



## Accessibility Guide

This guide is designed to help visitors plan their day for an accessible adventure at Attwell Farm Park.

### Need Immediate Assistance?



Call our Access Team  
01527 66191



Drop us an Email  
[info@AttwellFarmPark.co.uk](mailto:info@AttwellFarmPark.co.uk)



Start a Live Chat  
[@AttwellFarmPark](https://www.facebook.com/AttwellFarmPark)

# Contents

Welcome to the **Attwell Farm Park Visitor Accessibility & Inclusion Guide**.

This guide has been designed to help you plan your visit with confidence by providing detailed information about our facilities, accessibility features, sensory experiences and the support available throughout the farm. Whether you're visiting for the first time or returning to us again, we hope this guide answers your questions and helps you enjoy a comfortable, enjoyable and inclusive day out.

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**Top Tip:** If you're planning your first visit, we recommend starting with **Before You Visit** and **Sensory Information**, as these sections contain useful advice to help you prepare and get the most from your day at Attwell Farm Park.

## **Section 1 – Before You Visit**

We understand that planning ahead can make all the difference to enjoying your visit. Whether you have a disability, long-term health condition, sensory need, or simply have a few questions before you arrive, our team is here to help. We encourage you to get in touch before your visit so we can answer any questions and help you plan a day that works for you and your family.

### **Frequently Asked Before You Visit**

These are some of the most common accessibility questions we receive before a visit:

#### **Getting Around**

##### **Is Attwell Farm Park suitable for wheelchair users?**

Yes. The majority of Attwell Farm Park is wheelchair accessible. We have invested significantly in improving accessibility, including resurfacing pathways, widening routes, providing accessible toilets and a Changing Places facility, and ensuring most attractions can be enjoyed by wheelchair users.

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##### **Are the paths level throughout the attraction?**

Most of the farm is on level, accessible pathways including tarmac, concrete and rolled stone. There are a small number of gentle slopes and some uneven ground around the outdoor paddock walk, but the majority of visitor areas are accessible.

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##### **Are there any steep slopes or uneven areas?**

There are a few gentle inclines and some uneven outdoor surfaces, particularly around the paddock walk and grassed

areas. If you would like advice on the easiest route around the farm, our team will be happy to help.

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### **Can I access all attractions with a wheelchair or mobility scooter?**

All visitor areas are accessible. Due to the nature of some play equipment and certain animal experiences, a small number of activities may not be fully accessible, but our team will always do their best to adapt experiences wherever possible.

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### **Are there places to sit around the farm?**

Yes. Benches and seating areas are located throughout the farm, including inside our barns, around the outdoor play areas, paddock walk and within our food outlet, allowing visitors to rest whenever they need.

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### **How long does it take to walk around the farm?**

Most visitors spend between **4 and 6 hours** enjoying everything the farm has to offer. If you're simply exploring the farm without stopping, the route can be completed in around **30–45 minutes**, although most families spend much longer enjoying the animals, play areas and daily activities.

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## **Accessible Facilities**

### **Do you have a Changing Places toilet?**

Yes. We have a fully equipped **Changing Places Facility**, including a height-adjustable changing bench, ceiling track hoist

and additional space for carers, making our attraction accessible to visitors with complex disabilities.

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### **Do you have accessible toilets?**

Yes. Accessible toilets are available on-site alongside our Changing Places facility.

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### **Is accessible parking available?**

Yes. Designated accessible parking bays are located close to the main entrance and ticket office.

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### **Can I hire a wheelchair?**

Yes. We offer **complimentary wheelchair hire**, subject to availability. If you would like to reserve one before your visit, please contact our office.

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### **Do you have somewhere quiet if someone becomes overwhelmed?**

Yes. We have a dedicated **de-escalation room** located near the Ticket Office, providing a calm, quiet environment for anyone who needs a break before or during their visit.

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## **Neurodiversity & Hidden Disabilities**

### **Do you offer quieter visiting times?**

Yes. We operate **Quiet Start** sessions every morning from **9:00am–10:00am**, with reduced music and lower sensory

stimulation. We also offer Autism Friendly Evenings throughout the year.

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### **What accessibility support is available for autistic and neurodiverse visitors?**

We offer a wide range of support including Quiet Start sessions, familiarisation visits, sensory backpacks, ear defenders, a sensory story, Fast Track Entry, de-escalation facilities, accessible signage and a welcoming, flexible team who are always happy to help.

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### **Are sensory backpacks or ear defenders available?**

Yes. Sensory backpacks and ear defenders are available to borrow free of charge from the Ticket Office, subject to availability.

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### **Is there a sensory story or visual guide available before our visit?**

Yes. Our Sensory Story is available online and helps visitors understand what they may see, hear, smell and experience during their visit.

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### **Are there any loud noises or sensory experiences we should be aware of?**

As a working farm, visitors may experience animal noises, children playing, tractors, hand dryers, music during events and occasional Tannoy announcements. Our team can advise on quieter areas of the farm if required.

## **Assistance Dogs**

### **Are assistance dogs welcome?**

Yes. Fully trained assistance dogs are welcome throughout the farm.

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### **Can my assistance dog accompany me into the animal areas?**

Yes, although there are a small number of areas where, for animal welfare reasons, we may ask assistance dogs to remain at a safe distance from certain livestock. Our team will be happy to advise on arrival.

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### **Is drinking water available for assistance dogs?**

Yes. Fresh drinking water can be provided for assistance dogs, please ask any member of staff.

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## **Carers & Support**

### **Do carers receive free admission?**

Yes. One essential carer is admitted free of charge when accompanying a paying visitor who requires assistance.

