



# Access Statement



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## Section 1: Introduction

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Our mission at Folly Farm is to continuously exceed our guest's expectations. We aim to provide our visitors with an exceptional experience from the moment they drive through our gates. This Access Statement has been produced with the intention to help you get the most from your day out at our park.

Unfortunately despite our best efforts, some attractions could be unsuitable for guests with certain disabilities or health limitations. Please be aware it is never our intention to cause offence or to discriminate in cases where we believe there are safety concerns to refuse entry to an attraction or ride. The Health & Safety Executive states that for these reasons no discrimination is present.



Folly Farm is a longstanding member park of **BALPPA** (*the British Association of Leisure Parks, Piers and Attractions*) and works with other members on finding ways to improve access to and around our park and also ways to enhance the visitor experience.



We are proud to be recognised by the **Changing Places** scheme. Our purpose built changing and disabled facilities in the fairground give carers flexibility eliminate the need for manual handling disabled users, whilst providing the users with the comfort and dignity they deserve.

If you require any further information or would like a **LARGE PRINT** version, please do not hesitate to contact us on **01834 812731** or email us at [info@folly-farm.co.uk](mailto:info@folly-farm.co.uk)



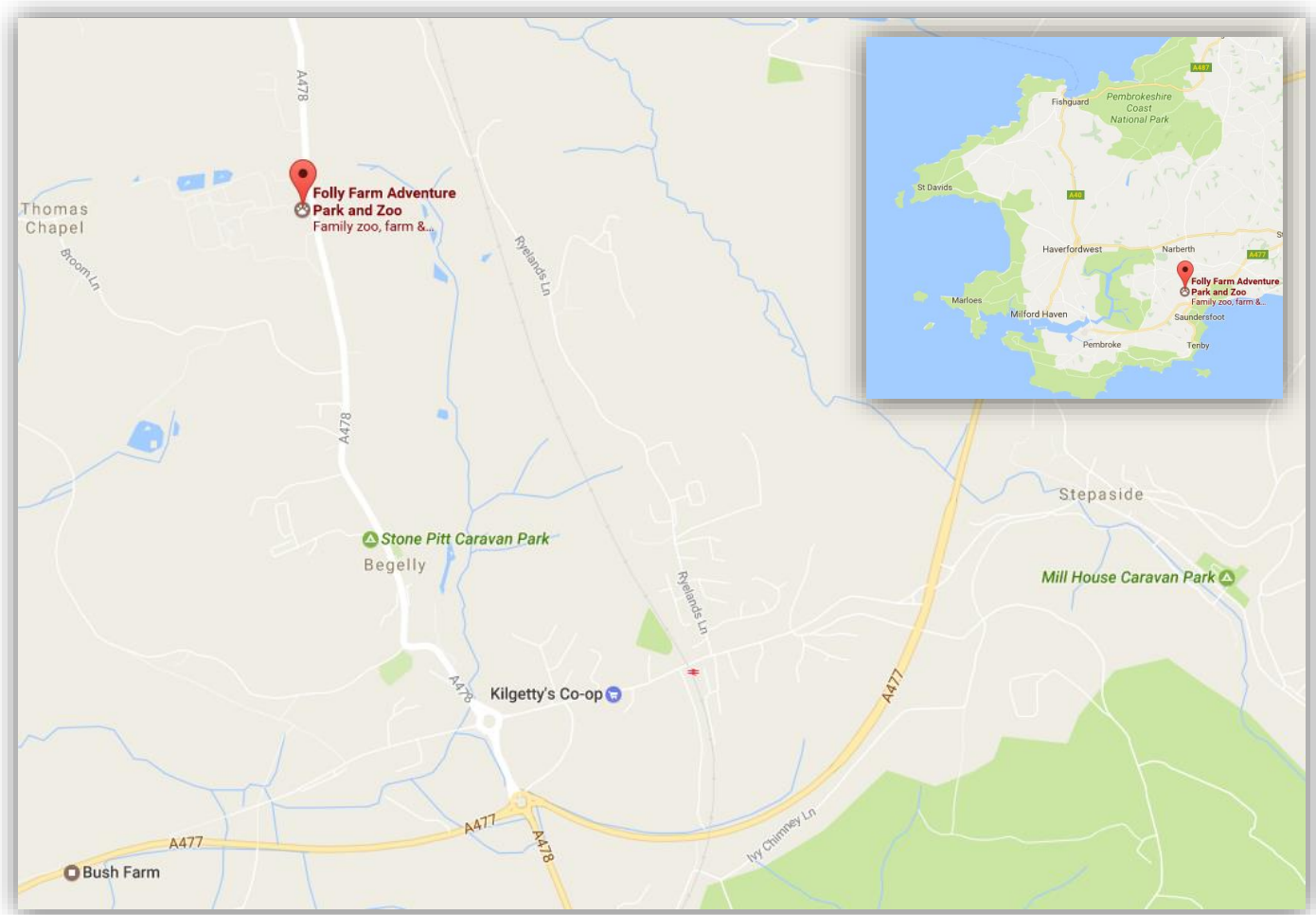
## Section 2: How to find us

Folly Farm is located on the A478 Tenby to Narberth road (SAT NAV: SA68 0XA).

Our address is:

**Folly Farm,  
Begelly,  
Kilgetty,  
Pembrokeshire,  
SA68 0XA**

The park is easily accessible by car, bus and train. There is a bus stop on both sides of the road outside our main entrance which is part of the Tenby and Saundersfoot route. Visit the Pembrokeshire Council website for bus time tables (<http://www.pembrokeshire.gov.uk/>). There is also a main line train stop in Kilgetty which is just a short taxi ride away.





## Section 3: Information & Park Facilities

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### Admission Prices

We offer concessions to our disabled guests and their carers visiting the park. Please visit our website or give us an email or phone call for prices. If possible, please bring proof of disability entitlement such as a blue badge or benefits entitlement letter as this is helpful for admissions staff as disabilities are not always apparent. Accompanying carers can enter the park free of charge. Please be aware that we have no further concessions available on charges incurred inside the park.

