

Folly Farm Adventure Park & Zoo

ACCESS STATEMENT



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SA68 0XA



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INTRODUCTION

Our mission at Folly Farm is to continuously exceed our guest's expectations. We aim to provide our visitors with an exceptional experience from the moment they drive through our gates. This Access Statement has been produced with the intention to help you get the most from your day out at our park.

Unfortunately, despite our best efforts, some attractions could be unsuitable for guests with certain disabilities or health limitations. Please be aware it is never our intention to cause offence or to discriminate in cases where we believe there are safety concerns to refuse entry to an attraction or ride. The Health & Safety Executive states that for these reasons no discrimination is present.



Folly Farm is a longstanding member park of **BALPPA** (*the British Association of Leisure Parks, Piers and Attractions*) and works with other members on finding ways to improve access to and around our park and also ways to enhance the visitor experience.



We are proud to be recognised by the **Changing Places** scheme. Our purpose built changing and disabled facilities in the fairground give carers flexibility eliminate the need for manual handling disabled users, whilst providing the users with the comfort and dignity they deserve.

If you require any further information or would like a **LARGE PRINT** version, please do not hesitate to contact

us on **01834 812731** or email us at

info@folly-farm.co.uk



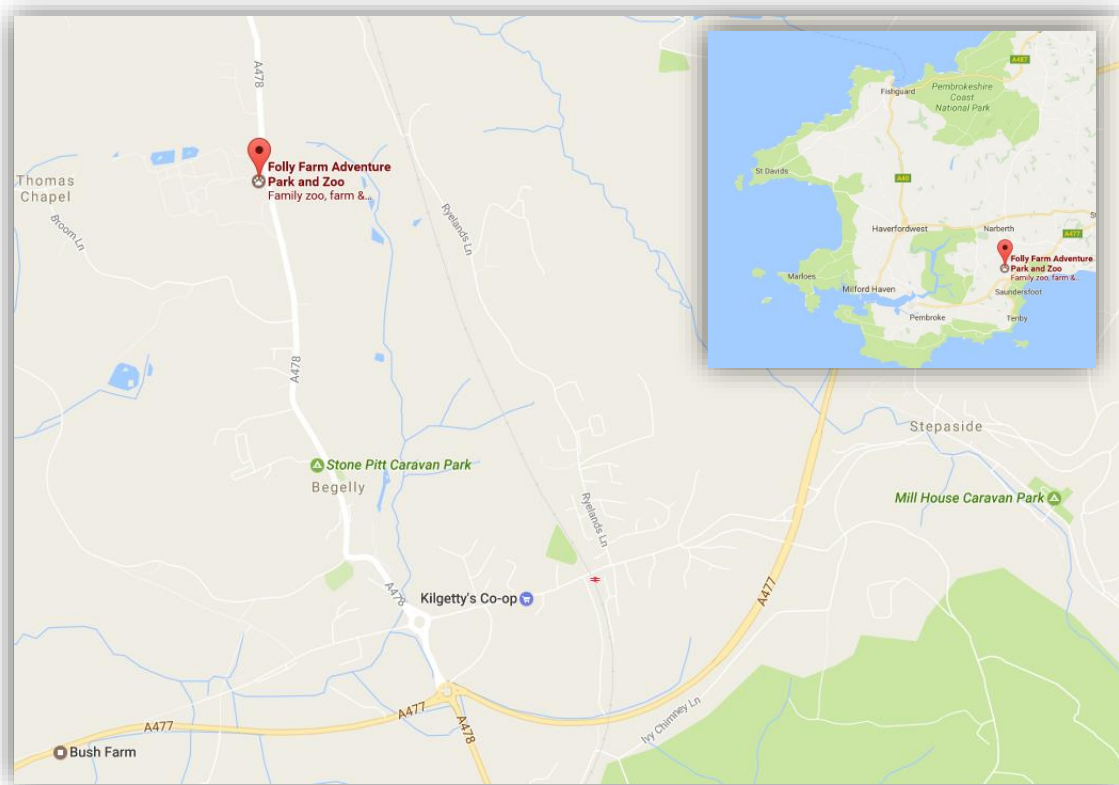
HOW TO FIND US

Folly Farm is located on the A478 Tenby to Narberth road (**SAT NAV: SA68 0XA**).

