# Couple trapped in darkness for four hours at Madame Tussauds Blackpool



Michelle Robinson and Stephen Robinson found themselves in a nightmarish situation during what was meant to be a memorable visit to Madame Tussauds in Blackpool, Lancashire. The couple, both in their mid-forties, became inadvertently trapped inside the museum for over four hours, an experience that turned a bucket-list outing into a tale of anxiety and desperation.

The incident began when museum staff informed them that closing time was approaching. As they made their way to the exit, the lights suddenly went out, plunging the museum into darkness. To their shock, they soon discovered that the doors were secured with chains, effectively locking them in. With no one else present and the eerie stillness amplifying their panic, they were left to fend for themselves. In a desperate moment, Michelle resorted to urinating in a bin, stating later, “It was degrading. The toilets were locked, and there were chains on the fire doors.”

The couple attempted to attract attention by banging on windows, but initial efforts yielded no response. Fearing for their safety, especially regarding the possibility of a fire breaking out, Michelle recounted: “I was thinking, ‘What would we do if there was a fire in here? I knew we would be burnt alive.’” The palpable dread of being enclosed in a facility unable to escape was compounded by the claustrophobia Michelle experienced, a scenario she called "the worst experience" of her life.

Upon failing to reach family members, they ultimately dialled the police. They were redirected to the Lancashire Fire and Rescue Service, which proved crucial in notifying a manager at the museum. Eventually, after what felt like an eternity, a staff member freed them, offering a brief semblance of relief. Following their ordeal, the museum extended complimentary tickets for future visits as an apology, a gesture Michelle viewed sceptically, firmly stating she would never return.

Visitor safety is ostensibly a priority for attractions like Madame Tussauds, underscored by Merlin Entertainments Group’s previous actions, including obtaining a High Court injunction in 2018 aimed at preventing unauthorized access to their venues. This cautionary measure seemed paradoxical in light of Michelle and Stephen's harrowing experience of being sealed within the very same establishment designed to offer entertainment and hospitality.

Madame Tussauds Blackpool has long sought to attract visitors by showcasing lifelike wax figures and unique experiences, including sleepover events for groups. These events promise guests memorable interactions with celebrity replicas, proving that the museum is well-versed in creating engaging experiences. Yet, incidents like that faced by the Robinsons call into question the robustness of safety protocols and customer service measures in place during standard operating hours.

As the couple shared their experience, including their dismay at being mistaken for pranksters by bystanders who laughed at their plight, it highlighted broader concerns regarding user experiences in busy tourist attractions. Reviews and feedback on platforms like TripAdvisor regularly reflect mixed feelings about visitor experiences, including incidents of overcrowding and insufficient staff training during critical moments.

Ultimately, while Madame Tussauds Blackpool aims to provide an interactive and enjoyable visit, the experience of being trapped inside a prominent tourist site raises significant concerns about emergency protocols and visitor safety. For Michelle and Stephen, the memories of wax figures have become overshadowed by a dark experience they will not soon forget.

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Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.express.co.uk/news/uk/2055776/couple-locked-madame-tussauds-overnight> - Please view link - unable to able to access data
2. <https://www.madametussauds.com/blackpool/corporate-events-venue-hire/sleepovers/> - Madame Tussauds Blackpool offers sleepover events for groups of 35 or more, providing a unique overnight experience among the museum's exhibits. The package includes activities with celebrity wax figures like Ariana Grande and Ed Sheeran, priced at £32 per person, with one leader sleeping free for every five participants. Additional customizable options are available upon request.
3. <https://www.madametussauds.com/blackpool/policies/trespass-injunction/> - Merlin Entertainments Group, which operates Madame Tussauds Blackpool, obtained a High Court injunction in August 2018 to deter unauthorized access to its attractions. The injunction applies to specific individuals and any future trespassers, emphasizing the company's commitment to safety and security for visitors and staff.
4. <https://www.bbc.com/news/uk-england-lancashire-17780296> - In 2012, Madame Tussauds Blackpool unveiled new waxworks of the Duke and Duchess of Cambridge. Each figure cost £150,000 to create, with the museum aiming to attract visitors by allowing them to interact and photograph the royal couple's replicas.
5. <https://www.tripadvisor.ca/HotelsNear-g186332-d216482-Madame_Tussauds_Blackpool-Blackpool_Lancashire_England.html> - TripAdvisor provides a list of hotels near Madame Tussauds Blackpool, including options like the Craig Y Don Hotel, Royal Seabank Hotel, and The Big Blue Hotel. The listings offer user reviews, ratings, and proximity to the museum, assisting visitors in choosing suitable accommodations.
6. <https://www.blackpoolhotels24.com/en/near-madame-tussauds-blackpool-361780/> - BlackpoolHotels24.com offers a collection of accommodations near Madame Tussauds Blackpool, ranging from budget-friendly options to luxury stays. The website provides detailed information on each hotel, including amenities, prices, and proximity to the museum, aiding visitors in planning their stay.
7. <https://www.tripadvisor.co.uk/Attraction_Review-g186332-d216482-Reviews-or3755-Madame_Tussauds_Blackpool-Blackpool_Lancashire_England.html> - TripAdvisor features reviews of Madame Tussauds Blackpool, highlighting visitor experiences and feedback. Reviews cover aspects such as the museum's exhibits, layout, and overall value, offering insights into what visitors can expect during their visit.