### Parking

Both car parks have a dedicated disabled parking section which are clearly signposted and intended for blue badge holders. These are limited and available on a first come, first serve basis so we advise you arrive before noon to guarantee a place. All car parking areas and pathways are covered in a loose chipping surface or tarmac. Flood lights are used in both car parks during the evening or winter months.

### Toilets

Please see our park map to locate the various toilet blocks across the park. Each block is fully accessible and has a dedicated unisex disabled toilet. Please note that lights are activated by motion sensors.

### Disabled Changing

Spacious adult disabled changing facilities are available in a purpose built suite in the Funfair. We have an adjustable bed and also a mechanical hoist for use. Please note that for hygiene reasons, we do not provide slings. Visitors requiring use of these facilities are responsible for bringing their own slings.

### Pathways

The majority of the park is accessible via tarmac or concrete pathways. There are some gradients across the Zoo and Farm areas which may present a challenge to wheelchairs or persons with limited mobility, however we have placed benches along these routes to allow frequent breaks.

### Wheelchair Hire

We have a limited number of self-propelled wheelchairs available that can be reserved by phoning **01834 812731**. Wheelchairs are allocated on a first come, first serve basis and require a **£10** cash-only deposit which is refunded on return of the wheelchair. All wheelchairs are subjected to a routine safety inspection and are issued to visitors in a safe condition. We ask that anyone making use of this service will use the wheelchairs for their intended purpose and return them in the condition they received them.

### Guide Dogs

All types of assistance dogs are welcome on park. We ask that you notify admission staff of any assistance dogs you have with you. All assistance dogs **MUST** be kept on a lead or harnessed. Assistance dogs cannot be taken on any rides. Please be aware that we do not tolerate any pets or animals being left in cars and will contact the RSPCA or police if we have any welfare concerns.

### Induction Hearing Loop

Please see a member of staff in the gift shop if you require one of our Induction Hearing Loops.



