



ACCESSIBILITY GUIDE

NOAH'S ARK ZOO FARM 2018

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WELCOME

Noah's Ark is a unique hands-on zoo and working farm founded by Anthony and Christina Bush. We are located just outside Bristol and set in over 100 acres of beautiful countryside. What started as a Farm Centre with farm animals, rabbits and guinea pigs and a small number of exotics like wallabies, has grown to become the largest zoo in the South-West.

We now have a large range of exotic and endangered species, including African Elephants and Spectacled Bears, in our collection. The zoo has been recognised at a regional and national level winning multiple awards for our customer service, sustainability, animal enclosures and more.



LEVEL ACCESS



There is level access from the main entrance to:

- Indoor Play areas
- Food Barn/Café
- Ark Arena
- Animal Enclosures
- Ticket Office
- Toilets
- Gift Shop
- Smoking Areas
- Picnic Areas



AT A GLANCE

Hearing

- Some of the fire alarms have flashing lights
- There is a hearing loop in the Ark Arena
- Most staff have disability Awareness Training

Visual

- Full Height windows have contrast markings.
- The walls and doors have high colour contrast.

General

- We have a complimentary ticket policy for essential carers.
- Most staff have disability awareness training.

GETTING HERE

By Car:

Noah's Ark Zoo Farm
Clevedon Road
Wraxall
Bristol
BS48 1PG

By Bus:

- You can get to Noah's Ark Zoo Farm by bus.
- The X6 bus from Bristol Bus Station stops on Clevedon Road directly outside of the zoo.

By Train:

- The nearest train station is Nailsea and Backwell Station.
- You can get a taxi from the train station with Nailsea and Backwell Taxis by calling 01275 799999.

PARKING

- We have a car park. There are accessible parking spaces. The parking is less than 50 meters from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. There is level access from the carpark to the ticket office.
- The car park is on a loose gravel surface.
- From the car park to the entrance, there is level access. The path is sloped.
- The route is 180mm wide, or more.



ARRIVAL

Path to Main Entrance

- From the street to the main entrance, there is level access.
- The path is 180mm wide, or more.
- The path is sloped.

Main Entrance

- The main entrance has level access.
- The ticket office is on a flat path and is wheelchair accessible.
- Watch the video: [Noah's Ark Zoo Farm Advert](#)



INDOOR PLAY AREAS

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 880mm wide, or more. The door is 1600mm wide.
- Some display information is low, for wheelchair users. There are seats available.
- The play areas have a wheelchair friendly route through and some of the play equipment can be accessed by wheelchair users. The area has a cafe available on busier days which is also on the flat and accessible via ramp. Each part of the play area is accessible by double door entrances.



UNDER 5 PLAY AREA

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 880mm wide, or more. The door is 1600mm wide.
- Some display information is low, for wheelchair users. There are seats available.
- The play areas have a wheelchair friendly



ARK ARENA

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more. The door is 1000mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.



THE ZOO

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more. Doors are a minimum of 820mm wide.
- Some display information is low, for wheelchair users. There are seats available.
- Animal enclosures are available to see on ground level for the most part. The inside of the elephant house and the giraffe house are accessible via ramps. The doors for the houses are a minimum 820mm wide. The paths to enclosures are a mix of concrete or gravel. There are a number of small inclines and the paths can be uneven in places. There is a steep hill to the rhino house on a gravel path. Rhinos can be seen from the bottom of the hill on the flat path



ANIMAL VILLAGE AND HANDLING SESSIONS

- Animal village is accessible through double door entrances.
- Animal handling sessions are open to all visitors but there is limited space available.
- Visitors can ask members of staff or volunteers to handle rabbits and guinea pigs at handling times.
- Children are given priority during animal handling.
- There is seating available in animal village.
- Volunteers and staff are available to support visitors during animal handling times.



ANIMAL CONTACT AREAS

- Animal contact areas are marked by sinks and signs.
- Visitors can purchase animal food from the gift shop.
- Animal food may contain nuts and peanuts.
- Show pens have level access.
- The path in the show pens is at least 1000mm wide.



KEEPER TALKS

- Keepers use a microphone when speaking to visitors during the keeper talks.
- The keeper talks are sometimes under cover.
- The timetable for keeper talks is available on our website www.noahsarkzoofarm.co.uk and at the ticket office on arrival.
- The birds of prey display is up a steep gravel hill.



INFORMATION SIGNS

- Information for some animals has an autism friendly version using pictorial sentences.
- Some signs are in large print.



TOILETS

- There are 5 sets of toilets at Noah's Ark Zoo Farm.
- Each set of toilets has baby change facilities in the Men's, Women's and disabled toilets.
- There are 4 disabled toilets on site which include grab rails.
- There is one changing places toilet next to Elephant Eden.



CHANGING PLACES TOILET

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- You need a RADAR key to open the public toilet. RADAR keys are available from the ticket office.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1400mm wide, or more.
- The toilet door is 1050mm wide.
- The direction of transfer onto the toilet is to the left and right.
- There is 1200mm at the side of the toilet. There is 2000mm in front of the toilet. The toilet seat is 400mm high. The toilets have handrails.
- Toilet includes changing bed, ceiling mounted hoist, 2 heights of sink, peninsular toilet and meets the requirements for a changing places toilet.



GIFT SHOP

- From the main entrance to the shop, there is level access. The route is 820mm wide, or more. The door is 820mm wide.
- The route through the shop is 800mm wide, or more.



PLACES TO EAT AND DRINK

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 850mm wide, or more. The door is 820mm wide.
- To get to a table, there are no steps.
- Staff are able to help bring food to tables
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- We aim to cater for a wide variety of dietary requirements but if you have a specific dietary requirement it is advisable to ring in advance so that we can do our best to accommodate you. We have a number of gluten free cakes available as well as a full list of allergens available on request.



PICNIC AREAS

- From the car park to the picnic area, there is level access. The path is 1020mm wide, or more.
- The entrance is 1400mm wide.
- You can bring your own food to the picnic area.



SMOKING AREAS

- From the main entrance to the smoking area, there is level access. The route is 1200mm wide, or more.
- The entrance is 1200mm wide.
- The smoking area in the carpark has a shelter.
- There are multiple smoking points around the zoo, these are advertised on the zoo map. The rest of the zoo is strictly non smoking.

MAZE AND TRACTOR RIDE

- We regret that the maze and the tractor ride are not suitable for wheelchair users.



ACCESSIBILITY EQUIPMENT



We provide wheelchairs.
Wheelchairs are free.



We have a hearing loop in
Ark Arena.



Mobility scooters for a £10
hire charge. Mobility
scooters have a weight limit
of 18stone.



You can hire mobility
equipment provided by
Bristol's Mobility Centre.



Call 01275 852606 to pre
book a wheelchair or
mobility scooter before your
visit.

FURTHER INFORMATION

- Further information can be obtained by phoning 01275 852606 and speaking to our Customer Experience Team.