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### **What proof do I need for a complimentary carer ticket?**

We accept a range of recognised supporting documentation. If you're unsure whether your evidence is suitable, please contact us before your visit and we'll be happy to advise.

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### **Can a support worker accompany me?**

Yes. Support workers accompanying visitors who require assistance are welcome under our complimentary carer admission policy.

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## **Animal Experiences**

### **Can wheelchair users take part in animal encounters?**

Yes. Many of our animal encounters have been designed to be accessible, and our team will always do their best to ensure everyone can take part wherever possible.

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### **Are animal feeding activities accessible?**

Yes. Most animal feeding opportunities can be enjoyed by wheelchair users and visitors with limited mobility.

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### **Will staff be able to help if I need assistance during an encounter?**

Absolutely. Our animal team are always happy to provide additional assistance and adapt activities where possible to help everyone enjoy the experience safely.

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## **Café & Facilities**

### **Is the café wheelchair accessible?**

Yes. Farmer Jo's Kitchen is fully wheelchair accessible with level access.

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### **Are accessible tables available?**

Yes. We have accessible tables with space for wheelchair users throughout the café seating area.

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### **Can dietary requirements or allergies be catered for?**

Yes. We offer a range of dietary options, and our catering team are happy to discuss allergens and dietary requirements before you order.

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## **Planning Your Visit**

### **Can I arrange a familiarisation visit before attending?**

Yes. We offer complimentary **30-minute familiarisation visits** by appointment. These allow visitors to explore the farm before their main visit, helping to reduce anxiety and increase confidence.

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### **Do you ever allow early entry outside Quiet Start?**

Yes. We understand that some visitors may benefit from arriving before the busiest periods. We offer **Fast Track Entry** for visitors who may find queuing difficult and, where operationally possible, can be flexible with arrival times. Please contact us before your visit if this would be helpful.

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### **Do you offer any accessibility support that isn't advertised?**

Yes. Every visitor's needs are different, and our team will always do their best to provide additional support wherever possible. This may include helping plan a quieter route around the farm, escorting visitors to quieter areas, providing extra time during

activities, adapting experiences where practical, offering reassurance to anxious visitors, or simply taking the time to understand how we can make your visit as enjoyable as possible.

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### **If someone becomes overwhelmed before entering, can they wait somewhere quieter?**

Yes. Our de-escalation room is located close to the entrance and Ticket Office, allowing visitors to take some time in a calm environment before beginning their visit. Our team will be happy to direct you there or provide any additional support you may need.

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### **When is the quietest time to visit?**

Weekdays during term time are generally our quietest periods. Arriving at opening time during our **Quiet Start** session is usually the calmest time to experience the farm.

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### **Are all areas open throughout the year?**

Most attractions remain open all year round, although some seasonal activities, outdoor attractions and animal locations may vary depending on the weather, time of year and animal welfare requirements.

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### **What happens if the weather is bad?**

Attwell Farm Park offers a large number of indoor attractions, including our Soft Play Barn, Giant Indoor Sand Play Barn, Animal Barns, Petting Barn, Bug Barn and café, so there is still plenty to enjoy whatever the weather.

## **Who can I contact if I have specific accessibility requirements?**

Our office team will be delighted to help. If you have any questions before your visit or would like to discuss your individual requirements, please contact us on **01527 66191** or email **info@attwellfarmpark.co.uk**. We will always do our best to ensure you have an enjoyable and inclusive visit.

## Section 2 – Parking & Arrival

We want your visit to begin as smoothly as possible. Our car park has been designed with accessibility in mind, making it easy for visitors of all ages and abilities to access the farm.

If you require any assistance when you arrive, please speak to a member of our team or call the office on **01527 66191** before your visit.

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### **Is accessible parking available?**

Yes.

We have **six dedicated accessible parking bays** located within our main car park, with additional accessible spaces planned as part of our ongoing commitment to improving accessibility.

Our parking layout has been designed to provide generous space for wheelchair users, families and visitors who require extra room to safely enter and exit their vehicle.

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### **Are the accessible parking bays larger than standard?**

Yes.

All of our designated accessible parking bays are wider than standard parking spaces, providing additional room for wheelchair users, mobility equipment and vehicle transfers.

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### **How close are the accessible parking bays to the entrance?**

Our closest accessible parking bay is located **approximately two metre from the entrance**, allowing visitors to access the Ticket Office with minimal walking distance.

The remaining accessible bays are also situated close to the entrance via level, accessible pathways.

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### **Is there level access from the car park?**

Yes.

There are **no kerbs** between the accessible parking bays and the entrance. Visitors can travel directly from their vehicle to the Ticket Office using smooth, step-free pathways suitable for:

- Wheelchairs
  - Mobility scooters
  - Walking aids
  - Pushchairs
  - Powered wheelchairs
- 

### **Can mobility scooters unload beside reception?**

Yes.

Visitors arriving by mobility scooter or accessible vehicle are welcome to unload close to reception before parking, making arrival as convenient as possible.

If you require any assistance, please speak to a member of staff who will be happy to help.

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### **Can accessible coaches or minibuses drop passengers near the entrance?**

Yes.

Accessible coaches, minibuses and other vehicles transporting disabled passengers are welcome to drop visitors close to the Ticket Office before parking elsewhere if required.

If you're organising a group visit, we recommend contacting us beforehand so we can ensure everything is ready for your arrival.

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### **What will I experience when I arrive?**

As you arrive at Attwell Farm Park you may see:

- Visitors arriving throughout the day
- Farm animals in nearby fields
- Tractors and other farming equipment
- Our Animal Barns
- Friendly members of staff welcoming visitors

You may also hear:

- Cows mooing
- Sheep bleating
- Farm vehicles
- Children excited to begin their day

If you'd like to familiarise yourself with the arrival experience before visiting, our **Sensory Story** provides photographs and descriptions of the entrance and car park.

