



ROBIN HILL

Accessibility Guide



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Helpers

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 row, toboggan or carriage 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.

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. 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. The Big Red Express runs frequently throughout the day and offers access to extensive areas of the park for reduced mobility customers, limited to one wheelchair per trip.

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 Falconry Area where gradients are likely to be at their steepest.

Environment

Most 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.

We offer a range of facilities for our guests;

- First Aid
- Recharging of electronic equipment
- Cold storage of medicines
- Disabled toilet facilities (see map)
- Disabled parking

Unfortunately, we're unable to hire out wheelchairs.

Ability dogs are always welcome.

Sensory

We pride ourselves on immersive fun at Robin Hill, but we know that some of these experiences aren't for everyone. Below is a list of the park's sensory elements:

- 4D Motion Cinema, the rides area and Jungle Heights all play music and can become considerably noisy at peak times.
- Customers are at risk of getting wet when near Splash Attack, the bridges in the Lower Valley ponds and The Parting.
- When watching Falconry Displays, customers will experience low flying birds and handlers use microphones to communicate to customers.
- While very friendly, we like to make customers aware that our resident peacocks are free roaming around the park.

Accessibility Sessions

We're dedicated to the enjoyment of our customers at Robin Hill and want to make sure that everyone can experience the park to its full potential, which is why we've started our very popular Accessibility Sessions.

During these sessions we close off certain areas of the park, turn off the music and lift some of the usual requirements for a limited number of guests. Current sessions include Jungle Heights and the main rides area. See our website for more details.

The sessions are for a limited number of guests and fill up quickly. Bookings are taken via phone and email to ensure a tailored experience for our customers, please speak to a member of our team by calling 01983 527352 or email us at info@robin-hill.com.



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Guide for Guests with Disabilities

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

Robin Hill is dedicated to ensuring visitors with specific needs are able to enjoy the park and will do all that is practical to ensure a safe and pleasurable stay.

Certain rides/attractions in our park 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 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.

Ride Restrictions

The following should be read in conjunction with the information boards located at each ride. If you are in any doubt, please speak to a Ride Operator at the ride's exit gate before queuing. Please note that the Ride Operator's decision is final as to whether a guest is able to use a ride.



Cows Express

- Minimum height: Unaccompanied 0.9m
- Persons who suffer from heart conditions or 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 from the platform is required.
- Guests with severe visual or hearing impairments must be accompanied by a carer/helper at all times and should ride within the same row.
- Access to the ride is via the main queue.

The Big Red Tractor Train

- Age Restrictions: Children under 8 must ride with an adult (14yrs+).
- This attraction has capacity to take one standard manual wheelchair at any time. Unfortunately, we are unable to take mobility scooters. Wheelchair-bound guests wishing to ride should be accompanied by a strong carer who should load/unload the wheelchair via the ramp. The driver will be able to put the ramps in place and attach the wheelchair safety belts. Passengers must remain seated at all times and keep their arms inside the carriages.
- Guests with severe visual or hearing impairments must be accompanied by a carer/helper at all times who should ride within the same row. This attraction plays audio safety messages.

The Train operates on a seasonal basis. Please check event-specific info, or contact us, for further details.

4D Motion Cinema

- Minimum height limit: 1.1m
- Persons suffering from back or neck problems, heart conditions, seizures, dizziness, claustrophobia and pregnant women are advised not to ride. Persons with broken/fractured limbs are advised not to use this ride.
- Guests must be able to brace themselves with their hands and feet, this ride involves oscillations in all directions and sometimes of a fairly violent nature. Wheelchairs can be taken into the ride enclosure via the rear entrance, which is signposted on our map. Guests must be able to transfer from their wheelchair onto the ride.
- Guests with severe visual or hearing impairments must be accompanied by a carer/helper at all times and should ride within the same row.
- Access to the ride is via the main queue, except for wheelchair users.

Jungle Heights

- Minimum height limit: 0.9m
- Age Restrictions: Children aged between 4 and 6 must be accompanied by an adult at a ratio of 2:1. Children aged between 7 and 16 must be accompanied by an adult at a ratio of 5:1.
- Persons suffering from back or neck problems, heart conditions, seizures, dizziness, claustrophobia and pregnant women are advised not to use this attraction. Persons with broken/fractured limbs are also advised not to use this attraction.
- Guests with certain disabilities and/or mobility issues will be unable to use this attraction if they cannot get themselves on and off the net course safely. Please note wheelchair access is not possible.
- Guests with severe visual or hearing impairments must be accompanied by a carer/helper at all times.
- Access to this attraction is through a small net tunnel.

Toboggan Run

- Age Restrictions: Under 3's are not permitted on this ride. Between 3 - 7 year olds must ride accompanied by an adult.
- Persons suffering from back or neck problems, heart conditions, seizures, dizziness and pregnant women are advised not to ride. Persons with broken/ fractured limbs are advised not to use this ride.
- Guests wishing to use this ride must be able to brace themselves with their hands and feet, and remain seated upright. They must be able to hold and use the break lever, and understand and carry out clear instructions. Wheelchair users may ride the Toboggan but must access the platform via the ride's exit gate. Guests must be able to transfer from their wheelchair onto the ride and walk short distances across uneven and steep ground.
- Guests with severe visual or hearing impairments must also be accompanied by a carer/helper who must ride on the same toboggan.
- Access to the ride is via the main queue line.

Colossus

- Minimum height limit: 1.1m
- Persons who suffer from back or neck problems, heart disease, seizures, dizziness, claustrophobia, motion sickness or pregnant women are advised not to ride. Persons with broken/fractured limbs are advised not to ride.
- Guests must be able to brace themselves with their hands and feet. Wheelchair access is not possible. There are 10 steps to gain access to the platform with a further step up and over required to enter the boat.
- Guests with severe visual or hearing impairments must be accompanied by a carer/helper at all times and should ride within the same row.
- Access to the ride is via the main queue.