

Access Statement for Pensthorpe Natural Park

Introduction

We aim to provide an excellent service to all our visitors and continually strive to improve. Our Mission is to provide a quality experience to all; we are committed to providing accessibility for all our visitors within the limitations of being an indoor and outdoor attractions. We currently offer;

Pre-Arrival

- Fax and e-mail available (please see contact section below).
- There is one local taxi firm who have accessible taxis (please see contact information below).
- There is a local bus service – Norfolk Green operating the X29 Hale and Ride service which drops off and collects at the top of the drive by main road.
- We have 4 wheelchairs which can be booked prior to your visit.

Arrival & Car Parking Facilities

- Entrance to main car park has no barrier.
- Car Park has designated spaces for disabled parking (with access to rear).
- Surface is gravel.
- Path leading to main entrance is Tarmac Sprayed Gravel for 20 metres changing to brick pathing when you reach the courtyard.
- Assistance can be offered on request (please contact the office), Water bowls can be provided for dogs upon request.
- There is an accessible coach drop off point (30 metres from Main Entrance (Shop) / 5 metres from Main Entrance (Courtyard)).

Main Entrance and Reception

- Hours of operation 10am – 5pm (*10am – 4pm January and February*).
- Level access to all doors.
- There is a pad and pen available at each counter.
- Staff can be seen easily for lip reading and guests with visual impairment.
- Lighting is a combination of natural and diffused electric light.
- There is seating available in the Reception / Shop area

Public Areas – General (Internal)

- There is a lift to the first floor seating area in Hootz House and the upstairs meeting room in 5 Cottages there are no steps to any other facilities and services.
- Staff are always on hand to offer assistance where required and wear Black or Olive Polo shirts with our logo on.
- All indoor public areas are no smoking.

Public Areas – WC

- There are six wheelchair accessible toilets. Two can be found near the public toilets by the coach drop off point, the third is situated within the Restaurant, the fourth in WildRootz, the fifth is in Hootz House (Indoor play) and the sixth within 5 Cottages/ Office.
- These toilets each have a wash basin, 110 cm transfer space to the left of the toilet (80cm transfer space in restaurant toilet). There is a vertical support rail, fixed horizontal support rail, moveable support rail, special toilet seat and emergency pull cord.
- There are five sets of toilets, one by the coach drop off point near entrance to courtyard consisting of ladies which has six cubicles and baby changing/feeding room and gents which has two cubicles and one urinal. A set in the Café, WildRootz and Hootz House, all with baby change facilities. Another within 5 Cottages/ Office
- Access to all WCs is level with no steps.

Restaurant

- Menus are displayed in large font by the counter.
- The Restaurant has wide doors 180cm and has level entry.
- Chairs and tables are moveable and have legs on each corner.
- Staff are available to assist where required.
- The restaurant has counter service (table service can be offered where needed).
- We are able to cater for vegetarians, gluten free, dairy free, nut free, and sugar free diets. For allergen information please speak to a member of our Café team.

Laundry, Treatment Room & Leisure Facilities (inc Outdoor Facilities)

Shop

- Access is through double doors (180cm).
- We have 4 manual wheelchairs which are free to borrow for the visit.
- There is level entry into the shop.
- The shop is large and spacious, assistance dogs are welcome.
- Some items for sale may be out of reach; the staff can offer assistance.
- Seating is available.

Laundry

Not Available

Treatment room/s

Not Available

Leisure Facilities

Not Available

Conference & Meeting Rooms

- Level Access to doors, first floor room has stair and lift access.
- All tables have legs at each corner.
- Same WC as stated above.
- Please enquire on contact details below for more information & prices.

Bedrooms

Not Available

Bathroom, Shower Room

- Male and Female Shower room available.

Self Catering Kitchen

Not Available

Attractions (Displays, exhibits, rides etc.)

- We have a Land Rover tour that is accessed via 3 steps attached to the trailer.
- Most signs have pictorial interpretation.
- Around the enclosures / aviaries there is loose material which may not be suitable for wheel chairs or for those who have difficulty walking.
- Photographic Exhibition on level access with automatic doors.

Park & Gardens

- Wheelchair accessible routes are marked in purple on our map of the park.
- Wheelchair accessible paths access our main gardens and Wader Scrape bird hide.
- Access to Pensthorpe Conservation Centre area is loose gravel.
- Some of our grass paths can be uneven under foot.
- Some of our paths are made up of compacted gravel which can be loose.
- Picnic tables are available in the Children's play area and courtyard. Some of these tables have wheel chair access.

Additional Information

- Assistance dogs are welcome

Contact Information

Telephone: 01328 851465

Fax: 01328 855905

Email: info@pensthorpe.com

Website: www.pensthorpe.com

Address (postal and actual) Pensthorpe Natural Park
Pensthorpe
Fakenham
Norfolk
NR21 0LN

Hours of Operation: 10am – 5pm (10am – 4pm Jan and Feb)
Last Entry 4.00pm (3.00pm Jan and Feb)

Tiny's Taxi's (accessible Taxi): 01328 888888