https://digitala.universeum.se/guided-tours>

Translators

In Wisdome, translators are available if you need English audio when the show is in Swedish, or vice versa. Inform staff at the ticket scanning area if you need to borrow one.

TAKK (Sign-Supported Communication)

Universeum is currently in a development phase where our staff are being trained in TAKK. The goal is to gradually implement this method throughout the venue. Our aim is to increase accessibility, promote inclusion, and ensure that all visitors—regardless of age, language, or communication abilities—can enjoy the experiences and develop their scientific knowledge.

