



Dinosaur & Farm Park Accessibility Guide



Access at Gulliver's

Here at Gulliver's we work closely with a member of the National Register of Access Consultants to continuously improve the accessibility of our parks, attractions and facilities for all of our visitors.

Staff training

Many of our team members have received disability awareness training, which includes understanding of the Equality Act and disability etiquette.

Accessible Parking

All Gulliver's car parking is free. A number of accessible car parking spaces are provided on tarmac near to the park entrance.

Accessible Toilets

A number of accessible toilets are located around the park and are indicated on our park maps.

Wheelchairs

Wheelchairs are available for hire from Guest Relations for a £20 returnable deposit fee. These are limited in number and are available on a first come, first served basis.

A special wet-chair for use on our Splash Zone attractions is also available upon request.



Guide for guests with special needs

This handheld guide is available upon request for guests with special needs. This guide will help you to determine which rides and attractions are suitable for you and your family.

Please also see our comprehensive information for all attractions listed below.

This handheld guide gives guests with special needs information regarding the accessibility of all rides on the park. If further information is required, please speak to a member of staff in our Guest Relations office.

Accompanying carers are responsible for assessing the suitability of rides for those in their care. Our staff are not trained to determine the suitability of rides for individual capabilities. We will assume that if you allow a person in your care to use a ride (accompanied or otherwise) they are safely capable of doing so.

Please Note: We strongly advise that all guests with special needs are accompanied whenever possible on every ride.

Guests diagnosed with conditions that present queuing difficulties

Owing to the sheer number of rides and attractions at Gulliver's Theme Parks we have very low queuing times. We surveyed 18,000 guests who told us our ride queues averaged less than 9 minutes and, at off peak times, less than 4 minutes. We have carefully planned the layout of our parks so that play attractions and seating areas are located next to rides. In the first instance therefore, a person who has difficulty queuing is invited to enjoy these areas whilst another member of your party queues on their behalf. Once at the front of the queue, they can be joined via the ride exit route.

Guests with particular special needs who are unable to queue may be eligible for a ride pass. This would allow them and up to three accompanying helpers to access the ride via the ride exit route.

Ride passes can be requested from a member of park management or at guest relations. Proof of entitlement is required in the form of a diagnosis letter from a GP or medial professional, which details reasons that the guest is unable to queue.

Approximately 1 in 40 of our young visitors are on the autistic spectrum and it is at the request of their parents that proof of eligibility for the ride access pass is required. This ensures that those who experience emotional distress when queuing receive the maximum benefit from the pass. We fully understand that we cannot determine the needs of any individual based upon a visual assessment, nor assume their needs based on any given diagnosis.

Note that owing to the family nature of our theme parks and our naturally shorter queuing times, Gulliver's is a particularly popular choice for guests with special needs.

On busy days therefore, please respect other ride pass holders, expect to wait at least 1 ride cycle and only use the pass where necessary (even on busy days ride queues are surprisingly short).

On quieter days you'll find that the need for such a pass is not even necessary, making your family day out even easier!

In our quest to promote equality, Gulliver's does not sell fast-pass or queue-jumper tickets of any sort, thus improving the guest journey for those with genuine access requirements.

Key:



Upper Body Control Required



Lower Body Control Required





Main Entrance:

Wheelchair to the entrance and through to the park

Tree Top Trail:

Wheelchair access along full length of walkway.



Reptile Centre:

Wheelchair access throughout centre.

Jurassic River:



Wheelchair to exit gate and store. May find accessing the ride difficult. Will need to traverse one step down, and a step up into the boat.





Sky Tours

Tower Ride:

Wheelchair to entrance and store. Will need to traverse a step up into tower.

Cookery School:

Wheelchair accessible.



Tractor Ride:

Wheelchair to exit and Store.

Animal Barn:

Wheelchair accessible.



Retail Outlets

(That are wheelchair accessible)

- **Main Shop** *(Main Entrance)*

Accessible Toilets



Accessible toilets are in the following areas:

- **Main Plaza**
- **Farmhouse Restaurant Building**
- **Waterside Restaurant**

Catering Outlets

(That are wheelchair accessible)

- **Farmhouse Restaurant**
- **Waterside Restaurant**

Additional Information:

Please read this guide and check the safety information notices on every ride. If for any reason you cannot read, a suitably trained person should read the notices and this guide to you. Please Note: The decision to go on a ride is yours; our staff are not trained to assess a person's suitability (Beyond that of height). They can give advice based on any information you give, and the specific containment system of the ride.

Height Limit's:

Every ride has its own height limit this is set with the customer's safety in mind, these limits are not negotiable and will be strictly adhered to by all of our ride operators.

Company policies:

Our staff are not trained to lift guests into or out of rides.

Assistance dogs are welcome on site but for safety reasons, are not permitted on the rides. A member of your party must remain with your dog.

We want you to fully enjoy your day. If there is anything else that we may be able to do for you on the day of your visit please call into our Main Entrance and ask.

We hope you enjoy your visit!



Don't forget to visit our website and follow Gully Mouse on Facebook and Twitter to be kept up to date on our special events and offers!