



SENSORY GUIDE

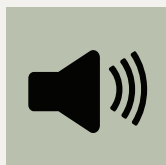


WELCOME

TO NOAH'S ARK ZOO FARM



We want everyone to have a happy and comfortable visit. Around the zoo, you will see signs that let you know about:



**LOUD
SOUNDS**



**BUSY OR
CROWDED AREAS**



**STRONG
SMELLS**

These signs are there to help you plan your visit and feel prepared.

SENSORY BAGS

Forgotten your sensory essentials? We can help!

You can hire a sensory bag from the Ticket Office.

Each bag includes ear defenders and fidget toys.

You will need to sign the bag out from the Ticket Office and return it at the end of the day.

SENSORY KEY



**THIS AREA CAN
BE NOISY**



**DO NOT TOUCH
THE ANIMALS**



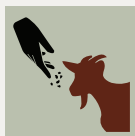
**THIS IS A
QUIET AREA**



**DO NOT FEED
THE ANIMALS**



**THIS AREA CAN
BE CROWDED**



**FEED THE FARM
ANIMALS HERE**



**FREE FLYING
BIRDS OF PREY**



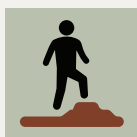
**THIS AREA CAN
BE MUDDY**



**THIS AREA HAS
A STRONG SMELL**



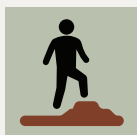
**MUSIC
PLAYING**



**THE FLOORING
CAN BE UNEVEN**



**NOT WHEELCHAIR
ACCESSIBLE**



CAR PARK

There is a large, free car park at the zoo. Accessible parking is available near the bottom of the hill.

There is a pedestrian path next to the field.

The car park surface can be:

Gravel, hardstanding or grass.

Please be aware:

- The ground can be uneven.
- There are moving cars in the car park.

There are gender neutral toilets in the car park next to the Farm Shop.



The car park



TICKET OFFICE

There are four lanes at the Ticket Office. Visitors do not need to go inside the building. Staff will say hello and help from a window. This area can be busy at the start of the day. It is usually quieter 30 minutes to 1 hour after opening. It can be more busy during school holidays.

Accessibility support available:

- Speech transfer systems
- Hearing loops

From the ticket office, you can hire:

- Mobility scooters
- Sensory bags

Staff are available to help at the Ticket office all day.



The ticket office

TOILETS

There are four sets of toilets around the zoo.

- Back of the Food Barn
- Indoor Play areas
- Elephants
- Bears

Each toilet block has a female, male and an accessible toilet. All toilets have hand dryers.



CHANGING PLACES

There is a changing places toilet near the Elephant House. There is no hand dryer in the changing places toilet. You will need a Radar key to get in which you can get from the ticket office.



Changing Places



THE FOOD BARN

The Food Barn is our main café located close to the ticket office. There is a range of hot and cold food available.



**SCAN THE QR CODE
TO SEE THE MENU**



The Food Barn

The Food Barn has a nut-free kitchen. Please let our friendly team know if you have any allergies before ordering. The Food Barn is not for picnics.

There is inside seating in this area or you can take food with you to one of our outdoor picnic areas. There is air conditioning and heating in the café.

FOOD OUTLETS

There are three food outlets across the Zoo. These serve hot and cold drinks, snacks and ice-creams. They are open in the summer season.





PICNIC AREAS

There are lots of picnic areas around the zoo.

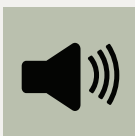
These are usually quiet areas. Rainbow benches are wheelchair accessible.



Stretch tent picnic area

WATER BOTTLE REFILLING TAPS

There are water bottle refilling taps around the Zoo close to hand washing stations.



TRACTOR RIDE

Tractor rides are available from next to the Elephant House. They take about 20 minutes.

Times of the tractor rides vary daily.

There is a wheelchair accessible trailer for the ride.

The seats on the trailer are padded but the ride can be bumpy.

The trailer is open sided and can be noisy and a little bit cold.

There is an additional charge for the tractor ride, carers can ride for free.





GIFT SHOP

There is a small gift shop with a range of gifts.

- There is no music playing.
- The shop is suitable for buggies and wheelchairs.

The gift shop is usually more quiet before 2pm.



The Gift Shop



THE FARM SHOP

There is a small Farm Shop with a range of gifts, hot and cold drinks and snacks in the car park.

- There is no music playing.
- The shop is suitable for buggies and wheelchairs.

The Farm Shop is usually quiet in the middle of the day.



The Farm Shop



PLAY AREAS



INDOOR PLAY

There are indoor play barns for children aged 5 years and over. Children must be supervised by a responsible adult.

The play equipment is made from wood and includes lots of slides.



Rainbow Slide

Children should wear long sleeves and trousers in the play areas when using slides. Users should remove their shoes but keep socks on.

There is no music, but this area can be noisy when busy. In winter, the fans can be noisy inside.

The indoor play barns are usually quieter during term time on weekdays.

You will also find:

- Toilets
- The Rainbow Café (not open every day)
- Benches for picnics





SOFT PLAY (UNDER 5'S ONLY)

There is an indoor soft play area for children aged 5 and under. All children should be closely supervised.

- There is no music
- It can be noisy on busy days
- The heaters can be noisy.

