



Accessibility Guide for Yorkshire Wildlife Park

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Welcome

Built on a former riding school and farm, Yorkshire Wildlife Park has come a long way since it opened in April 2009. A dynamic centre for conservation and welfare, the park has over 400 animals and over 70 different species of animal.

Yorkshire Wildlife Park has made every effort to make the park accessible to everyone who visits us.

Accessibility

Main entrance/Yorkshire Hive-

- The main entrance to the park is through the Yorkshire Hive which is level and paved throughout.

There are toilets located within the Yorkshire Hive accessed via a level path and with an accessible button door. Here you will find:

- Changing Places facility: Located within the Yorkshire Hive courtyard toilet facilities there is one Changing Places toilet with height adjustable changing bench, ceiling track hoist (SWL;205kg), height-adjustable wash basin, toilet with alarm pull cord, privacy screen and shower unit. **Radar key and sling required.**
If you require any assistance, please visit the Guest Services building or call us on 01302 535057.
- 1 accessible toilet with baby change facility, 8 female toilets one with baby change, 2 male toilets, one with baby change and 4 urinals. Lowered sink counter in male and female toilets.



- Guest Services is located by the Yorkshire Wildlife Park entrance through the Yorkshire Hive. This building contains a lowered counter section as well as lowered accessible window number 5.



- There are several independent shops in the Yorkshire Hive. They are all accessed via single-width or double doors.

- The Hive is well lit with artificial lighting for evening events and in the winter months when sunlight is reduced.
- You must enter the park via the ticket gates. This entrance is fully accessible and step free. Toilet facilities are located on entrance to the park.



Lift access

- The park has 1 lift in the Monkey Playhouse café. This gives access to upstairs conference rooms and an overflow seating area.
- All other areas of the park are on ground level or are based near a ramp/set of steps.
- Lift doorway- 80cm wide
- Lift depth- 140cm



Inside lift

Park pathways-

- The majority of the pathways throughout the main park are level, with shallow gradients in areas.
- All pathways are accessible to wheelchair users.



Path to Lion Country with slight incline



Path to Giant Otters



Path to Land of the Tigers and Okapi

- A wheelchair wash is available at different wash stations located at the entrances to walkthrough areas.



Wheelchair wash station

- There are some natural pathways around the Lemur Woods area, the Jungle Lookout Play Area. Signs are in position to give information about this.



Woodland area (Warty pigs) footpath

- Seating and rest areas are located throughout the park.



Bench rest area

Toilet facilities-

Toilet facilities are located throughout the park and disabled toilets inside the park do not require a radar key for entry. *Please see below:*

- Yorkshire Wildlife Park entrance:

- 1 accessible toilet, 6 women's toilets, one with baby change facility, 3 mens cubicles and 3 male urinals.

-Safari Café:

- 1 Accessible toilet with baby changing and hoist (dimensions=2.3m x 2.0m, door width=890mm). Changing bed (660mm wide x 1470mm long)
- 2 male toilets with 5 urinals.
- 4 female toilets plus one with baby changing.

-Adjacent to Meerkat enclosure:

- 1 Accessible toilet (dimensions=2m x 2.11m, door width=1m door opening =0.85m).
- 1 baby changing room with toilet cubicle.
- 2 male toilets with 3 urinals.
- 4 female toilets.

-Monkey Playhouse Café:

- 1 Accessible toilet with baby changing (dimensions=1.9m x 1.5m, door width=0.8m).
- 3 male toilets plus one with baby changing and one urinal trough.
- 5 female toilets plus one with baby changing.
- 2 child-friendly toilets in the female toilets in Monkey Playhouse.

-Caramba:

- 2 Accessible toilets with baby changing (dimensions=2.1m x 2.1m, door width=0.91m).
- 2 male toilets with urinal trough.
- 7 female toilets.

