

## **Disabled Visitors Terms & Conditions**

We are an accessible visitor attraction so visitors with wheelchairs and mobility requirements can relax and enjoy their day. All enclosures can be accessed by wheelchair or mobility scooter and there are two disabled toilet facilities. Further information on the accessibility of Curraghs Wildlife Park is detailed below.

### **Admission**

Disabled Visitors receive the Concession Rate for entry to the Park.

Registered carers receive free entry when with their care receiver.

Please see the Opening Times and Prices page on our website for more details.

### **Wheelchair and Mobility Scooter Hire (subject to availability)**

Manual wheelchairs and three mobility scooters are available on request at the Park's reception when entering the Park.

You can call us on 01624 897323 to check availability. However, they are booked on a first come, first served basis and unfortunately we cannot guarantee availability upon arrival at the park (even if they were available earlier in the day).

### **Assistance Dogs**

Unfortunately Curraghs Wildlife Park does not permit the admittance of assistance dogs as we are unable to control the associated biosecurity risks and prevent animal distress. We have considered the advice of BIAZA (the professional body representing zoos and aquariums in UK and Ireland) and the layout of our Park in making this decision.

### **Accessibility**

#### **Car Park**

There are 5 disabled spaces at the park which have extra room and are close to the Park entrance.

#### **Entrance**

Entry is to the right of the shop. The gate can be opened to a width of 190cm and can be held open by Park staff if required.

#### **The Park**

Although the Curraghs Wildlife Park is located on a 50 acre wetland site, there are accessible paths linking all enclosures.

There are also additional boardwalks and trails which are wide enough for wheelchair and mobility scooter access. However, we recommend that care and visitor judgement is made when deciding to use them. All enclosures can be accessed without using the boardwalks and trails.

## **Toilets**

There are two accessible disabled toilet facilities, one at the café and the other next to the Play Barn.

## **Viewing Enclosures**

Nearly all of our enclosures have either:

- Viewing windows at a suitable height for wheelchair and mobility scooter users.
- Wired/wooden fencing that can be seen through at all heights.

Enclosure exception: Otters

## **Viewing Feeds & Talk Times**

We currently run three daily feed times (which sometimes contain talks depending on volunteer availability and season):

- Penguins at 11am and 3pm
- Meerkats at 2pm
- Pelicans at about 3.05pm (straight after the penguins)

If you are struggling to get a view when attending feed talks, please speak to a member of staff who will try to help you the best they can.

Note: Other feed times and talks with different animals are also available depending on the season. A Whats On programme will be available at reception on the day of your visit.

## **Animal Experiences**

Unfortunately our animal experiences require entry into enclosures which can be difficult for those with mobility issues and wheelchair or mobility scooter users. Please contact us if you wish to do an animal experience and we will do our very best to accommodate you.

## **Miniature Railway**

The miniature railway can fit a carriage for wheelchair and mobility scooter users. There is a portable ramp that allows access onto the carriage. You may have to wait a few minutes while they fit the carriage to the train. Unfortunately some wheelchairs may be too wide for the train but the Manx Steam and Model Engineering Club will accommodate you the best they can.

## **Further Information**

For any questions not covered in the above terms and conditions, or for any other issues, please contact the Park on (01624) 897323.