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### **Need a little extra support?**

If you would benefit from assistance when you arrive, please let us know.










Our team can help with:

- Fast Track Entry for visitors who find queuing difficult.
- Directing you to the most suitable parking space.
- Wheelchair hire.
- Accessing our de-escalation room if you need a quieter space before entering.
- Answering any questions before you begin your visit.

We understand that everyone's needs are different, and our team will always do their best to make your arrival as welcoming and stress-free as possible.

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## Parking at a Glance

| <b>Feature</b>                             | <b>Available</b>  |
|--|---|
| Free Parking                               |  |
| Dedicated Accessible Parking Bays          |  |
| Wider Accessible Bays                      |  |
| Closest Bay Approximately 1m from Entrance |  |
| Step-Free Route to Entrance                |  |
| No Kerbs                                   |  |
| Mobility Scooter Drop-off                  |  |
| Accessible Coach Drop-off                  |  |
| Staff Assistance Available                 |  |

## Section 3 – Ticket Office & Entrance

Our Ticket Office is designed to provide a welcoming, accessible and stress-free start to your visit. Whether you need assistance purchasing tickets, collecting accessibility equipment or simply have a question before entering the farm, our friendly team are always happy to help.

If you require any additional support, please don't hesitate to ask, we're here to make your visit as enjoyable as possible.

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### **Are the ticket counters lowered?**

**Yes.**

Our Ticket Office features a **lowered accessible counter**, making it easier for wheelchair users, children and visitors of different heights to comfortably speak with our team, purchase tickets and ask for assistance.

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### **Can wheelchair users comfortably reach the card machine?**

**Yes.**

Our payment terminals are positioned so they can be easily reached by wheelchair users and visitors with limited mobility. If you require any assistance, a member of our team will be happy to help.

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### **Can I buy tickets somewhere quieter if the queues are busy?**

**Yes.**

To help reduce waiting times, we recommend booking your tickets online before you arrive.

If you are unable to queue due to a disability, hidden disability or medical condition, please speak to a member of staff. We operate a **Fast Track Till**, allowing eligible visitors to enter more quickly and comfortably.

Our team will always do their best to accommodate individual needs.

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### **Can staff communicate in different ways?**

**Yes.**

Our team are trained to adapt their communication to suit each visitor's individual needs. If someone finds verbal communication difficult, our staff are happy to:

- Write information down.
- Allow extra time during conversations.
- Use simple, clear language.
- Repeat information if required.
- Adapt their communication to support individual needs.

If there is another way we can communicate that works better for you, please let us know.

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### **Do you have a hearing loop?**

**Yes.**

A **hearing loop system** is available at the Ticket Office to support visitors who use hearing aids or cochlear implants with a **T (telecoil) setting**. If you would like to use the hearing loop, simply let a member of our team know.

## **Is there seating near the Ticket Office?**

**Yes.**

Seating is available close to the Ticket Office for visitors who may wish to rest before entering the farm or while waiting for family members.

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## **What can I expect when I arrive at the Ticket Office?**

Our Sensory Story includes photographs of the Ticket Office to help visitors know what to expect before they arrive.

### **You may see:**

- Friendly members of staff welcoming visitors.
- Other families purchasing tickets.
- Our Gift Shop.
- Animal feed available to purchase.
- Visitor maps and information.
- Automatic entrance doors.

### **You may hear:**

- People talking.
- Card machines and tills operating.
- Children excited to begin their visit.
- Background music after 10:00am.
- Automatic doors opening and closing.

The Ticket Office can become busier during weekends, school holidays and special events. If you would prefer a quieter

experience, please let a member of staff know and we will do our best to assist.

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## **Additional Support Available at the Ticket Office**





The Ticket Office is also where you can:








- Collect a pre-booked wheelchair.
- Borrow sensory backpacks and ear defenders (subject to availability).
- Use the hearing loop system.
- Ask accessibility questions before beginning your visit.
- Arrange Fast Track Entry if required.
- Collect a farm map and visitor information.
- Find out about the day's activities.
- Speak to a member of the management team if you have any specific requirements.

If you're unsure about anything, please ask. No question is too small, and our team are always happy to help.

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## **Ticket Office at a Glance**

| <b>Feature</b>             | <b>Available</b>  |
|----------------------------|---|
| Lowered Accessible Counter |  |
| Accessible Card Machine    |  |
| Hearing Loop               |  |
| Online Ticket Booking      |  |

| <b>Feature</b>                                | <b>Available</b>  |
|---|---|
| Fast Track Till                               |  |
| Staff Able to Communicate in Alternative Ways |  |
| Written Communication Available               |  |
| Seating Nearby                                |  |
| Wheelchair Collection Point                   |  |
| Sensory Backpacks & Ear Defenders             |  |
| Visitor Information & Accessibility Support   |  |

**Need assistance?** If you require any support when you arrive, simply speak to any member of our team. We're committed to ensuring every visitor feels welcomed, supported and ready to enjoy their day at Attwell Farm Park.

## Section 4 – Getting Around the Farm

Attwell Farm Park has been designed to be as accessible and easy to navigate as possible. The majority of visitor routes are step-free, with wide pathways linking our indoor attractions, animal barns, café and outdoor play areas.

Whether you're visiting with a wheelchair, mobility scooter, pushchair or simply prefer a shorter route, our team are always happy to help you plan a visit that suits your needs.

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### What if I can't walk the full route?

No problem.

