



# ACCESSIBILITY STATEMENT FOR WHITE POST FARM

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## **Level access**

The zoo is a mostly flat area, with a few places with slight incline which are still accessible.

There is level access at the entrance of the zoo and all other areas which include:

- Go Active Falconry Centre
- The Silver Barn
- The Lunch Barn
- The Tea Rooms
- The Jungle Barn
- The field walk to our animal paddocks.
- Wallaby Walkthrough
- The Gift Shop
- Reptiles of the World
- Top Yard – Meerkats, Armadillo & Porcupine
- Merv's Lookout – Outdoor Play
- Accessible Toilets
- Changing Places facilities.
- Events Barn

## **Hearing**

- We have noise cancelling headphones available and hung up next to the entrance of Reptiles of the World.

## **Visual**

- Signage is low and accessible to read.
- Any high-walled enclosures have viewing windows so are visible from a lower level.

## **General**

- We offer a discounted ticket rate of £3 for personal assistants/carers.
- We have a wheelchair on site available to assist visitors, as well as sensory bags available for the day for a refundable deposit.
- We welcome fully trained assistance dogs into the site. The team at the entrance gate will inform the operations manager and other staff members. We ask if the assistance dogs can always be on a lead and for owners to be responsible.
- If the dog's behavior, or that of the zoo animals is affected, we politely ask you to move away from that area.
- We kindly ask that you avoid the Falconry Centre & Wallaby Walkthrough with your assistance dog.

## **Getting Here**

White Post Farm,

Farnsfield, Newark

NG22 8HL

## **Travelling by Public Transport**

- You can get to White Post Farm by bus.
- The nearest bus stop is on Mansfield Rd, next to our car park entrance and the White Post Pub.
- There is a dropped curb to allow safer crossings but please take care when crossing.
- Trentbarton bus service SA (Sherwood Arrow) and Stagecoach bus services 28 and 28b all stop at the farm.
- The nearest mainline railway station is Mansfield, approximately 9.3 miles from the farm. There is a short walk to the bus station where you can catch the 28 or 28b to the farm.

### **Travel by Taxi**

- Many Nottinghamshire taxi companies have accessible vehicles, including ACE-ABC (Mansfield) & D&G (Nottingham). Search your local area for more information.
- There is a taxi pick up and drop off point at the ‘Pet Shop Hotel Parking,’ situated next to the entrance gate.

### **Parking**

- The entrance to the farm car park is off Mansfield Rd.
- Parking is free of charge throughout the entire day.
- There is designated accessible parking to the left of our field car park entrance, which is clearly sign posted.



## Arrival

Path from main entrance from Mansfield Rd.

- From the street to the main entrance there is an incline down until you reach the entrance gate.
- There you will find level access to the farm.
- The path is 2000mm or more.



Path to main entrance from car park.

- From the car park to the main entrance there is level access.
- The path is level from the accessible car park. If parking in the field car park, this is a large grassed area.
- The path is 2000mm or more.

## Main Entrance

- Before entering the gift shop/entrance gate, it may be necessary to queue.
- If you cannot queue, please notify a staff member, and we will arrange assistance.
- The entrance gate has level access.
- The door is 1400mm wide.
- The entrance has double doors, both of which can be opened out to create a larger accessible space.
- The main entrance/gift shop floor is a smooth surface, with anti-slip carpets secured down.
- The minimum width of the aisles in the Gift Shop is 1050mm.
- The main entrance is well-lit with ceiling lights, as well as an outdoor light for evenings/winter.
- There may be low-level music playing from a radio, this can be turned off upon request.
- This area can get busy at certain times. If this is the case, please use our alternative route to exit the farm.



## **Alternative Route**

- This alternative route can also be used to enter the farm.
- This route has level access and a wider width than the indoor entrance.



## **Ticket/Gift shop tills**

- This is where you can purchase your tickets.
- If you require any assistance, please ask a member of the team behind the desk.

## **Getting around the Farm**

- There is a wheelchair available to use if needed. Please inquire at the entrance gate/gift shop.
- All attractions at the farm are accessible to all.

## Talks/Tours

- There are several talks around the farm, these will be listed on the entrance boards and on our timetable handed out on your arrival.
- We do offer private animal encounters which would need to be booked in advance. For more information on accessibility in these encounters, please get in touch at [hello@whitepostfarm.co.uk](mailto:hello@whitepostfarm.co.uk).

## Go Active Falconry Centre

- From the main entrance, there is level access to and around the Falconry Centre.
- The entrance width is 2000mm
- The route around the Falconry Centre is 1630mm or more.





