

# ACCESS STATEMENT

## Folly Farm Attraction



[www.folly-farm.co.uk/](http://www.folly-farm.co.uk/)



[info@folly-farm.co.uk](mailto:info@folly-farm.co.uk)



01834 812731



SA68 0XA



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## INTRODUCTION

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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, eliminates 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](mailto:info@folly-farm.co.uk)**

## HOW TO FIND US

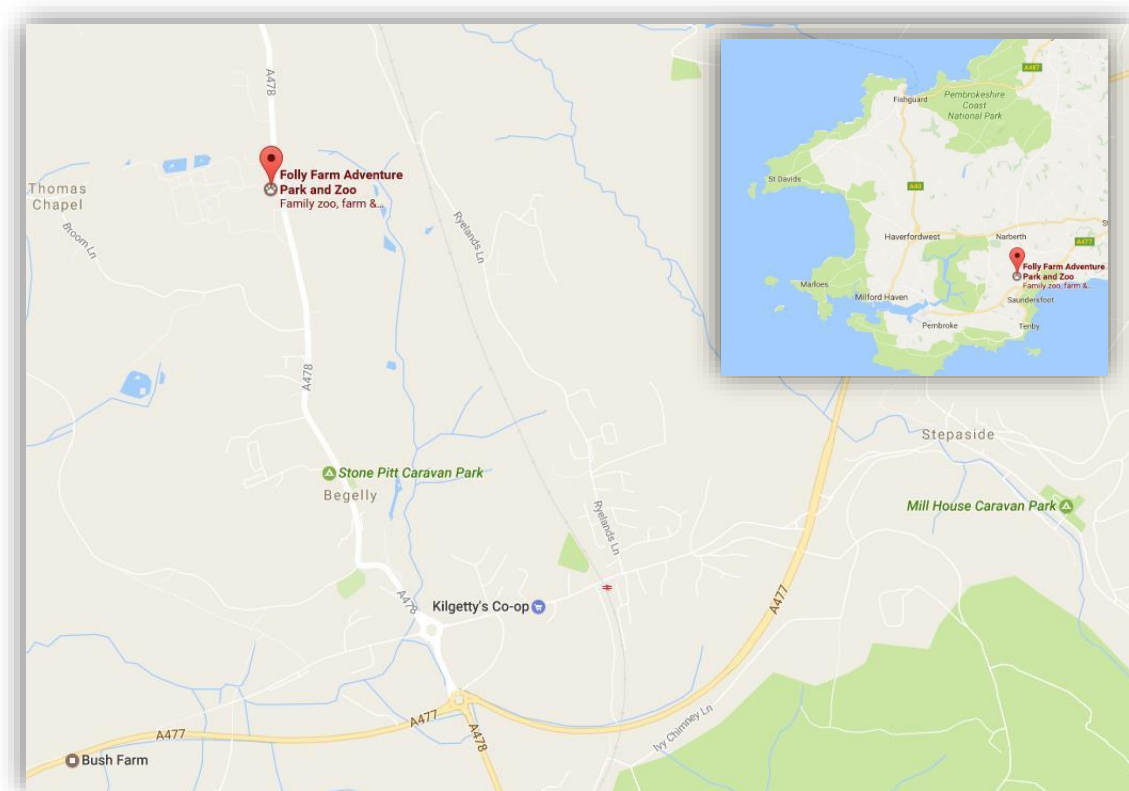
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Folly Farm is located on the A478 Tenby to Narberth road (**SAT NAV: SA68 0XA**).

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

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### ADMISSION

Disabled visitors will need to pay the standard admission prices, but may be permitted to have an Essential Companion accompany them free of charge upon a successful application through Nimbus Disability and the Access Card scheme. Using Nimbus Disability to validate disability and accessibility requirements removes the need for visitors to bring sensitive documents along with them and saves time and any awkwardness at admissions as well as helping our staff easily validate and recognise when visitors require an Essential Companion.

