

HOBbledown ACCESSIBILITY STATEMENT

Before Your Visit

For full details and maps of how to reach us please see the directions section of our website, <https://www.hobbledown.com/plan-your-visit/location>.

Hobbledown is built on flat ground with a mixture of tarmac, grass and hard gravel paths. The car park is easily accessible.

Car Park and Arrival

Hobbledown has plenty of clearly marked disabled parking with easy access to the entrance. All car parking is free.

Shop and Reception

Access to the park for wheelchair users is best through the shop as the reception desk is lower in here than the kiosks.

We offer a discounted price for disabled visitors and their carer upon presentation of a DLA/PIP letter. We accept iCount cards. We do not currently have a hearing loop system.

Exterior Site

Access from the shop to the main site is through an automatic door and gravel paths. If customers go through the standard admission gates these are team activated electromagnetic operated gates.

Most of the outside areas of the park are hard standing or grass that are suitable for wheelchair users or hard gravel paths that are clear and easy to use. The Field of Confusion may be slightly harder for wheelchair users in wet weather as this is mainly grass. There are however, hard paths all around the edges of this area and leading to the camels.

Adventure Activities

Due to the nature of our park, a few activities may not be suitable for certain types of disabilities, but all of our staff are trained to be as understanding and as helpful as we can possibly be. There are some age restrictions and this is only for public safety reasons usually stipulated by the manufacturer.

All outside buildings are single story apart from the Towers in the Hobbledown Village. The soft and hard indoor play in the Play Barn is multi-level.

Seating is available throughout the whole park.

We have low level hand washing facilities in all animal contact areas.

In our Play Barn we also have a sensory zone that includes bubble tubes, 'infinite light tunnel', soft play equipment (i.e. the ride on bits in toddler area).

All our signs are easy to read, well maintained and plentiful.

Restaurants

The Hobnosh restaurant is wheelchair accessible and the outside eating area of the restaurant is also easily accessible.

The Cabin, when open on busy days, is easily accessible to wheelchair users with hard standing all around.

Public Toilets

Hobbledown has 2 toilets available for disabled visitors. The first one is located at the reception entrance. The other is located next to the main toilets at the back of the Hobnosh restaurant. This one is accessible either through the restaurant or via a ramp from the Courtyard outside. A key is not required to unlock either door. They are both big enough for a wheelchair and a carer.

The sink in both toilets are fitted with lever type taps, paper towel dispensers or hand driers and mirrors.

The play barn disabled toilet has an alarm cord, however reception does not.

We also have a baby change located in our restaurant toilets at the back of the restaurant/indoor play barn - all our toilets are fitted with adult and child sized seats. The play barn disabled toilet also has a fold up wall mounted baby change.

Adult changing facilities are available upon request. We do not currently have a hoist.

Additional Information

Assistance dogs are welcome, water can be provided upon request. We do ask that dogs are kept on a lead and that you clear up after them. Dogs are not able to go through the animal walk through attractions.

All our staff have received in house disability awareness training.

We pride ourselves in having many qualified first aiders with access to first aid kits around the park.