Our team are happy to recommend a route based on your individual requirements, whether you would prefer a shorter visit, wish to avoid busier areas, or would like to focus on particular attractions.

We can help you plan the best route either **before you arrive** or **during your visit**, ensuring you make the most of your day at a pace that suits you.

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### Which attractions are furthest from reception?

The attractions located furthest from the entrance are:

- **The Paddock Walk**
- **The Events Barn**

If you would prefer not to walk the entire route, our team can suggest alternative routes that still allow you to enjoy many of our most popular attractions.

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## **How long does it take to walk around the farm?**

Walking continuously around the farm at a slow pace takes approximately **30–45 minutes**.

However, most visitors spend **4–6 hours** enjoying the attractions, animal encounters, play areas, café and seasonal activities throughout the day.

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## **Are there places to rest around the farm?**

Yes.

There are **over 300 seating opportunities** across the farm, including picnic benches, outdoor benches, café seating and indoor tables and chairs.

You'll find places to stop and rest throughout your visit, making it easy to take regular breaks whenever you need them.

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## **Are there shaded rest areas?**

Yes.

A number of our seating areas are located in shaded locations, including inside our barns, beneath covered areas and around various attractions across the farm.

These provide comfortable places to rest, particularly during warmer weather or if you need a quieter moment away from the busiest areas.

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## **What are the pathways like?**

The majority of visitor pathways are:

- Step-free.

- Wide enough for wheelchairs and mobility scooters.
- Suitable for pushchairs.
- Constructed from a mixture of tarmac, concrete and rolled stone.

As a working farm, there are also some grassed areas and sections of the outdoor paddock walk where visitors may encounter gentle slopes or slightly uneven terrain. Our team will be happy to recommend the most suitable route if required.

---

### **Can I access all areas with a wheelchair or mobility scooter?**

The vast majority of Attwell Farm Park is accessible to wheelchair users and mobility scooters.

While some play equipment and certain animal experiences may have natural limitations, our team will always do their best to adapt activities wherever possible so everyone can enjoy their visit.

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### **Need Help Finding Your Way?**

If you're unsure where to go or would like advice on the easiest route around the farm, simply ask a member of staff.

Our team are always happy to:

- Recommend shorter or easier routes.
- Direct you to accessible facilities.
- Suggest quieter areas of the farm.
- Help you find the nearest seating or rest area.
- Assist with accessibility throughout your visit.

---

## Navigation at a Glance

| Feature                                      | Available  |
|--|------------|
| Step-Free Routes Throughout Most of the Farm | ✓          |
| Shorter Route Recommendations                | ✓          |
| Accessible Routes Available                  | ✓          |
| Staff Happy to Plan Your Route               | ✓          |
| Approximate Walking Time (One Lap)           | 30–45 mins |
| Seating Throughout the Farm                  | 300+       |
| Shaded Rest Areas                            | ✓          |
| Wide Accessible Pathways                     | ✓          |
| Wheelchair & Mobility Scooter Friendly       | ✓          |

**Top Tip:** If you're visiting with young children, limited mobility, or anyone who may tire easily, there's no need to see everything in one go. Our team can help you tailor your visit, ensuring you enjoy the attractions that matter most to you while taking advantage of the many seating and rest areas available across the farm.

## Section 5 – Sensory Information

Everyone experiences the world differently, and we understand that some visitors may be more sensitive to noise, crowds, lighting or busy environments.
















As a working farm and family attraction, noise and activity levels can vary throughout the day depending on the weather, school holidays, seasonal events and the number of visitors.

To help you plan your visit, we've rated the typical sensory environment in each area of the farm.

**Please note:** These are intended as a guide. Noise and crowd levels may vary during special events, school visits and peak holiday periods.

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### Sensory Guide

| Area                      | Weekdays  | Weekends   | School Holidays   |
|---------------------------|---|--|---|
| Ticket Office & Gift Shop |  Quiet |  Moderate |  Can be Very Busy |
| Farmer Jo's Kitchen       |  Quiet |  Moderate |  Busy             |
| Indoor Soft Play          |  Quiet |  Moderate |  Busy             |
| Baby Soft Play            |  Quiet |  Moderate |  Moderate         |
| Animal Barn               |  Quiet |  Moderate |  Busy             |

| Area                                  | Weekdays   | Weekends   | School Holidays                           |
|---------------------------------------|------------|------------|---|
| Petting Barn                          | ● Quiet    | ● Busy     | ● Busy ( <i>during petting sessions</i> ) |
| Bug Barn                              | ● Quiet    | ● Moderate | ● Moderate                                |
| Indoor Sand Play Barn                 | ● Quiet    | ● Moderate | ● Busy                                    |
| Outdoor Play Area                     | ● Moderate | ● Busy     | ● Busy                                    |
| Paddock Walk                          | ● Quiet    | ● Quiet    | ● Moderate                                |
| Events Barn<br>( <i>when in use</i> ) | ● Moderate | ● Busy     | ● Very Busy                               |

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## Where is the quietest place on the farm?

If you're looking for a calmer environment, we recommend:

- **Our Quiet Rooms** – designed as a calm space for visitors who need time away from the main attractions.
- **The Indoor Sand Play Barn** during weekdays, which is often one of the quieter indoor areas.
- **The Paddock Walk**, where visitors can enjoy the animals in a more relaxed outdoor setting.

Our team are always happy to recommend the quietest areas on the day of your visit.

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## **Which area is usually the loudest?**

The **Indoor Soft Play** is generally the busiest and noisiest area of the farm, particularly during:

- Weekends
- School holidays
- Wet weather
- Peak lunchtime periods

Visitors should expect excited children, background music and a lively atmosphere.

