



ACCESSIBILITY GUIDE NOAH'S ARK ZOO FARM 2022

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Welcome

Noah's Ark is a unique hands-on zoo and working farm. Located just outside Bristol and set in over 100 acres of beautiful countryside. The Zoo has a large range of exotic and endangered species, including African Elephants and Spectacled Bears, in the collection.



Your experience

Our intention is to provide a quality experience to all and we are committed to providing accessibility for all our visitors, including visitors with a disability. We look forward to welcoming you. If you have any queries or require any assistance please contact us by one of the below methods:

E-mail:

info@noahsarkzooofarm.co.uk

Telephone: (01275) 852606



Level Access

There is level access from the main entrance to:

- Indoor Play areas
- Food Barn/Café
- Ark Arena
- Animal Enclosures
- Ticket Office
- Toilets
- Gift Shop
- Smoking Area
- Picnic Areas



At a Glance

Hearing

- Some of the fire alarms have flashing lights
- There are hearing loops in the Café, Ticket offices, Gift Shop and Farm Shop.
- Most staff have disability Awareness Training
- Some staff have completed an introduction to BSL
- There are Speech transfer systems in the Ticket Offices and Café.

Visual

- Full Height windows have contrast markings.
- The walls and doors have high colour contrast.

General

- We have a complimentary ticket policy for essential carers.
- Most staff have disability awareness training.
- Most staff have become dementia friends

Getting Here



By Car:

Noah's Ark Zoo Farm
Clevedon Road
Wraxall
Bristol
BS48 1PG



By Bus:

- You can get to Noah's Ark Zoo Farm by bus.
- The X6 bus from Bristol Bus Station stops on Clevedon Road directly outside of the zoo.



By Train:

- The nearest train station is Nailsea and Backwell Station.
- You can get a taxi from the train station with Nailsea and Backwell Taxis by calling 01275 799999.

Parking

- We have a large free car park. There are accessible parking spaces. The parking is less than 50 meters from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. There is level access from the carpark to the ticket office.
- The car park is on a loose gravel surface.
- From the car park to the entrance, there is level access. The path is sloped.
- The route is 1800mm wide, or more.



Arrival

Path to Main Entrance

- From the street to the main entrance, there is level access.
- The path is 1800mm wide, or more.
- The path is sloped.

Main Entrance

- The main entrance has level access.
- The ticket office is on a flat path and is wheelchair accessible.
- The ticket office booths have hearing loops and speech transfer systems.
- The ticket office booths are 1230mm high. Staff are available to assist, and chip and machines are extendable.



Indoor Play Areas

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 880mm wide, or more. The door is 1600mm wide.
- Some display information is low, for wheelchair users. There are seats available.
- The play areas have a wheelchair friendly route through and some of the play equipment can be accessed by wheelchair users. The area has a cafe available at weekends and in school holidays which is also on the flat and accessible via ramp. Each part of the play area is accessible by double door entrances.



Under 5 Play area

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 880mm wide, or more. The door is 1600mm wide.
- Some display information is low, for wheelchair users. There are seats available.
- The play areas have a wheelchair friendly route through and some of the play equipment can be accessed by wheelchair users.



Ark Arena

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more. The door is 1000mm wide.
- Some display information is low, for wheelchair users. There are seats.
- The front row is reserved for wheelchair users.



The Zoo

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more. Doors are a minimum of 820mm wide.
- Some display information is low, for wheelchair users. There are seats available.



Visiting the Animals

- Animal enclosures are available to see on ground level for the most part. The inside of the Elephant house and the giraffe house are accessible via ramps.
- The doors for the houses are a minimum 820mm wide.
- The paths to enclosures are a mix of concrete or gravel.
- There are a number of small inclines and the paths can be uneven in places.
- There is a steep hill to the rhino house on a gravel path. Rhinos can be seen from the bottom of the hill on the flat path



Animal contact areas

- Animal contact areas are marked by sinks and signs.
- Visitors can purchase animal food from the gift shop.
- Animal food may contain nuts and peanuts.
- Farm Barns have level access.
- The path in the show pens is at least 1000mm wide.