### First Aid

We always have a number of first aid trained staff on duty and with multiple kits around the park, can treat most injuries at the scene of an accident. We have a portable defibrillator on site near the Side-stall games in the fairground and also a dedicated first aid building near the Big Wheel which can be used to administer personal medication. Please speak to any member of staff if you require assistance. Please note we are not authorised to administer medication nor do we store drugs anywhere on park.

### Park Vehicles

We may have park vehicles operating on site during the day. Vehicles will either be escorted by a member of staff or have a loud buzzer sounding when the vehicle is in gear and moving. Only trained members of staff can drive our park vehicles and adhere to our strict 5mph policy. Our vehicles will always give way to pedestrians.

### Emergencies

In the case of an emergency situation, we have an alarm that sounds in our buildings along with red strobe lighting. Staff will be on hand to direct guests to the nearest Assembly points and sweep the park after an evacuation. All senior staff carries mobile phones.



## Section 4: Park Attractions

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### Gift Shop

The shop is accessible to all with a solid level floor and large access ways. All items are on display, however some may be out of reach so please ask a member of staff who will be on hand to assist you.

### Jolly Barn

Each enclosure is identifiable through clear signage and specially designed fences that take into account wheelchair users and children. The Jolly Barn is wholly accessible to everyone, with a play area in the centre of the building, where hazard tape marks the boundary of the raised play matting. Low level wash hand basins and hand dryers are located around the Jolly Barn. Animal handling activities take place during the day. Some activities may not be suitable for all guests. Please follow the advice of staff.

### Country Park & Nature Trail

Follywood Country Park and Piggery is accessible via a ramped underpass through the Jolly Barn. The paths are a mixture of tarmac and loose gravel. We recommend using our free Land Train that circles the Country Park. The Nature Trail is unsuitable for wheelchair users and is a short walk around a scenic backdrop.

### Land Train Ride

Our Land Train consists of several carriages pulled by a tractor around our Country Park stopping at the Nature Trail on route. The lead carriage is specially designed for wheelchair users, with a dedicated access ramp. Please follow the instructions of the driver. The ride can be bumpy in some places. We ask all wheelchair users comply with our policy of being strapped down in the disabled carriage. The driver will secure your wheelchair to the deck with a similar system used in minibuses.

### Folly Interactive

Folly Interactive is accessible through solid ground level doors. There is a change in level leading to the Education Room which is traversed by a short ramp. Due to the design limitation of the building, the walkways and doorways can be narrow with limited passing spaces. There are free flying birds present inside so each external door has translucent containment strips hanging down.

### Zoo

The majority of paths around the Zoo are tarmac, with the minority consisting of a loose chipping surface. There are some gradients present whilst walking around the zoo which may cause difficulties for wheelchair users. Clear signage and viewing opportunities exist for every enclosure. Ramps have been installed on a select number of enclosures. Every new enclosure we install takes into account the needs of the disabled guest. Our Zoo Keeper Experiences are disabled friendly, however we would advise you contact us prior to booking to discuss your requirements.

### Food & Beverage Outlets

Each of our Food & Beverage outlets offers a wide range of meals and products. Please ask a member of staff prior to ordering about possible allergens or intolerances in the ingredients we use. There are several places to eat across the park. Our **Funfair Restaurant** and **Coffee Shop** both have full length tray rails along the server. All menus are clearly visible however some counters may be slightly higher than others. Staff will always engage everyone and help as much as they can. There are numerous dining tables or picnic benches scattered around each outlet. Allergen information is available for all of our food products at the till.





## Santa's Grotto

The Grotto is disabled friendly. Father Christmas will ensure everyone has a magical experience inside his house. The lighting can be dim in some places but one of his elves will always escort guests in these areas.

## Theatre

We welcome every visitor into our theatre to enjoy our productions. The front two rows of the auditorium are reserved for guests with mobility, visual or hearing difficulties. Our staff will be able to seat you or your party in the best place. We don't allow any pushchairs in the theatre so as to not block the fire escapes. A hearing induction loop is available from the Shop.