If you prefer a quieter environment, we recommend visiting Soft Play earlier in the day or later in the afternoon.

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## **Where can I go if I need a break?**

If you or a member of your group needs some time away from busy areas, we recommend:

- Our dedicated **Quiet Rooms**.
- The **Paddock Walk**.
- Outdoor seating areas around the farm.
- The quieter parts of the Outdoor Play Area during weekdays.
- The Indoor Sand Play Barn during quieter periods.

If you're unsure where the calmest area is during your visit, simply ask a member of staff who will be happy to help.

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## **Can I leave and re-enter the farm?**

Yes.

Visitors are welcome to leave and return on the same day.

Simply ask a member of staff for a **hand stamp** before leaving, and you'll be able to re-enter later that day.

This can be particularly helpful if someone in your group needs a short break away from the farm before returning.

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## **Sensory Considerations**

As a working farm, you may experience:

### **Sounds**

- Farm animals calling to one another.
- Children playing and laughing.
- Tractors and other farm vehicles.
- Music during seasonal events.
- Hand dryers in toilet facilities.
- Café and general visitor noise.

### **Smells**

- Hay and straw.
- Animal bedding.
- Animal feed.
- Farmyard odours.
- Freshly prepared food from the café.

### **Touch**

- Animal feed.

- Straw.
- Sand.
- Woodchip play surfaces.
- Different pathway surfaces including tarmac, concrete, rolled Cotswold stone and grass.

## **Visual Environment**

- Bright seasonal decorations during events.
  - Colourful play equipment.
  - Farm machinery.
  - Livestock moving around paddocks.
  - Visitors throughout the attraction.
- 

## **Sensory Support Available**

To help visitors enjoy their day, we offer:

- Quiet Start sessions every morning.
  - Neurodiverse Peaceful Play sessions.
  - Quiet Rooms for anyone needing time away from busy environments.
  - Sensory Backpacks.
  - Ear Defenders.
  - Familiarisation Visits before your main visit.
  - Fast Track Entry for visitors who may struggle with queues.
  - Friendly staff who are happy to recommend quieter areas throughout the day.
-

## Sensory at a Glance

| Support                                   | Available                           |
|---|-------------------------------------|
| Quiet Rooms                               | <input checked="" type="checkbox"/> |
| Quiet Start Sessions                      | <input checked="" type="checkbox"/> |
| Neurodiverse Peaceful Play                | <input checked="" type="checkbox"/> |
| Ear Defenders                             | <input checked="" type="checkbox"/> |
| Sensory Backpacks                         | <input checked="" type="checkbox"/> |
| Sensory Story Available Before Your Visit | <input checked="" type="checkbox"/> |
| Familiarisation Visits                    | <input checked="" type="checkbox"/> |
| Staff Happy to Recommend Quieter Areas    | <input checked="" type="checkbox"/> |

**Helpful Tip:** If you or someone in your group is sensitive to busy environments, we recommend visiting during **weekday mornings**, arriving for our **Quiet Start** session, and planning regular breaks using our Quiet Rooms or the peaceful Paddock Walk. Our team are always happy to help you find the calmest areas of the farm on the day of your visit.

## Section 6 – Animals & Animal Encounters

Meeting our animals is one of the highlights of a visit to Attwell Farm Park. As a working farm, you'll encounter a wide variety of friendly farm animals, from tiny rabbits and guinea pigs to cows, donkeys, horses, alpacas and more.





Whilst we aim to make every encounter as accessible and enjoyable as possible, it's helpful to know what to expect before you arrive.

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### Which animals are likely to make sudden loud noises?

As with any working farm, animals can sometimes make unexpected sounds.

The animals most likely to make louder noises include:

-  Cows – Mooing, particularly around feeding times.
-  Donkeys – Loud braying ("ee-aw").
-  Horses & Ponies – Neighing or whinnying.
-  Cockerels – Crowing throughout the day.

These sounds are a natural part of the farm environment and may occasionally be sudden. If you or someone in your group is sensitive to noise, complimentary ear defenders are available to borrow from the Ticket Office.

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### Which animals are best suited for nervous children?

Almost all of our animals are calm, friendly and used to meeting visitors of all ages.

Some of the most popular animals for nervous or first-time visitors include:

- Rabbits
- Guinea Pigs
- Sheep
- Goats
- Calves
- Alpacas
- Llamas (*please note that, like all llamas, they may occasionally spit if they feel uncomfortable or threatened*).

Our experienced Animal Team are always happy to recommend suitable animals and can introduce children at a pace they're comfortable with.

---

### **Can wheelchair users access the animal areas?**

Yes.

The majority of our animal barns, paddocks and encounter areas are accessible via step-free pathways.

Many of our animal feeding and handling experiences can also be enjoyed by wheelchair users, and our Animal Team are always happy to provide assistance or adapt activities wherever possible.

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### **Do I have to touch the animals?**

No.

There is absolutely no expectation to touch or handle any of our animals. You're welcome to simply observe, take photographs and enjoy watching them in their natural environment.

Handling and feeding opportunities are completely optional.

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### **Can I leave an animal encounter if I feel uncomfortable?**

Absolutely.

You are free to leave any animal encounter or activity at any time and return later if you wish. Everyone enjoys the farm differently, and our team will always support you if you need a break.

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### **Will the animals come up to me?**

Sometimes.

Many of our goats, sheep and other farm animals are naturally curious and may approach visitors, particularly if you're holding animal feed.

If you would prefer not to be approached, simply keep your feed bag closed and our team will be happy to help you enjoy the animals from a comfortable distance.

---

### **Can I feed the animals?**

Yes.