Keeper Talks

- Keepers use a microphone when speaking to visitors during the keeper talks.
- The keeper talks are sometimes under cover.
- The timetable for keeper talks is available on our website www.noahsarkzooofarm.co.uk and at the ticket office on arrival.
- The Birds of Prey display is up a steep gravel hill. The display can be watched from the bottom of the hill.



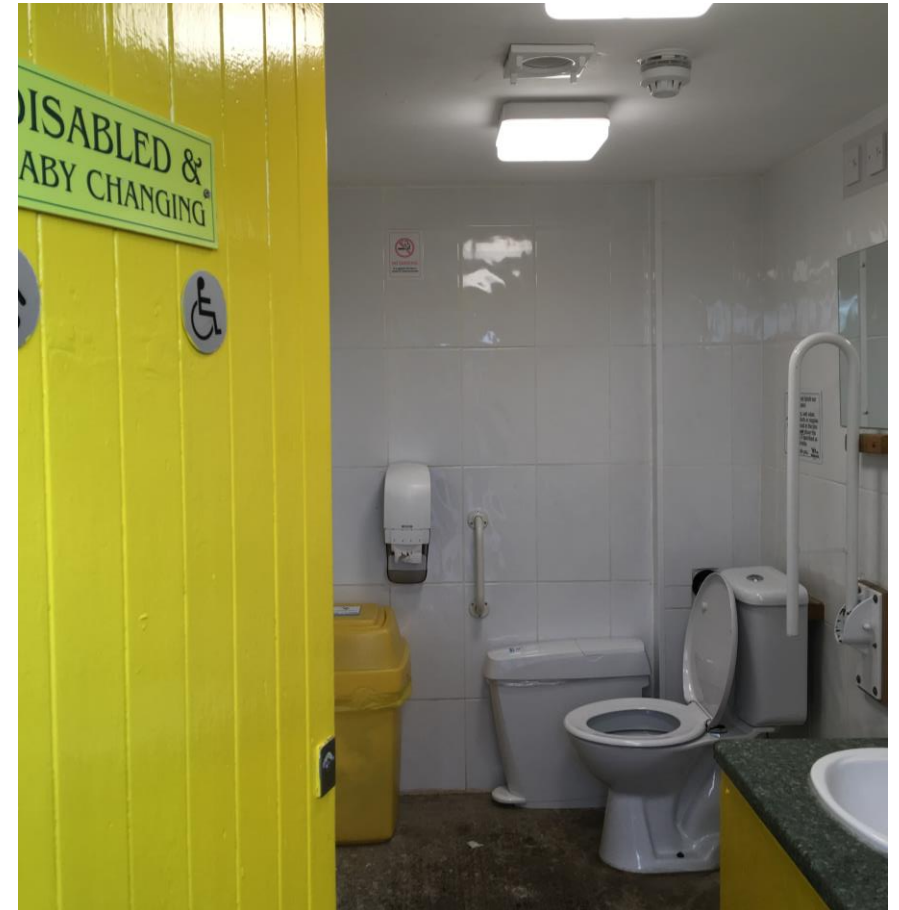
Information Signs

- Information for some animals has an autism friendly version using pictorial sentences.
- Some signs are in large print.
- Signs are placed at a wheelchair accessible height where possible.



Toilets

- There are 5 sets of toilets at Noah's Ark Zoo Farm.
- Each set of toilets has baby change facilities in the Men's, Women's and disabled toilets.
- There is an additional baby change/baby room by the under 5 play area,
- There are 4 disabled toilets on site which include grab rails.
- There is one changing places toilet next to Elephant Eden.



Café Toilets

- There are male, female and accessible toilets outside of the café.
- The disabled toilet and female toilets have baby change facilities.
- The accessible toilet door opens inwards.
- The accessible toilet is located in the corner of the room with a grab rail to the side.
- The sinks are on one level at 770mm high.
- There is a hand dryer in each of the toilets.