- Masai Café:

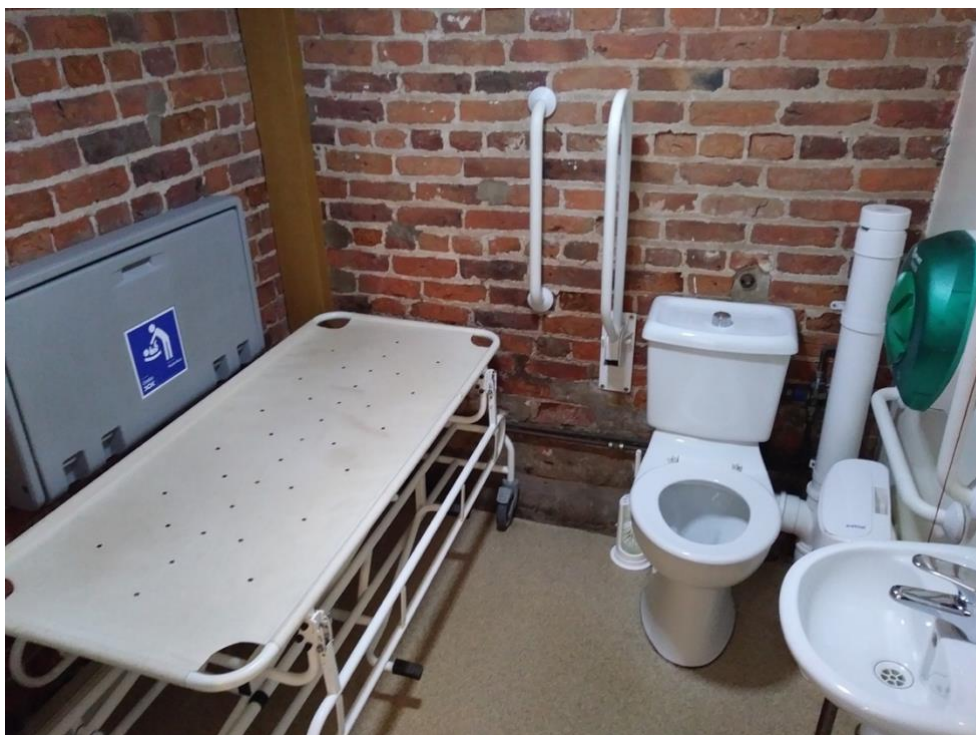
- 1 Accessible toilet with baby changing (dimensions= 2.1m x 1.5m, door width- 0.9m).
- 1 male toilet with baby changing.
- 1 female toilet with baby changing.

- Tsavo Bakehouse (Available only in function bookings):

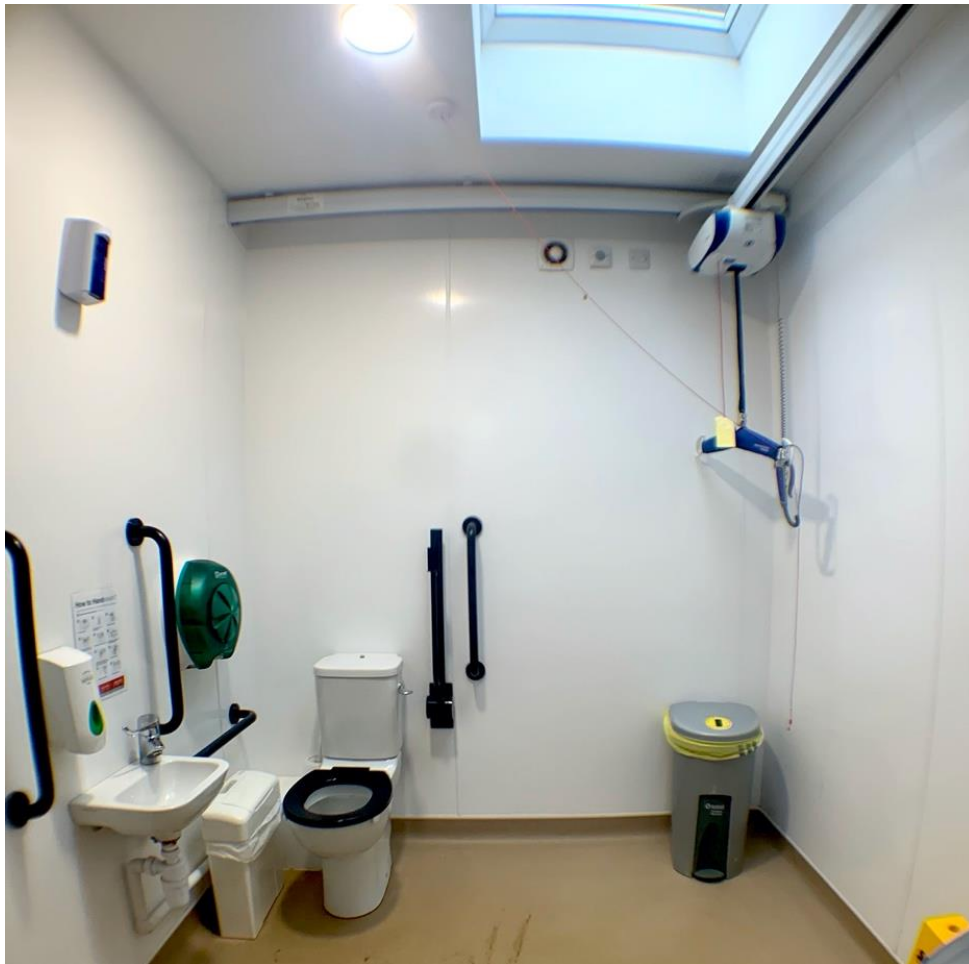
- 1 Accessible toilet (dimensions 2.1m x 1.7m, door with 1.1m accessed through hall door width of 1m).
- 1 male toilet with urinal trough.
- 3 female toilets.