You will find:

- Baby changing facilities nearby
- Toilets in the main indoor play area

Users and accompanying adults should remove their shoes but keep socks on when using the soft play.



Under 5's Soft Play



OUTDOOR PLAY

There are play areas around the Zoo. Please read the play area signs before use. Some are suitable for everyone, but some are only suitable for older children.

The Elephant Play Area has a wheelchair accessible roundabout and basket swings.

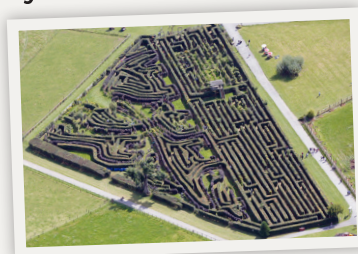
There are toilets close by including a Changing Places Facility (with no hand dryer).

MAZE

Unfortunately, the Hedge Maze is not accessible for wheelchairs or pushchairs. Please note, there are 3.4km (2miles) of paths to choose from in the maze. It can take up to 90 minutes to complete.

There are some 'emergency exits'.

Children and vulnerable guests should always be accompanied.



The Maze



ELEPHANT HOUSE

Visitors are welcome inside the Elephant House.

It is usually quiet, but you may hear:

- Metal gates opening and closing
- Vehicles moving

During the Elephant Talk it can become crowded.

There can be a strong smell inside the Elephant House.

The air can feel dusty.

The Elephant House is:

- Warm
- Dry



The Elephant House



ANIMAL AREAS



GIRAFFE HOUSE

There is a ramp leading up to the Giraffe House. The ramp can feel steep in places.

The Giraffe House has varied opening times. You can find the opening times at the bottom of the ramp.

Inside the Giraffe House:

- Guests should be quiet.
- There can be a strong smell.



Giraffe house



ANIMAL VILLAGE

There is a one-way system through Animal Village. Please follow the signs.

At the Small Animal Meet and Greet, visitors can touch some animals, including:

- Guinea pigs
- Rabbits
- Rats

The Zoo staff run Meet and Greet sessions daily.

Please be aware:

- The Meet and Greet can become busy and crowded.
- Visitors must not feed the animals.

After touching the animals:

- Visitors must wash their hands.
- There are lots of hand-washing areas available nearby.

Guinea Pigs





FARM ANIMAL FEEDING AREAS

Visitors can buy farm animal food from:

- The stand near the entrance (cash only)
- The Gift Shop

This food can be used to feed the animals shown on the bag, including:

- Goats
- Sheep
- Alpacas
- Camels



Bagot Goat

Please note:

- The food must only be given to these animals.
- Do not feed any other animals.
- Some animals have special feed chutes.

After feeding the animals:

- Visitors must wash their hands
- Hand-washing facilities are available near all animal contact areas.

Only food purchased from the zoo can be fed to the animals.



SOME ANIMALS THAT CAN BE NOISY

Some animals at the zoo can make loud noises.

Siamang Gibbons

Siamang gibbons can be very noisy.

This usually lasts for around 30 minutes a day, but it can happen at any time.

Other animals you may hear include:

- Asian Short-Clawed Otters
- Steller's Sea Eagles
- Birds of Prey
- Cows
- Parrots
- Sheep
- Pigs

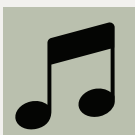


Siamang Gibbon

If loud sounds are difficult, you may wish to:

- Move away from the area.
- Use ear defenders.

BIRDS OF PREY DISPLAYS



OUTDOOR DISPLAY - FLYING FIELD (NEAR THE RHINOS)

The outdoor display takes place at the top of the hill.

Visitors can sit on wooden benches to watch the display.

The benches do not have backs.

During the display:

- There is music and spoken commentary.
- There are free flying birds in the display.
- Guests must remain seated.
- Guests should be quiet while the birds are flying.
- Guests must not touch the birds.

The area can become busy, especially during peak times.

Staff are present and available if you need help.



Birds of Prey Display

BIRDS OF PREY DISPLAYS



INDOOR DISPLAY- ARK ARENA

The Birds of Prey display takes place inside the Ark Arena when there is wet or windy weather.

Inside the arena:

- It can be dark.
- There are fairy lights and spotlights.

Visitors can sit on wooden tiered seating.

The benches do not have backs.

During the display:

- There is music and spoken commentary.
- There are free flying birds in the display.
- Guests must remain seated.
- Guests should be quiet while the display is happening.
- Guests must not touch the birds.



SENSORY MAP



KEY

- PLAY AREAS
- TRACTOR RIDE
- CONSERVATION DOME
- FOOD & DRINK
- AREA UNDER DEVELOPMENT!
- GIFT SHOP
- TOILETS
- ZOO SCHOOL
- FIRST AID
- ZOO EXHIBITION
- LOOK OUT TOWER

	THIS AREA CAN BE MUDDY		FREE FLYING BIRDS OF PREY		THIS AREA CAN BE NOISY		THIS AREA HAS A STRONG SMELL
	NOT WHEELCHAIR ACCESSIBLE		THIS FLOOR CAN BE UNEVEN		MUSIC PLAYING		THERE IS NO MUSIC PLAYING
	THIS IS A QUIET AREA		DO NOT FEED THE ANIMALS		WASH YOUR HANDS.		