Animal feed is available to purchase from the Ticket Office.

Throughout the farm you'll find signs showing which animals can and cannot be fed. Please only feed the animals indicated and always follow guidance from our Animal Team.

---

## **Are handwashing facilities available?**

Yes.

Handwashing facilities are located throughout the farm, particularly near our animal contact areas.

We recommend washing your hands after touching or feeding any animals.

---

## **Bug Barn**

### **What can I expect in the Bug Barn?**

Our award-winning Bug Barn is home to over **40 species** of fascinating invertebrates from around the world, including:

- Stick Insects
- Giant Millipedes
- Tarantulas
- Scorpions
- Beetles
- Praying Mantises
- Giant Snails
- And many more!

Visitors can explore at their own pace, learn about each species and, during selected sessions, enjoy supervised handling experiences with our experienced Bug Barn team.

### **Is the Bug Barn suitable for nervous visitors?**

Yes.

Many visitors are surprised by how calm and relaxed the Bug Barn is.

You are never expected to touch or handle any of the insects. You're welcome to simply observe them from a comfortable distance and ask our Bug Barn team any questions you may have.

There is never any pressure to participate.

---

### **Can wheelchair users access the Bug Barn?**

Yes.

The Bug Barn is fully accessible with level access and enough space for wheelchairs, mobility scooters and pushchairs.

---

### **Are there any flashing UV bug lights?**

No.

There are **no flashing ultraviolet insect lights** within the Bug Barn or any other public visitor areas.

Lighting is bright, even and consistent throughout.

---

### **Are there any strong smells visitors should be aware of?**

As a working farm, you should expect natural farm smells throughout your visit.

These may include:

- Animal bedding.
- Hay and straw.
- Silage.
- Animal feed.
- Farmyard odours, including manure.
- Freshly prepared food around the café.

These smells are all part of an authentic farm experience and may vary depending on the weather and time of year.

---

### **What sounds might I hear around the animals?**

During your visit you may hear:

- Cows mooing.
- Sheep bleating.
- Goats calling.
- Donkeys braying.
- Horses neighing.
- Cockerels crowing.
- Ducks quacking.
- Geese honking.
- Birds singing.
- Visitors interacting with the animals.

Noise levels are generally lower during weekdays outside of school holidays.

---

## **Will I see tractors or farm machinery?**

Possibly.

Attwell Farm Park is a working farm, so you may occasionally see tractors or other agricultural machinery operating in designated working areas.

Any vehicle movements are carefully managed with visitor safety as our priority.

---

## **Are animals ever moved around the farm?**

Yes.

As part of normal farm life and good animal welfare, animals may occasionally be moved between paddocks or barns.

Some animals may also spend time resting away from public view to ensure their health and wellbeing.

---

## **Our Animal Team Are Here to Help**













Our knowledgeable Animal Team are always happy to support visitors during animal encounters.

Whether someone is feeling nervous, would like to take things slowly, or simply wants to learn more about a particular animal, our team will happily adapt the experience wherever possible.








There is never any pressure to touch or feed an animal, and you're welcome to enjoy the experience in whatever way feels most comfortable.

---

## Animal Sensory Guide

| Area                 | Noise  | Smells  | Typical Crowds   |
|----------------------|--|---|--|
| Animal Barn          |  Moderate |  Strong  |  Moderate                                |
| Petting Barn         |  Moderate |  Mild    |  Busy ( <i>during petting sessions</i> ) |
| Bug Barn             |  Quiet    |  Minimal |  Quiet                                   |
| Outdoor Paddock Walk |  Quiet   |  Mild   |  Quiet                                  |

## Animals at a Glance

| Feature                               | Available   |
|---------------------------------------|---|
| Accessible Animal Barns               |  |
| Wheelchair-Friendly Animal Encounters |  |
| Animal Feeding Experiences            |  |
| Supervised Petting Sessions           |  |
| Fully Accessible Bug Barn             |  |
| Optional Bug Handling Sessions        |  |
| No Flashing UV Bug Lights             |  |

| <b>Feature</b>                              | <b>Available</b> |
|---|------------------|
| Handwashing Facilities Throughout the Farm  | ✓                |
| Complimentary Ear Defenders Available       | ✓                |
| Experienced Animal Team Available to Assist | ✓                |

**Top Tip:** If someone in your group is feeling a little nervous, we recommend starting your visit in the **Bug Barn** or **Petting Barn**. These areas offer a calmer environment where you can take your time, build confidence and enjoy close-up encounters before meeting some of our larger farm animals.

## Section 7 – Food & Catering

We want everyone to enjoy their visit to Attwell Farm Park, including mealtimes. Whether you're bringing a packed lunch, have dietary requirements, need baby feeding facilities or require medication to be refrigerated, our team are here to help.

If you have any questions before or during your visit, please don't hesitate to speak to a member of our catering team.

---

### **Can I bring my own packed lunch?**

**Yes.**

Visitors are welcome to bring their own food and drinks to enjoy during their visit.

We have a number of **dedicated picnic areas**, clearly signposted around the farm, providing comfortable places for families to relax and enjoy their lunch. These include both outdoor seating and covered areas, allowing you to enjoy your meal whatever the weather.

---

### **Is the café wheelchair accessible?**

**Yes.**

Farmer Jo's Kitchen is fully accessible, with level access throughout and plenty of space for wheelchair users, mobility scooters and pushchairs.

Accessible tables are available throughout the café.

---

### **Can allergens be discussed with the catering team?**

**Absolutely.**

Food allergies and dietary requirements are taken very seriously.

Our catering team are happy to discuss ingredients, allergens and preparation methods before you order, helping you make an informed choice and ensuring your visit is as safe as possible.

