

# Information for Visitors with Disabilities

Highland Wildlife Park welcomes all visitors and we are working hard to make the park as accessible as possible to visitors who have walking difficulties and those using wheelchairs. Our location in the Highlands means that the site is steep and rugged which gives us great views and ideal habitats for our animals but also makes getting around the Park quite strenuous. We hope that the information below helps you plan your visit:

## Free Admissions for Carers

Disabled visitors are offered free admission for one accompanying carer when they pay the disabled ticket price. Documentary proof of disability includes:

- Blue badge
- Disability Benefit Award Letter /Personal Independence Payment (PIP)/ disability Living Allowance (DLA) or Attendance Allowance (AA)

Documentary proof that you require the assistance of a carer should be shown at the Entrance Kiosk when you purchase your tickets. Documentary proof includes the following:

- Disability Benefit Award Letter /Personal Independence Payment (PIP)/ disability Living Allowance (DLA) or Attendance Allowance (AA)
- National Entitlement Card (displaying C+ symbol)
- Plus One card (Highland Council)
- Access Card (+1 symbol)
- Carer's ID card

## Registered Assistance Dogs

Only fully trained and accredited assistance dogs, who are assisting a visitor are permitted to enter the park. Please bring relevant proof of accreditation as this may be asked for on arrival. If you wish to bring an assistance dog to the park please inform a member of the Entrance Kiosk team when you arrive.

Admission of assistance dogs are subject to the following regulations of the British and Irish Association of Zoos and Aquaria (BIAZA). These regulations state that:

- All registered assistance dogs must be up-to date with all inoculations
- Dogs must be kept on a lead at all times and under strict control
- Dogs must not be allowed to defecate anywhere in the park and any incidents should be cleared away by their owners. A dog exercise area is located at the Entrance kiosk and can be used at any time during your visit.

If the behaviour of Park animals is affected by the presence of your dog please move away from the area to ensure the safety of our animals, visitors and your dog.

## **Car Parking**

Designated car parking spaces for Blue Badge holders are located at the left hand side at the top of the car park adjacent to the Visitor centre.

## **Wheelchair Hire**

Wheel chairs (not electric) can be borrowed from the Visitor Centre for use around the park. Please enquire at the shop. A small, refundable deposit is taken at the time of hire.

## **Toilet Facilities**

Accessible toilets for visitors with a disability are located in the shop inside the Visitor Centre and adjacent to the 'Blue Badge' parking area outside the Visitor centre.

## **Visitor Centre**

There is level access to the shop at the main entrance. Antlers café is accessed by a ramp around the left side of the Visitor Centre. The Oystercatcher Coffee Shop is also accessed by a ramp from the car park. Please note that once inside the building there are steps between the Antlers Café and the rest of the Visitor Centre.

## **Access in the Walk round Area**

The majority of the Park is accessible to less able visitors, however some visitors will find certain areas difficult to access due to the rough nature of paths and tracks and the steepness of some paths. In particular the viewpoint loop from the arctic fox to the male polar bears is very steep and some wheelchair users will find this path too challenging. The male polar bears can be viewed on the Drive Through of the main reserve.

**If you have any comments or suggestions following your visit please complete a Visitor Survey card in the Visitor Centre, email us on [wildlife@rzss.org.uk](mailto:wildlife@rzss.org.uk) or call on 01540 651270**