## The Silver Barn

- From the main entrance to the Silver Barn there is level access.
- The entrance to the barn and around the barn is level access.
- The entrance door is 2300mm wide.
- There is an exit to the back of the barn, this does have a short, steep incline. We advise to exit through the front entrance to the barn.
- There is seating available in this area.



## **The Field Walk to Animal Paddocks**

- From the main entrance to the field walk there is level access.
- There are two routes for the field walk, each start with a flat concrete path.
- There is a long field walk and a short field walk.



- The long field walk includes an uneven path with a steep, short incline, and an uneven surface.
- The middle of the field walk, near the deer and cow fields, is a slightly uneven surface which is a grass and bark.



- The short field walk has an even path throughout the entire route (This cuts past the Bouncing pillows & Sulcata tortoise enclosure.)
- The field walk is 2000mm wide.



## Wallaby Walk Through.

- From the main entrance to the Wallaby Walk through there is level access.
- The Wallaby Walk through has level access through an airlock gate.
- The airlock gate is 860 mm wide.
- The path around the Wallabies is on an incline and is slightly uneven ground.
- The path is 1900mm wide



## Reptiles of the world

- From the main entrance to the entrance of reptiles of the world, there is level access.
- The entrance to Reptiles of the world has level access.
- The door is 940 mm wide
- There are noise cancelling headphones upon request.
- The flooring is flat concrete with a smooth surface.
- The smallest part of the walkway is 1160 mm wide.
- The exit door is 940 mm wide.



## **Top Yard – Meerkats, Armadillo & Porcupine**

- From the main entrance there is level access
- This is a large open space
- The floor is concrete which has some drain covers, causing some uneven spots
- The Meerkats have low viewing windows and a viewing area.
- The viewing area is 1150 mm wide



## **The Nocturnal Room**

- From the main entrance there is level access
- The entrance to the Nocturnal room is 990 mm wide



## Places to eat and drink

### The Tea Rooms

- From the main entrance there is level access
- The first entrance door is a single manual door
- The first entrance door is 670mm wide
- The back entrance door is a double manual door, this can be opened to create a larger accessible space.



- The walk through the dining area is 1500mm wide.



- The menu and ordering can be done face to face in the tea rooms.
- Menus are available on the tables or behind the counter.

- There is no background music played
- This area can become busy during peak times
- There is an outdoor dining area, this area is grassy with plenty of space between picnic benches.



- There is an alternate seating area to the left of meerkats, this is a set of picnic benches.
- The entrance to the picnic bench area is 1870mm wide.

## Lunch Barn

- From the main entrance there is level access
- The door is 920mm wide
- This area is open to the public however is used for school and guide groups so can become busy.
- The kitchen is only open on weekends or half terms.
- The menu and ordering is available at the Lunch Barn tills and displayed outside the lunch barn.
- The walkway through to the kitchen tills is 2000mm or more.
- The walkway through the dining area is 1600mm wide.
- There is no background music.

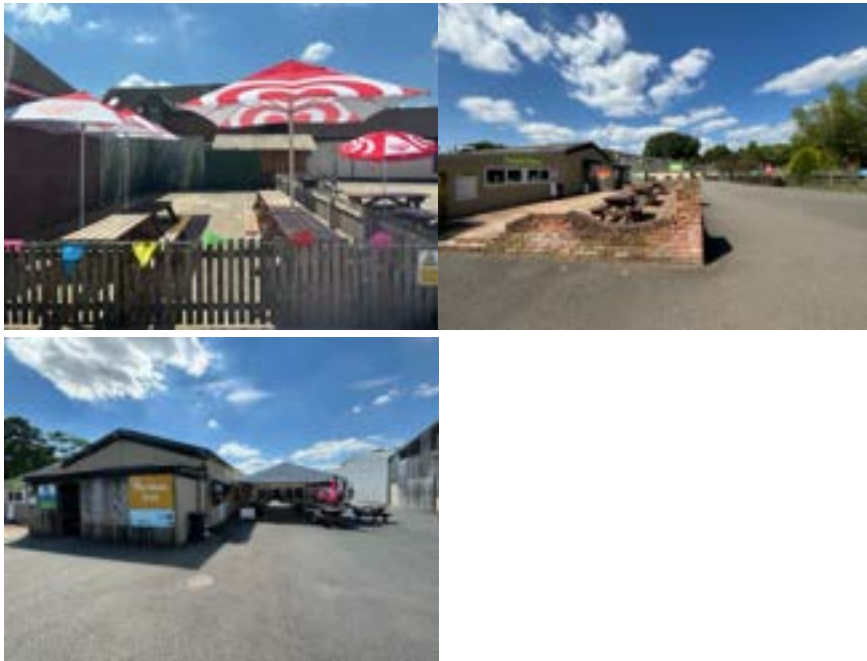


- The barn can be echoey.