If you have any concerns, simply speak to a member of the team who will be happy to help.

---

### **Do you cater for different dietary requirements?**

**Yes.**

We offer a range of menu options to cater for a variety of dietary requirements, including:

- Coeliac / Gluten Free
- Dairy Free
- Vegan
- Halal
- Texture-sensitive diets (where possible)

If you have a specific dietary requirement that isn't listed, please speak to a member of our catering team before ordering and we'll always do our very best to accommodate your needs.

---

### **Can medication be refrigerated?**

**Yes.**

If you have medication that needs to be kept refrigerated during your visit, we can safely store it in one of our **dedicated medication refrigerators**.

Please speak to a member of our office or catering team on arrival, who will be happy to assist.

---

### **Can I warm baby food or bottles?**

**Yes.**

Our catering team are happy to warm baby food or baby bottles for you.

Simply ask a member of staff and they'll be pleased to help.

---

### **Can I refill my water bottle?**

**Yes.**

Free drinking water is available from our café. If you'd like to refill a reusable water bottle during your visit, simply ask a member of the catering team.

---

### **Are highchairs available?**

**Yes.**

Highchairs are available within Farmer Jo's Kitchen for families with young children.

---

### **Can assistance dogs accompany me into the café?**

**Yes.**

Fully trained assistance dogs are welcome throughout Farmer Jo's Kitchen and all public areas of the farm.

Fresh drinking water can also be provided for assistance dogs— simply ask a member of staff.

---

## **Do you have a hearing loop in the café?**

**Yes.**

A **hearing loop system** is available within **Farmer Jo's Kitchen** to support visitors who use hearing aids or cochlear implants with a **T (telecoil) setting**.

If you would like to use the hearing loop, simply ask a member of our catering team who will be happy to assist.

---

## **What can I expect in the café?**

Farmer Jo's Kitchen is one of the busiest indoor areas during peak times.

### **You may see:**

- Families enjoying meals together.
- Hot and cold food being served.
- Cakes, drinks and snacks on display.
- Highchairs.
- Indoor and outdoor seating.

### **You may hear:**







- General conversation.
- Coffee machines.
- Crockery and cutlery.
- Children and families dining.
- Background music (seasonal).

During weekends and school holidays, the café is typically busiest between **12:00pm and 2:00pm**.

If you prefer a quieter dining experience, we recommend visiting earlier or later in the day.

---

## Café Sensory Guide

| <b>Feature</b>          | <b>Rating</b>  |
|-------------------------|--|
| Noise – Weekdays        |  Moderate                       |
| Noise – Weekends        |  Busy                           |
| Noise – School Holidays |  Very Busy                      |
| Lighting                |  Bright & Even                 |
| Smells                  |  Freshly Cooked Food & Coffee |
| Seating Availability    |  Plenty Available             |

---

## Additional Support Available

Our catering team are happy to:

- Discuss allergens before ordering.
- Help you choose suitable menu options.
- Warm baby food and bottles.
- Store medication that requires refrigeration.
- Provide drinking water refills.
- Support visitors using the hearing loop system.
- Assist with carrying food where possible.

- Help you find a quieter place to sit if available.

If there's anything that would make your visit more comfortable, please don't hesitate to ask.

---

## Need Something Different?









We understand that everyone's dietary needs are different.

If you have a specific requirement that's not listed, or would like to discuss your needs before your visit, please contact us in advance or speak to a member of our catering team during your visit.

We'll always do our very best to accommodate individual needs wherever possible.

---

## Food & Catering at a Glance

| Feature                       | Available   |
|-------------------------------|---|
| Packed Lunches Welcome        |  |
| Dedicated Picnic Areas        |  |
| Wheelchair Accessible Café    |  |
| Accessible Tables             |  |
| Hearing Loop                  |  |
| Allergen Advice Available     |  |
| Coeliac / Gluten Free Options |  |
| Dairy Free Options            |  |

| <b>Feature</b>             | <b>Available</b> |
|----------------------------|------------------|
| Vegan Options              | ✓                |
| Halal Options              | ✓                |
| Texture-Sensitive Options  | ✓                |
| Baby Food & Bottle Warming | ✓                |
| Medication Refrigeration   | ✓                |
| Drinking Water Refills     | ✓                |
| Highchairs Available       | ✓                |
| Assistance Dogs Welcome    | ✓                |

**Top Tip:** If you prefer a quieter dining experience, consider bringing a packed lunch and enjoying one of our dedicated picnic areas, or visit Farmer Jo's Kitchen outside of the lunchtime rush. If you need any assistance, have dietary requirements or would simply like some advice, our friendly catering team are always happy to help.

## Section 8 – Toilets & Changing Facilities

We understand that accessible, clean and well-equipped toilet facilities are an essential part of an enjoyable day out. At Attwell Farm Park, we've invested in providing a range of facilities to meet the needs of visitors of all ages and abilities.

Accessible toilets are located at a convenient location on the farm, alongside our fully equipped **Changing Places Facility**, helping visitors enjoy their day with confidence and comfort.

---

### Do you have accessible toilets?

**Yes.**

Accessible toilets are available in both male and female, and dedicated cubicles and are designed to provide plenty of space for wheelchair users, mobility aids, families and carers.

Our accessible toilet facilities include:

- Step-free access.
- Large accessible cubicles.
- Peninsula-style toilets for easier side transfers.
- Accessible sinks at varying heights.
- Grab rails.
- Emergency assistance alarms.
- Baby changing facilities in selected locations.
- Sanitary disposal facilities.