Elephant Kiosk Toilets

- There are male, female and accessible toilets outside of the Elephant Catering outlet.
- The catering outlet is only open at peak times.
- Each set of toilets has baby change facilities.
- The accessible toilet door opens outwards
- The accessible toilet is located in the corner of the room with a grab rail to the side.
- The sinks are on one level at 830mm high.
- There is a hand dryer in each of the toilets.



CHANGING PLACES TOILET

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- You need a RADAR key to open the public toilet. RADAR keys are available from the ticket office.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1400mm wide, or more.



Changing Places Toilet (continued)

- The toilet door is 1050mm wide.
- The direction of transfer onto the toilet is to the left and right.
- There is 1200mm at the side of the toilet. There is 2000mm in front of the toilet. The toilet seat is 400mm high. The toilets have handrails.
- Toilet includes changing bed, ceiling mounted hoist, 2 heights of sink, peninsular toilet and meets the requirements for a changing places toilet.
- There isn't a hand dryer in the changing places toilet instead there is hand towels.



Bear Kiosk Toilets

- There are male, female and accessible toilets outside of the Bears Catering outlet.
- The catering outlet is only open at peak times.
- Each set of toilets has baby change facilities.
- The accessible toilet door opens outwards
- The accessible toilet is located in the corner of the room with a grab rail to the side.
- The sinks are on one level at 780mm high.
- There is a hand dryer in each of the toilets.



Rainbow Café Toilets

- There are male, female and accessible toilets outside of the Bears Catering outlet.
- The catering outlet is only open at peak times.
- Each set of toilets has baby change facilities.
- The accessible toilet door opens outwards
- The accessible toilet is located in the corner of the room with a grab rail to the side.
- The sinks are on one level at 780mm high.
- There is a hand dryer in each of the toilets.



Gift Shop

- From the main entrance to the shop, there is level access. The route is 820mm wide, or more. The door is 820mm wide.
- The route through the shop is 1300mm wide, or more.
- The counter is 850mm high
- There is a hearing loop installed at the counter



Food and drink

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 850mm wide, or more. The door is 820mm wide.
- The counters are 830mm high.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- There is a hearing loop and speech transfer system installed at the counter.
- We aim to cater for a wide variety of dietary requirements but if you have a specific dietary requirement it is advisable to ring in advance so that we can do our best to accommodate you. We have a number of gluten free cakes available as well as a full list of allergens available on request.



Farm Shop

- The Farm Shop is located in the carpark.
- There is a ramp into the farm shop.
- The route through the shop is 1300mm wide, or more.
- The counter is 850mm high
- There is a hearing loop installed at the counter
- There are blue badge parking spaces less than 20 meters from the door.



Picnic Areas

- From the car park to the picnic area, there is level access. The path is 1020mm wide, or more.
- The entrance is 1400mm wide.
- You can bring your own food to the picnic area.
- The main picnic area has a large marquee providing shade.



Smoking Areas

- From the main entrance to the smoking area, there is level access. The route is 1200mm wide, or more.
- The entrance is 1200mm wide.
- There is one smoking area, the remainder of the site is a non-smoking site.



Maze

We regret that the maze is not suitable for wheelchair users due to uneven and narrow paths.

The maze is 3.4km in length, paths and a combination of gravel and dirt vary in width depending on seasonal growth of hedges. There are a number of emergency exits.

There maze is closed in adverse weather. Please contact the team if you would like further information.



Accessibility Equipment



We provide wheelchairs. Wheelchairs are free.



We have hearing loops in retail and catering outlets.



Mobility scooters for a £10 hire charge. Mobility scooters have a weight limit of 18stone.



You can hire mobility equipment provided by Bristol's Mobility Centre.



Call 01275 852606 to pre book a wheelchair or mobility scooter before your visit.

Further information

Further information can be obtained by phoning 01275 852606 or emailing info@noahsarkzooofarm.co.uk and speaking to our Customer Experience Team.