## Picnic

- There are picnic spots around the farm
- These are located to the right of the lunch barn, this is under canopy. At the front of the lunch barn, in the tea room gardens and to the left of the meerkats.



Water bottle refill points.

- There is a drinking water tap located at the right of the lunch barn, Infront of the covered picnic area. This can also be used to fill drinking bowls for service animals.

## Playing

### Merv's lookout – Outdoor play

- From the entrance there is level access
- There are two entrances to the park located at the front and rear of the play area.
- The front entrance is 1700mm wide
- The rear entrance is 1200mm wide
- The floor is concrete with grassy areas.
- The play area is designed for a mix of age groups
- There is a large climbing frame, trampolines, jumping pillows, the sandpit and the go cart track.
- There is seating available
- There is shaded area's



## Jungle Barn – Indoor play

- From the main entrance there is level access
- The entrance door is 900mm wide
- This play area is designed for a mix of age groups
- The floor is concrete from the entrance leading to rubber flooring for the tree house play frame.
- There is seating available
- There is a food and vendor within the jungle barn.



## Miniville – Indoor role play

- From the main entrance there is level access
- There is ramp access to Miniville
- The door way is 1500mm wide
- The floor surface is concrete which is smooth and even
- This is often a quiet space
- There is seating available



## Public Toilets

### General facilities

- There are two main toilet blocks on the farm, these are located to the right of the lunch barn and next to the Tea Room entrance.
- Both toilet block has ramp access

### Accessible toilets

#### Toilet D1

- There are 4 accessible toilets located around the farm. There are two located at the toilet block to the left of the lunch barn.
- The toilet door is 900mm wide
- The direction of transfer to the toilet is to the left
- There is 1300mm at the side of the toilet. There is 1700mm in front of the toilet. The toilet seat is 490 mm high. The toilet has handrails.
- There are personal care facilities



## Toilet 5

- The toilet door is 900mm wide
- The direction of transfer to the toilet is to the left
- There is 800mm at the side of the toilet. There is 1800mm in front of the toilet. The toilet seat is 500 mm high. The toilet has handrails.



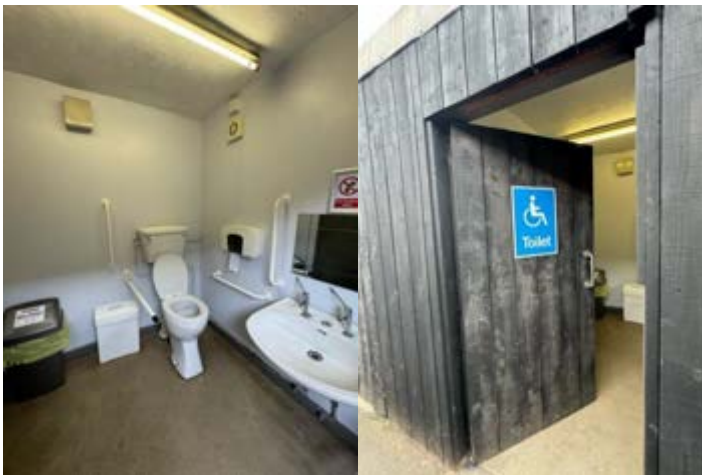
## Lunch Barn

- The toilet door is 830mm wide
- The direction of transfer to the toilet is to the right
- There is 1300mm at the side of the toilet. There is 1100mm in front of the toilet. The toilet seat is 480mm high. The toilet has handrails.



## Top Yard.

- The toilet door is 810mm wide
- The direction of transfer to the toilet is to the left
- There is 1200mm at the side of the toilet. There is 1500mm in front of the toilet. The toilet seat is 570mm high. The toilet has handrails.



## Changing Places

- There are number of changing places around the farm these are located at the toilet block to the right of the lunch barn, in the accessible toilet in the lunch barn and in the toilet block next to the tea rooms.
- Changing supplies are available to buy at the gift shop, along with clothes and some medications (paracetamol, antihistamines, plasters, suncream, wet wipes, Calpol and sanitary supplies).

## Customer care and support

### First aid

- We always have trained first aiders onsite when the farm is open

### Emergency evacuation procedures

- We have emergency evacuation procedures for all visitors in the case of a fire or other emergency.
- In the case of an evacuation, all visitors will be led to safety by a member of the team.

### Prayer Space

- If you require a prayer space, please ask the gift shop till and we can arrange this for you.