Our address is:

**Folly Farm,
Begelly,
Kilgetty,
Pembrokeshire,
SA68 0XA**

The park is easily accessible by car, bus and train. There is a bus stop on both sides of the road outside our main entrance which is part of the Tenby and Saundersfoot route. Visit the Pembrokeshire Council website for bus time tables (<http://www.pembrokeshire.gov.uk/>). There is also a main line train stop in Kilgetty which is just a short taxi ride away.





INFORMATION & PARK FACILITIES

ADMISSION PRICES

Disabled visitors will need to pay the standard admission prices, but this does include free entry for one carer. Please contact us for our current prices or if you have specific carer requirements. Please bring proof of disability entitlement such as a DLA Award, PIP letter, blue badge with accompanying photo ID or a letter on headed paper from your GP with accompanying photo ID as this is helpful for admissions staff as disabilities are not always apparent. Please be aware that we have no further concessions available on charges incurred inside the park.

PARKING

Both car parks have a dedicated disabled parking section which are clearly signposted and intended for blue badge holders. These are limited in number and available on a first come, first served basis so we advise you to arrive before noon to guarantee a place. All car parking areas and pathways are covered in a loose chipping surface or tarmac. Flood lights are used in both car parks during the evening or winter months.

TOILETS

Please see our park map to locate the various toilet blocks across the park. Each block is fully accessible and has a dedicated unisex disabled toilet. Please note that lights in some toilets are activated by motion sensors. Disabled toilets have contrasting toilet seats and handles to aid mobility. We have installed colostomy bag shelves and hooks in all of our disabled toilets.

DISABLED CHANGING

Spacious adult disabled changing facilities are available in a purpose-built suite in the Funfair. We have an adjustable bed and also a mechanical hoist for use (both have an in-date LOLER inspection). Please note that for hygiene reasons, we do not provide slings. Visitors requiring use of these facilities are responsible for bringing their own slings.

PATHWAYS

The majority of the park is accessible via tarmac or concrete pathways. There are some gradients across the Zoo and Farm areas which may present a challenge to wheelchairs or persons with limited mobility, however we have placed benches along these routes to allow frequent breaks.

WHEEL CHAIR & MOBILITY SCOOTER HIRE

We have a limited number of wheelchairs and mobility scooters available. We advise you contact us in advance of your visit to reserve one as there may not be any available on the day. Use of the mobility scooters comes with a charge of **£20** and a **£30** refundable cash deposit. The wheelchairs only require a **£10** refundable cash deposit. All wheelchairs and mobility scooters are regularly inspected and are issued to visitors in a safe condition with a demonstration of the controls and brakes given to the user upon issue. We ask that anyone making use of this service will use the equipment for their intended purpose and return them in the condition they received them.



ASSISTANCE DOGS

All types of assistance dogs are welcome on park. We ask that you notify admission staff of any assistance dogs you have with you. Whilst we recognise that assistance dogs are not legally required to wear a harness or jacket, we ask that all assistance dogs are kept on a lead or harness. Assistance dogs cannot be taken on any rides. Please be aware that we do not tolerate any pets or animals being left in cars and will contact the RSPCA or police if we have any welfare concerns. Due to the nature of our business, we have a list of additional requirements we ask all assistance dog users to adhere to:

- Dogs should be enrolled on a standard vaccination programme and is up to date on all inoculations and treatment,
- Your dog has not shown any signs of illness or disease in the 24 hours prior to visiting,
- Any faeces must be cleaned immediately and disposed of,
- Please do not allow your dog to have any physical contact with any of our animals,
- Supervise and control your dog at all times,
- If your dog begins to growl or bark or cause any other distress to our animals, please remove them to an area where there are no other animals,
- Please follow our staff instructions at all times.

INDUCTION HEARING LOOPS & EAR DEFENDERS

Please see a member of staff at the admission tills if you require one of our Induction Hearing Loops. We have several ear defenders available free of charge for visitors who may have audio sensitivity. Please respect the equipment and return them to the admission team at the end of your visit.