Disabled visitors will need to apply online through Nimbus Disability at least 7 working days before they plan on visiting us. Visitors can either apply for a FREE Folly Farm Digital Access Pass to visit Folly Farm only, or can upgrade to a physical Access Card for £15 which is accepted at attractions across the UK. Both the Digital Access Pass and Access Card are valid for 3 years. In order for an Essential Companion to be admitted, the disabled visitors Access Pass/Card MUST show the '+1' symbol.

For further information, FAQs and how to apply for a Digital Access Pass/Card please use the link below:

<https://www.folly-farm.co.uk/plan-your-day/accessibility/essential-companion/>

Entrance to park is via any of our open admission booths, the number of which varies depending on how busy we forecast to be. A dedicated booth is not available as we have found that this can actually cause more delays than having visitors access all admission booths. We always endeavor to keep queue time to a minimum for all of our visitors, but due to the seasonality of the business during peak times queues are likely to form.

Once through the admission booths, access onto the park itself is via the Shop. We understand that this may be overwhelming for some guests so a side gate can be opened upon request to an admissions staff member to avoid the route through the shop.

### PARKING

Our main car park is located on the same side of the road as the park with an overflow car park on the opposite side of the road with pedestrian access via an underpass. 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.

## WHEELCHAIR & MOBILITY SCOOTER HIRE

We have a limited number of wheelchairs and mobility scooters available. We advise you book these online in advance of your visit as there may not be any available on the day (see links below). 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.

For Mobility Scooter booking please follow:

<https://shop.folly-farm.co.uk/event-tickets/61067>

For Wheelchair booking please follow:

<https://shop.folly-farm.co.uk/event-tickets/61069>





## 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 before you can be permitted onto park for the safety of both you and your dog as well as our own animals and other guests. You will be asked to sign a copy of this on the day of your visit:

- 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, which means that you are unable to access any walkthrough enclosures such as Sloth Forest,
- 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.

## EAR DEFENDERS

We have several ear defenders available for a £5 refundable deposit for visitors who may have audio sensitivity. These can be collected from admissions. Please respect the equipment and return them to the admission team at the end of your visit to have your deposit returned.

## 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

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### 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, with graduated 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 which are advertised on boards at the entrances. 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 an automatic ground level door. 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 Feeding Experiences are disabled friendly, with the exception of the sloth experience which is not suitable for wheelchair users as it takes place at standing height. However, we would advise you contact us prior to booking any experience 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 GROTTO

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

Our Theatre is typically used for 3<sup>rd</sup> party productions or events rather than as part of our daily park offering. 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.

## 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. Our newest play areas at 'Pirate Adventure' have the addition of accessible features including wet pour rubber surfaces to allow access, wheelchair accessible ramps, a companion slide and low level interactive play stations. We also 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 page 9*). 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 housed inside, the volume of the music can be unappealing for some guests.



Access to our rides is not included in the admission price as not all of our visitors may wish to make use of them and also height restrictions are in place meaning that not all guests are able to use them. If visitors do wish to make use of the rides, then they can either purchase ride tokens and pay as they ride, or alternatively make use of our Ride Wristband which once purchased allows unlimited access to all rides (except Go Karts and Side Stalls). If a disabled guest purchases a Ride Wristband and has qualified for an Essential Companion via Nimbus Disability then their Essential Companion also qualifies for a free Ride Wristband in order to accompany them on the rides (again a '+1' symbol must be present on their Digital Access Pass/Card). The Essential Companion will however, only be permitted to ride when accompanying the disabled guest.

## STAFF INTERACTION

All of our staff wear name badges and receive a full safety induction and on-going 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

Ride queue times are typically not long due to the high throughput available on our rides and as such there is no Queue Pass or Fast Track system in place for any of our rides. If a member of your party struggles with queueing, we are happy for another person in the group to queue on their behalf, with access being gained through the exit route where requested.

## 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 this 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
Fairground	VR Ride	None	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