## Indoor Play Areas

Carousel woods is our large undercover play area and is located to the rear of the funfair. It is accessible to all via a ramp within the fair or ground level exterior doors. Children can be monitored easily in the soft play areas however there is limited vision in some of the larger, wooden play structures. The larger pieces of equipment are accessed via a mixture of ramps, rope climbs & stairs. The entire play area is unsupervised and there are limitations as to who can use these facilities dependent on age and ability of individuals.

## Outdoor Play Areas

There are several outside play areas for children of all ages to play on. Most of these play areas have a surface of wood chippings which unfortunately mean they may not be suitable for all types of wheelchair. The play areas can be observed from close by and they are surrounded by grassed picnic areas and tarmac pathways. We do have wheelchair friendly play equipment in the Jolly Barn or Carousel Woods which are surrounded by rubber matting or soft padding.

## Vintage Funfair

As a member of **BALPPA** we comply with their guidelines on public safety and the disabled. Due to our rides being of vintage design they may not be accessible to everyone. We are bound by the ride manufacturers and external statutory inspectors to impose height limits on some rides for guest safety (*see Section 5 for height restrictions*). Staff are not permitted to help guests from a wheelchair onto a ride but will assist in securing any seatbelts or issuing instructions. All our rides can be seen in full operation and it is recommended that guests watch the ride in motion prior to riding to more accurately assess its suitability. Please ask a member of staff if you are unsure. Guests who are pregnant or those who suffer from back or neck injuries are advised not to ride any of our attractions. Due to the nature of the rides being housed indoors, the volume of the music can be unappealing for some guests.

## Pembrokeshire Wheel (Ferris Wheel)

Our Big Wheel has a specially adapted carriage for wheelchairs. There is a slight gap or step-over in order to get inside the regular carriages. The Operator will steady the carriages during the loading or unloading process but they may swing freely during the ride. Disabled guests are allowed to gain access to the ride via the exit route. Please note that bypassing the queue system is for access purposes only and does not necessarily mean you will get on the ride more quickly. Stopping the ride during a session to let a distressed rider off will take some time as the Operator must ensure even weight distribution across the wheel so please watch the ride in operation to assess its suitability before queuing.

## Go-Karts & CAT Diggers

Due to the nature of these rides, there may be difficulty in transferring wheelchair users onto the karts or diggers. Please speak to the Operator before you queue for the ride. Unfortunately staff are not permitted to transfer guests themselves but will be able to secure them into the ride and issue instructions. Disabled guests are allowed to gain access to the ride via the exit route. Please note that bypassing the queue system is for access purposes only and does not necessarily mean you will get on the ride more quickly.





## Section 5: Ride Height Restrictions

Location	Ride	Minimum Height	Ride With An Adult	Ride Alone
Fairground	Austin Cars	None	None	None
Fairground	Cakewalk	1m	Below 1.2m	Above 1.2m
Fairground	Caterpillar	1m	Below 1.2m	Above 1.2m
Fairground	Chair o Planes	1m	Below 1.2m	Above 1.2m
Fairground	Dodgems	1m	Below 1.2m	Above 1.2m
Fairground	Gallopers	None	Below 1.2m	Above 1.2m
Fairground	Ghost Train	None	Below 1.1m	Above 1.1m
Fairground	Jets	1m	Below 1.2m	Above 1.2m
Fairground	Mini Carousel	None	None	None
Fairground	Mini Waltzer	None	None	None
Fairground	Muffin Mule	None	None	None
Fairground	Skid	0.9m	Below 1.3m	Above 1.3m
Fairground	Speedway	1m	Below 1.2m	Above 1.2m
Fairground	Train	None	None	None
Fairground	Twist	1.1m	Below 1.3m	Above 1.3m
Fairground	Waltzer	1m	Below 1.2m	Above 1.2m
Near pedal tractors	Diggers	1m	Below 1m	Above 1m
Near pedal tractors	Go-Karts	0.9m	Below 1.5m	Above 1.5m
Near pedal tractors	Pembrokeshire Wheel	None	Below 1m	Above 1m
Country Park	Land Train	None	None	None