

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. A registered carer is someone who is a full time carer and in receipt of Carer's Allowance. Carers will be expected to show their letter from Social Services, in order to be admitted without charge

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 mobility scooters are available on request at the Park's reception when entering the Park. We also have 2 mobility scooters that can be booked in advance – and we have 4 available on the day

You can call us on 01624 897323 to check availability. Normally they are booked on a first come, first served basis meaning that we cannot guarantee availability upon arrival at the Park.

However we understand that some visitors may not be able to set off to the Park without knowing whether a wheelchair or scooter is available – if you have not been able to book on of the 2 scooters in advance we can reserve one for ONE HOUR enabling you to phone the Park when you set off and ask for a wheelchair or scooter to be ready for your arrival. After that time it may be offered to another visitor if it is required. Please specify your requirement when you call, and leave your name.

Assistance Dogs

Unfortunately the 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, there is also a slope into the Park. However if you would rather stay on the flat ask staff if you can come through the side gate better suited to scooters and wheelchairs.

The Park

There are some challenging areas for scooters and wheel chairs such as the nature trail boardwalk so we do not recommend taking a mobility scooter along the nature trail, including the Park's own scooters (no animal enclosures are on the nature trail)

As we have some paddocks with free ranging animals so double gates are in place, which may be a challenge to someone on a scooter so we recommend having someone with you that can assist in opening gates if you are unable to get on and off the scooter unassisted.

We cannot guarantee safe routes for your own mobility scooter as paths have been risk assessed for the Park's mobility scooters that have large wheels and sufficient power for slopes. Smaller travel or pavement style scooters may not be suitable for all paths.

We offer:

- Free disabled parking spaces close to the entrance
- Free entry for registered carers
- Free wheelchair and mobility scooter hire (subject to availability)
- Accessible toilets at the centre of the Park and at the café

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.