



This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

## **Access Statement for Noah's Ark Zoo Farm**



### **Introduction**

Noah's Ark is situated in Wraxall, located 6 miles from the centre of Bristol and only minutes from the M5 motorway.

Noah's Ark Zoo Farm is a unique zoo and working farm just outside Bristol set in 110 acres of beautiful countryside.

We have become one of the South West's top tourist attractions, welcoming 130,000 visitors per year and giving each one a fun-filled, exciting hands-on animal experience in a family park full of adventure play grounds, tractor rides and exhibits.

We aim to provide an excellent service to all visitors and continually strive to improve our facilities. Our intention is to provide a quality experience to all and we are committed to providing accessibility for all our visitors, including disabled visitors.

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@noahsarkzooform.co.uk](mailto:info@noahsarkzooform.co.uk)

Telephone: (01275) 852606

Fax: 01275 857080

## **Pre- Arrival**

- For full details and maps of how to reach us please see the directions section of our website.
- Alternatively, you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info) simply enter your postcode and ours, which is BS48 1PG to get directions.
- The nearest railway station is Nailsea and Backwell, which is approximately a 5 minute taxi journey. Taxis are available at the station.
- An alternative main-linen train station is Bristol Temple Meads. From here you can get on one of the regular connecting buses (8/9 which both have low floor access) to the main bus station and then catch the number 361 which stops outside our main entrance. There are smooth bus stops and ramps to road level; there is a concrete road to the car park where there is a smooth footpath to the ticket office.



Noah's Ark Entrance

## **Arrival and Car Parking Facilities**

- The main car park is free and on site.
- There are approximately 30 parking spaces reserved for Blue Badge holders at the near end of the car park close to the ticket office.
- A footpath leads to the ticket office from all car parks and from the bus stop. It is 2m wide, flat and made from levelled fine stone.
- Assistance can be offered on request at the ticket office.
- All signage is high contrast.
- There is an accessible coach drop off point in the park for disabled coaches, cars with limited-walking passengers.
- There is a coach and car drop off point at the near end of the car park.



Disabled Car Parking

### **Main Entrance and Reception**

- Hours of operation 10.30am-5pm.
- Entrance has flat concrete service.
- The ticket office has glass screens; there are some windows which can be opened for lip reading and guests with a visual impairment.
- Wheelchairs can also be collected, free of charge, at the ticket office for disabled visitors (under 17 stone).
- Lighting is a combination of natural and diffused electric light.
- There is seating available for the visitor when entering the zoo farm, and at many points round the park.



Ticket Office Entrance

### **Attraction (Public areas)**

- There are access ramps to all facilities and services.
- All outside paths are regularly maintained by ground staff to provide a smooth sandy surface for wheelchairs. There are no steps or obstacles

to impede visitors. There is a disabled level to the observation tower, with a ramp, and a ramp to the top viewing platform of the giraffe house.

- Staff are always on hand to offer assistance where required and wear green and orange t-shirts and jumpers, with our name.
- All indoor areas are no smoking, outdoors there are four clearly marked designated smoking areas and visitors are only allowed to smoke in these specific sites.
- We have large display boards in appropriate font size, with a variety of images, located throughout the Zoo. The indoor areas have good, bright lighting and there is no background music (except for the shop).
- Noah's Ark is built on a wide area of countryside, inevitably some of the zoo is sloped and some areas are gravel or paved with stone slabs and therefore some difficulty may be experienced by wheelchair users and people with limited mobility.
- Every area has ramps so that all visitors are able to access areas and enclosures. These include ramps to the Gibbon Gallery, Giraffe House and all animal enclosures. The new enclosures have been designed so all disabled visitors can see all the animals. This includes the Big Cat sanctuary as low level viewing areas and windows have been added so that all visitors are able to access all areas.



Example of landscape

### **Public Areas- WC**

- Each of 3 toilet facilities has a disabled toilet.
- Each disabled toilet is unisex; there are two adjustable support rails either side of the toilet and one beside the hand wash basin.
- Inside the Zoo Farm, 3 sets of toilets are located behind the café, outside the Ark Arena and inside the giraffe house.
- Each has a baby changing facilities.

- Access to all WC's is either level or sloped concrete making them all easy to access.
- All facilities are checked and cleaned throughout the day.



Disabled toilet cubicle (far left)

### **Shop**

- Noah's Ark has a centrally located shop with a range of souvenirs and gifts to be purchased. This can be accessed directly from the main footpaths and is centrally located on the site.
- There is space around the shop to enable wheelchair manoeuvrability and turning and souvenirs are at a level height which should be easy to reach.
- A low level desk & payment counter is available.
- Staff are on hand offer assistance if required.
- The entrance/exit to the shop is fully wheelchair accessible.



The Gift Shop

## Cafe

- Our Café provides hot food and cold snacks for you to enjoy whilst you visit us here at Noah's Ark.
- The Café is situated near our Ticket Office and has ramp access to the entrance, from which it is level throughout.
- Tables in our Café are well spaced apart enabling ease of manoeuvrability and comfort whilst enjoying your food.
- The flooring is level and flat.
- The nearest toilet with an accessible WC is located next to the Café just down the access ramp.
- Our Café endeavours to cater for a variety of dietary requirements; please ask a member of Café staff.



Noah's Ark Cafe

## Play Areas

- All play equipment in the play barn, while clearly not always appropriate for disabled people to use it, will have access for watching.
- The new soft play area has been designed with disabled children in mind.
- The outside over 10's play area Wallaby Hill was redesigned in 2010 to make a flat and smooth surface to give more access to disabled children to play on the equipment.



Soft Play Barn

### **Ark Arena**

- There is stepped seating in the Ark Arena, however, disabled visitors have priority seating and can be seated at the front of the arena.
- White strips mark the front of all climbing steps.
- There is a hearing loop system available for hearing impaired visitors.



Ark Arena Show

### **Additional Information**

- Our staff receive regular training that includes disability awareness training.
- Assistance dogs are welcome and water can be provided upon request.
- We can offer a list of nearby accommodation and details of their Access Statements for information, where available.
- We offer a free carer policy for guests who need assistance during their visit.

## **Future Policy**

- We are constantly reviewing our accessibility procedures in order to make Noah's Ark more accessible, we would value your comments to assist us with this.
- We are looking to introduce magnifier pads to enable guests with visual impairments to be able to read our literature more easily. These will be available to borrow from the Ticket Office.

## **Contact Information**

- **Address:** Noah's Ark Zoo Farm, Clevedon Road, Wraxall, Bristol, BS48 1PG
- **Telephone:** 01275 852606
- **Email:** [info@noahsarkzoofarm.co.uk](mailto:info@noahsarkzoofarm.co.uk)
- **Website:** [www.noahsarkzoofarm.co.uk](http://www.noahsarkzoofarm.co.uk)
- **Hours of Operation:** Monday – Saturday, 10.30am- 5.00pm. February to early November then every Saturday until early December. (See website for more details.)