

April 2016



Guide for guests with disabilities

This guide has been designed to ensure that you have a safe and enjoyable day at Robin Hill. We would like all of our guests to have a pleasant visit to our park and to enjoy as many of the attractions as possible.

This guide gives details of ride restrictions, attractions access and any requirements for helpers to accompany guests. This should enable you to assess your own abilities and make an informed decision about which attractions you are able to, or wish to use.

STATEMENT ON PUBLIC SAFETY FOR DISABLED PEOPLE

Certain rides/attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides/attractions should we feel there is a danger to a particular individual or individuals for whatever reason. We have been advised by the Health & Safety Executive that refusal on the grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety.

HELPERS / CARERS

In certain situations (such as extreme weather conditions, mechanical problems or power interruptions), it may be necessary for guests to be evacuated from the rides, possibly from the highest point.

For safety reasons, guests with disabilities are required to have at least one helper over the age of 14 accompany them onto the rides. Helpers accompanying guests with disabilities onto the rides are required to sit in the same carriage, boat, seat or row as the disabled guest they are assisting.

Helpers must be able to assist disabled guests with loading and offloading (including their transfer from wheelchairs). Our rides hosts will give full instructions, but for everyone's safety, we will leave all lifting to the helpers.

Helpers must also be able to communicate any safety restrictions and messages, and assist with any emergency or evacuation procedures.

ADMISSION AREA, SHOPS AND CAFES

The admissions area is suitable for all users to gain access to the park. Wheelchair users are welcome to ask for assistance when making purchases in our shops or cafes. Ramped access to cafes exist where necessary. Guide Dogs are always welcome in our parks.

FIRST AID

Our First Aid point can be found adjacent to our main admissions desk. Please ask a member of staff for assistance. Though we do not offer wheelchair hire, we can cater for a number of special needs, including the cold storage of medicines, recharging of electronic equipment and temporary care of left luggage etc. First Aiders are on duty every day at both parks.

TOILET FACILITIES

At Robin Hill there are disabled facilities at the main entrance, Africa Adventure and adjacent to the toboggan run in the valley.

PARKING

For visitors in cars, we have Disabled Car spaces in our main car park adjacent to the pedestrian exit. If necessary, it is possible to stop outside the main entrance in order to allow disabled passengers to alight. Drivers can then return their vehicles to the car park.

For visitors arriving by coach or mini bus the parking is approximately 300 metres away. Again, it is possible for disabled groups to alight next to the entrance before the vehicle returns to the appropriate park.

WHEELCHAIR AND ELECTRIC MOBILITY SCOOTER USERS

The park is set within 88 acres of down land and a wooded valley. This means that the route around the site is sloping in places and some paths have a gradient of 1:5 (12°). The majority of the park is accessible by wheelchair but some paths are gravel or grass based.

Visitors in manual wheelchairs who wish to visit all areas of the park should be accompanied by strong helpers. Those using electric mobility scooters must ensure they are confident in using the equipment and **do not exceed its capabilities**. Particular attention should be paid to the paths leading to and from the Squirrel Tower (Canopy Skywalk), The Tree House and The Rabbit Run where gradients are likely to be at their steepest.

ENVIRONMENT

The majority of the park's attractions are outdoors. Due to the unpredictable nature of the British weather, paths may be wet and conditions could be windy. Visitors should ensure they are dressed appropriately including suitable footwear, and any mobility aids used should be fit for purpose.

ADMISSION CHARGES

We do not wish to discriminate against visitors with disabilities and therefore the appropriate admission rate will be charged.

Visitors who are disabled and assisted by a Carer, are both eligible for our concession rate on our Standard Tickets. Proof of disability may be requested to confirm eligibility. This may include:

- A copy of the Visitor's Award Letter for Disability Living Allowance
- A copy of the Visitor's Blue Badge
- A copy of BD8 Certificate for being registered blind or partially sighted

For Visitors who are disabled and who plan to visit the park on a regular basis throughout the season with their Carer, we recommend the purchase of our heavily discounted ***Frequent Visitor Ticket*** and ***Carer card***.

The Carer card can only be used in conjunction with a Frequent Visitor Ticket purchased for the disabled visitor, but it can be shared amongst the authorised Carers, providing flexibility. If more than one Carer is required to accompany a disabled visitor, then additional Carer cards will need to be purchased. Each Carer card provides admission for one Carer only.

Proof of Carer status may be requested to confirm eligibility. This may include :

- ID card from Carers Support Centre
- Benefit entitlement letter from the Department of Work and Pensions (DWP) to prove receipt of a Carer's Allowance (CA)
- Disability Living Allowance, Personal Independence Payment or Attendance Allowance benefit entitlement letter
- I Count card form the [Register for Children and Young People with Disabilities](#)

The Carer card is the same price as our Frequent Visitor Ticket as we are unable to discount our prices any further but this works out cheaper than a Carer having to pay the concession rate of a standard ticket price per visit. No other offers or discounts apply.