- Giraffe toilets:

- 1 Accessible toilet with baby changing and hoist (dimensions=2.2m x 2.19m, door width= 1m). No changing bed in this area.
- 1 male toilet baby changing with 3 urinals.
- 4 female toilets and 1 with baby changing.



Safari café accessible toilet



Masai Accessible toilet and hoist

Cafés at Yorkshire Wildlife Park

- YWP has 5 main eateries throughout the park, with additional snack bars open subject to visitor numbers.
- Safari Café is accessible via a double-width door. The upper level of Safari Café can be accessed by stairs within the café, or via the entrance to the toilets in the courtyard through two single width doors.



- Monkey Playhouse Café is located inside the main park, behind the entry ticket kiosks. Monkey Playhouse serves fast food and is wheelchair-friendly with two sets of double doors and a lowered counter. Staff are on hand to assist if needed. Access from the courtyard to Monkey Playhouse Café is level and paved.



Lowered counter in Monkey Playhouse eatery

- ¡Caramba! is located in the centre of the park, to the left of the crossroads. ¡Caramba! café is an outside café serving South American food. Access to outdoor seating areas in ¡Caramba! is via flat pathways. A central roofed area contains picnic benches with end space to accommodate wheelchair users.



- Masai Café is situated at the far side of the Park near the Giraffe House, Land of the Tiger and Camels. It is a single story café with two entrances, both with double doors. Staff are on hand to assist if required.



Double door entrance-Masai Coffee house

- Tsavo Lodge Bakehouse is a café in a large marquee situated alongside Monkey Playhouse, serving in the style of a food court. It can be accessed via 5 sets of double doors and is slabbed throughout. The escape route is identified by timber barriers to direct users away from the tents supporting frame.



Tsavo Bakehouse

- The park has multiple picnic areas throughout. The most accessible picnic area is the Pyramid tent play area due to level ground and picnic benches with end space to accommodate wheelchair users.

If you have any special dietary requirements, see our website for Allergens

Information <https://www.yorkshirewildlifepark.com/plan-your-visit/where-to-eat/>



