

POLAR – Accessibility Guide

This guide has been designed to ensure that you have a safe and enjoyable visit to POLAR. We would like all of our guests to have a safe and pleasant experience at our event, and guests should use this guide to make an informed decision about which attractions they wish to use. Please note, attractions within the park can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain attractions should we feel there is a danger to an 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.

Supplementary Information

Please note during POLAR not all elements of Robin Hill will be open. The key below outlines certain accessibility considerations for the listed attractions below.



Enclosed Spaces



Narrow Access (to or within)



User Restrictions



Strobe Lighting (including other lighting effects)



Steps (to access or within)



Steep or difficult ground.



Lighting

Throughout the event many different lighting effects will be in use which include but are not limited to 'moving head lights' numerous flashing lights within the majority of areas, and also some use of lasers and strobe lighting. Visitors with photosensitive epilepsy or other conditions which could be triggered by light should consider this information carefully before making their visit.



Environment

The majority of the event is 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. Paths and walkways will include the following surfaces: tarmac, gravel, grass, concrete and wooden decking.



Most elements of the POLAR event are held after the hours of darkness. There is always adequate lighting to navigate all paths, attractions and features that are open for the event. However, the



reduced lighting levels inevitably mean that in places changes in surface and terrain will be harder to identify – particularly for those with sight impairment.



Wheelchair and electric mobility scooter users

POLAR is set within 88 acres of downland 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. The majority of the park is accessible by wheelchair, but some paths are gravel based. Visitors in manual wheelchairs who wish to visit all areas of POLAR 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**.

Big Red Express



Manual Wheelchair access via the rear carriage. Big Red has the capacity to take two standard manual wheelchairs at any point, unfortunately we are unable to carry mobility scooters. Speak to the driver who will be able to put the ramps in place and attach the wheelchair safety belts.

Cows Express Train Ride



Persons who suffer from heart conditions and pregnant women are advised not to ride. Persons with broken/fractured limbs are advised not to use this ride.



All Guests wishing to use this ride must be able to brace themselves with their hands and feet and remain seated upright. Wheelchair access to the platform is possible, but a further step up and over the platform is required.

Handmade Decoration Workshop



Wheelchair access is possible to the Decoration Workshop via a ramp through the main doors.

POLAR Hollow



POLAR Hollow may be accessible via a gravel path, wheelchair users will require a strong helper to enter this area.

POLAR Show Finale



Wheelchair access is possible via the top access to the Amphitheatre. Wheelchair spaces are allocated via the online ticket booking system on a first come first served basis. Additional seating required is also booked online on the ticket booking system – unfortunately we are unable to guarantee seating together.



The show features many different lighting effects. Visitors with photosensitive epilepsy or other conditions which could be triggered by light should consider this information carefully before making their visit.



The show is entirely external, and suitable outdoor clothing is required.

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.

Facilities

We offer a range of facilities for our guests, these include;

- First Aid
- Cold Storage of Medicines
- Recharging of Electronic Equipment

Disabled toilet facilities are located adjacent to the main entrance.