FIRST AID

We always have a number of first aid trained staff on duty and with multiple kits around the park, can treat most injuries at the scene of an accident. We have a portable defibrillator on site near the Side-stall games in the fairground and also a dedicated first aid building near the Big Wheel which can be used to administer personal medication. Please speak to any member of staff if you require assistance. Please note we are not authorised to administer medication, nor do we store drugs anywhere on park.

PARK VEHICLES

We may have park vehicles operating on site during the day. Only trained members of staff can drive our park vehicles and adhere to our strict 5mph policy. Our vehicles will always give way to pedestrians.

EMERGENCIES

In the case of an emergency situation, we have an alarm that sounds in our buildings along with red strobe lighting. Staff will be on hand to direct guests to the nearest Assembly points and sweep the park after an evacuation. All senior staff carries mobile phones.



PARK ATTRACTIONS

GIFT SHOP

The shop is accessible to all with a solid level floor and large access ways. All items are on display; however, some may be out of reach, so please ask a member of staff who will be on hand to assist you.

JOLLY BARN

Each enclosure is identifiable through clear signage and specially designed fences that take into account wheelchair users and children. The Jolly Barn is wholly accessible to everyone, with a play area in the centre of the building, where hazard tape marks the boundary of the raised play matting. Low level wash hand basins and hand dryers are located around the Jolly Barn. Animal handling activities take place during the day. Some activities may not be suitable for all guests. Please follow the advice of staff.

COUNTRY PARK & NATURE TRAIL

The Country Park and Piggery is accessible via a ramped underpass through the Jolly Barn. The paths are a mixture of tarmac and loose gravel. We recommend using our free Land Train that circles the Country Park. The Nature Trail is unsuitable for wheelchair users and is a short walk around a scenic backdrop.

LAND TRAIN

Our Land Train consists of several carriages pulled by a tractor around our Country Park stopping at the Nature Trail on route. The lead carriage is specially designed for wheelchair users, with a dedicated access ramp. Please follow the instructions of the driver. The ride can be bumpy in some places. We ask all wheelchair users comply with our policy of being strapped down in the disabled carriage. The driver will secure your wheelchair to the deck with a similar system used in minibuses.

TROPICAL TRAILS

Tropical Trails is accessible through solid ground level doors. There is a change in level leading to our Sloth Forest which is traversed by a short ramp. Due to the design limitation of the building, the walkways and doorways can be narrow with limited passing spaces. There are free flying birds present inside so each external door has translucent containment strips hanging down.

Zoo

The majority of paths around the Zoo are tarmac, with the minority consisting of a loose chipping surface. There are some gradients present whilst walking around the zoo which may cause difficulties for wheelchair users. Clear signage and viewing opportunities exist for every enclosure. Ramps have been installed on a select number of enclosures. Every new enclosure we install takes into account the needs of the disabled guest. Our Zoo Keeper Experiences are disabled friendly, however we would advise you contact us prior to booking to discuss your requirements.



FOOD & BEVERAGE OUTLETS

Each of our Food & Beverage outlets offers a wide range of meals and products. Please ask a member of staff prior to ordering about possible allergens or intolerances in the ingredients we use. There are several places to eat across the park. All menus are clearly visible however some counters may be slightly higher than others. Staff will always engage with everyone and help as much as they can. There are numerous dining tables or picnic benches scattered around each outlet. Allergen information is available for all of our food products at the till.

SANTA'S GROTTTO

The Grotto is disabled friendly. Father Christmas will ensure everyone has a magical experience inside his house. The lighting can be dim in some places but one of his elves will always escort guests in these areas.

THEATRE

We welcome every visitor into our theatre to enjoy our productions. The front two rows of the auditorium are reserved for guests with mobility, visual or hearing difficulties. Our staff will be able to seat you or your party in the best place. We don't allow any pushchairs in the theatre so as to not block the fire escapes. A hearing induction loop is available from the admissions area.