Pyramid tent play area picnic benches

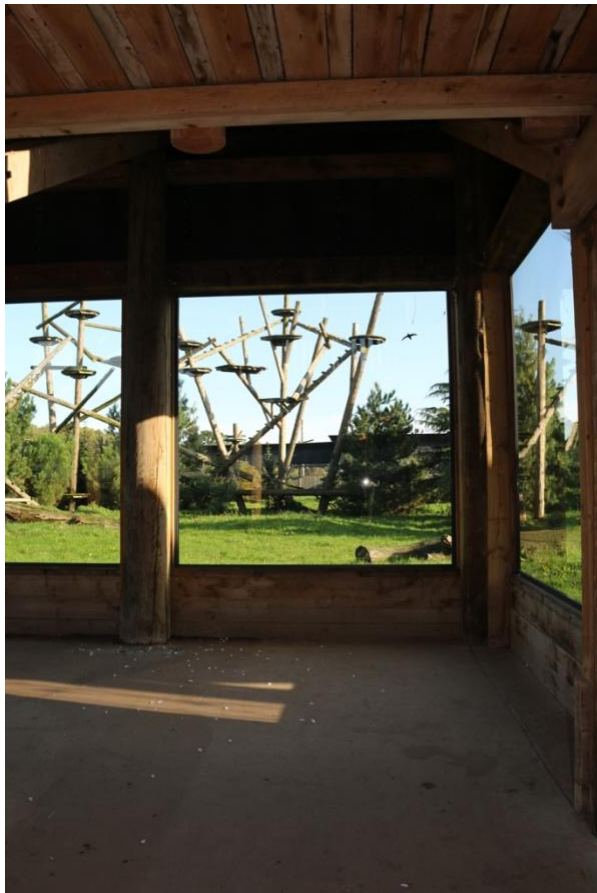
Visual

- The Yorkshire Hive is well lit with artificial lighting for evening events and in the winter months when sunlight is reduced.
- We have worked where possible to design animal enclosures so that our animals can be seen without looking through fences. For safety purposes our stand-off barriers are a minimum 1100mm in height, with mesh panel infills to allow for visibility.
- We have 3 walkthrough enclosures (Wallaby Walkabout, Lemur Woods and South American Viva) which are double gated, where animals are free to roam. Paths in these areas are all level.



Wallaby walkabout path

- We have ground-level, glass viewing panes for the following enclosures/animal houses; Leopard Heights, Giant Otters, Meerkat and Mongoose Mansion, Visayan Warty Pigs, Lemur Woods, Giant Anteaters, Common Marmoset and Armadillos.



Glass viewing panels- Leopard Heights



Glass viewing panel- Giant Anteaters

General

- **Assistance dogs** are welcome throughout the park, except in animal walkthrough areas.
- **Manual Transit Wheelchairs**- A limited number of manual transit wheelchairs are available to borrow free of charge (subject to availability) from the ticket kiosks. *If you would like to book a wheelchair for your visit, please call our Guest experience team on 01302 535057.* There are no charging facilities for electric wheelchairs or mobility scooters.
- **Mobility Scooter Hire**- A limited number of electric powered mobility scooters are available to hire from our Guest Services



Manual transit wheelchair



Mobility Scooter

Getting here

- For full details of directions to the park, public transport to the park and a map showing our location, please visit our “How to Get Here” page on our website. Alternatively, you can plan your journey by using our postcode: **DN9 3HQ**, and visiting www.theaa.com/routeplanner/index.jsp

Travel by public transport

- The nearest railway and bus station (which are located in adjacent buildings) are located in Doncaster town centre, a 15-20 minute bus journey to the Park.
- Take the number 57a bus to Grange Lane (Stand A3), where you will find **The Yorkshire Hive** entrance.

- The 57a bus runs frequently throughout the day and on your return to the interchange, bus 57c is also available.

Travel by taxi

- If you require a taxi from the train/bus station, there are taxis available outside the train station. Alternatively, you can book one in advance by visiting the following website: <https://www.yell.com/s/taxis+and+private+hire+vehicles-doncaster.html>

Parking

- Yorkshire Wildlife Park Resort has on-site car parking with a section of spaces reserved for blue badge holders. Please display your Blue Badge in the car. In order to use your Blue Badge as evidence to support an accessible/concession ticket please take a picture of both sides of the blue badge and show a member of the team upon entry.
- There is a designated 'Drop off' point located at the entrance to The Hive.



First Aid

There are trained First Aiders on site to help with Emergency situations. First Aid rooms are located at the entrance of the park, Masai Coffee House and near the Meerkat reserve.



First Aid Room, Masai Coffee House.





First Aid room

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