INDOOR PLAY AREAS

Carousel woods is our large undercover play area and is located to the rear of the funfair. It is accessible to all via a ramp within the fair or ground level exterior doors. Children can be monitored easily in the soft play areas however there is limited vision in some of the larger, wooden play structures. The larger pieces of equipment are accessed via a mixture of ramps, rope climbs & stairs. The entire play area is unsupervised and there are limitations as to who can use these facilities dependent on age and ability of individuals.

OUTDOOR PLAY AREAS

There are several outside play areas for children of all ages to play on. Most of these play areas have a surface of wood chippings which unfortunately mean they may not be suitable for all types of wheelchair. The play areas can be observed from close by and they are surrounded by grassed picnic areas and tarmac pathways. We do have wheelchair friendly play equipment in the Jolly Barn or Carousel Woods which are surrounded by rubber matting or soft padding.

OUR FAIRGROUND AND OUTSIDE RIDES

As a member of **BALPPA** we comply with their guidelines on public safety and the disabled. Due to the nature of some of our rides, they may not be accessible to everyone, although our Big Wheel, Tractor Country and Land Train rides do have accessible carriages or vehicles. We are bound by the ride manufacturers and external statutory inspectors to impose height limits on some rides for guest safety (**see Section 5 for height restrictions**). Staff are not permitted to help guests from a wheelchair onto a ride but will assist in securing any seatbelts or issuing instructions. All our rides can be seen in full operation and it is recommended that guests watch the rides in motion prior to riding to more accurately assess its suitability. Please ask a member of staff if you are unsure. Guests who are pregnant or those who suffer from back or neck injuries are advised not to ride any of our attractions. Please note, that we do have music playing on the majority of our rides and with the Fairground rides being house inside, the volume of the music can be unappealing for some guests.

STAFF INTERACTION

All of our staff wear name badges and are receive a full safety induction and training to carry out their role. Staff that are likely to come into close contact with children undergo DBS checks where required.



RIDE QUEUING PROCEDURE

Disabled guests are allowed to gain access to the ride via the exit route. Please note that bypassing the queue system is for access purposes only and does not necessarily mean you will get on the ride more quickly. If a member of your party struggles with queuing, we are happy for another person in the group to queue on their behalf.

RIDE LOADING, UNLOADING AND OPERATION

Due to the nature of these rides, there may be difficulty in transferring wheelchair users onto some of our rides. Please speak to the Operator before you queue for the ride. Unfortunately staff are not permitted to transfer guests themselves but will be able to secure them into the ride and issue instructions. Stopping the ride during a session to let a distressed rider off will take some time as the Operator must ensure the ride is stopped safely and sometimes could involve requiring the ride to be balanced.

HEIGHT RESTRICTIONS CHART

Location	Ride	Minimum Height	Ride with An Adult	Ride Alone
Fairground	Austin Cars	None	None	None
Fairground	Cakewalk	1m	Below 1.2m	Above 1.2m
Fairground	Caterpillar	1m	Below 1.2m	Above 1.2m
Fairground	Chair o Planes	1m	Below 1.2m	Above 1.2m
Fairground	Dodgems	1m	Below 1.2m	Above 1.2m
Fairground	Gallopers	None	Below 1.2m	Above 1.2m
Fairground	Ghost Train	None	Below 1.1m	Above 1.1m
Fairground	Jets	1m	Below 1.2m	Above 1.2m
Fairground	Mini Carousel	None	None	None
Fairground	Mini Waltzer	None	None	None
Fairground	Muffin the Mule	None	None	None
Fairground	Skid	0.9m	Below 1.3m	Above 1.3m
Fairground	Speedway	1m	Below 1.2m	Above 1.2m
Fairground	Train	None	None	None
Fairground	Twist	1.1m	Below 1.3m	Above 1.3m
Fairground	Waltzer	1m	Below 1.2m	Above 1.2m
Outside Ride	The Big Dig	1m	Below 1m	Above 1m
Outside Ride	Go-Karts	0.84m	Below 1.45m	Above 1.45m
Outside Ride	Pembrokeshire Wheel	None	Below 1m	Above 1m
Outside Ride	Paratrooper	0.9m	Below 1.2m	Above 1.2m
Outside Ride	Tractor Country	None	Below 1m	Above 1m
Country Park	Land Train	None	None	None