## **Do you have a Changing Places toilet?**

**Yes.**

We are proud to provide a fully equipped **Changing Places Facility**, enabling visitors with complex disabilities and those who require additional support to enjoy a full day out with dignity and comfort.

Our Changing Places Facility includes:

- Height-adjustable adult-sized changing bench.
- Ceiling track hoist.
- Peninsula toilet.
- Height-adjustable wash basin.
- Privacy screen.
- Emergency assistance alarm.
- Spacious layout with plenty of room for wheelchair users, carers and support equipment.

The facility is located close to the main entrance and is clearly signposted throughout the farm.

---

## **Can I access the Changing Places Facility with a RADAR key?**

**Yes.**

Visitors are welcome to use their own **RADAR Key**.

If you don't have one with you, simply ask a member of staff and we'll be happy to provide access using our key.

The Changing Places Facility is available throughout our normal opening hours.

## **Do you have adult-sized changing benches anywhere else?**

**No.**

Our **Changing Places Facility** is the only location on-site with an adult-sized, height-adjustable changing bench and ceiling track hoist.

For visitors requiring these facilities, we recommend using the Changing Places room.

---

## **Do you have sanitary bins in accessible toilets?**

**Yes.**

Sanitary disposal facilities are provided in **all accessible toilets**, as well as throughout our wider toilet facilities.

---

## **Are your accessible toilets suitable for wheelchair users?**

**Yes.**

Our accessible toilets have been designed with wheelchair users in mind and include:

- Spacious layouts.
  - Wide doorways.
  - Peninsula toilets.
  - Grab rails.
  - Accessible sinks at varying heights.
  - Easy-to-use fixtures and fittings.
  - Emergency pull cords.
-

## **Are accessible toilets located around the farm?**

### **Only in one location – The toilet block.**

Accessible toilet facilities are located in the heart of the farm park, in a convenient point ensuring visitors are never too far from a toilet during their visit.

All facilities are clearly signposted using easy-to-follow signage.

---

## **Are there family-friendly toilet facilities?**

### **Yes.**

Alongside our accessible toilets, we also provide:

- Baby changing facilities.
  - Family-friendly toilet areas.
  - Large cubicles suitable for parents with young children.
  - Accessible facilities located close to the main visitor attractions.
- 

## **What can I expect?**

Our toilet facilities are inspected and cleaned regularly throughout the day by our housekeeping team to maintain high standards of cleanliness.

### **You may hear:**

- Toilets flushing.
- Hand dryers.
- Running water.

- General visitor activity.

**You may smell:**

- Soap.
- Cleaning products.
- Air fresheners.

**Lighting**

Our toilet facilities feature bright, even lighting with **no flashing lights**.

If you're sensitive to the noise of hand dryers, they can be louder than other sounds within the toilet facilities.

---

**Need Assistance?**

If you require any assistance accessing our facilities, please speak to any member of staff.

Our team will be happy to:









- Provide access to the Changing Places Facility.
- Lend a RADAR key if required.
- Direct you to the nearest accessible toilet.
- Help you locate quieter facilities where possible.
- Answer any questions during your visit.

---

**Changing Places at a Glance**










We're proud to provide one of the region's most accessible toilet facilities, helping visitors with profound and multiple disabilities enjoy a full day out.








Our Changing Places Facility includes:

-  Ceiling track hoist
-  Adult-sized height-adjustable changing bench
-  Peninsula toilet
-  Height-adjustable wash basin
-  Emergency assistance alarm
-  Spacious layout for carers and support equipment
-  Available throughout opening hours
-  RADAR key access (bring your own or borrow ours)

---

## Toilets & Changing Facilities at a Glance

| <b>Feature</b>                                   | <b>Available</b>  |
|--|---|
| Accessible Toilets Throughout the Farm           |  |
| Changing Places Facility                         |  |
| Adult-Sized Height-Adjustable Changing Bench     |  |
| Ceiling Track Hoist                              |  |
| Peninsula Toilet                                 |  |
| RADAR Key Access (Bring Your Own or Borrow Ours) |  |
| Large Accessible Cubicles                        |  |
| Accessible Sinks (Varying Heights)               |  |
| Grab Rails                                       |  |

| <b>Feature</b>                             | <b>Available</b>  |
|--|---|
| Emergency Assistance Alarm                 |  |
| Baby Changing Facilities                   |  |
| Sanitary Disposal Facilities               |  |
| Family-Friendly Toilet Facilities          |  |
| Clearly Signposted Facilities              |  |
| Cleaned & Checked Throughout the Day       |  |
| Bright, Even Lighting (No Flashing Lights) |  |

**Top Tip:** Our Changing Places Facility is located close to the entrance, making it easy to access at the beginning, during or at the end of your visit. If you need directions or any assistance, simply ask a member of our team - we're always happy to help.

## **Section 9 – Our Team & Visitor Support**

At Attwell Farm Park, we believe that accessibility is about people as much as it is about facilities.

Our team are committed to ensuring every visitor feels welcomed, respected and supported throughout their visit. Whether you need directions, accessibility advice, assistance during an activity or simply someone to talk to, we're always here to help.

We understand that every visitor is different. Rather than making assumptions, we'll always listen, ask how we can help and work with you to make your visit as enjoyable and comfortable as possible.

---

### **Accessibility is Everyone's Responsibility**

Accessibility isn't the responsibility of one department, it's part of every role at Attwell Farm Park.

From Admissions and Retail to Catering, Animal Care, Maintenance and Management, every member of our team plays an important part in ensuring every visitor feels welcomed, respected and included.

We believe great accessibility starts with great people.

---

### **What accessibility training do your staff receive?**

Accessibility is at the heart of everything we do.

Every member of the Attwell Farm Park team receives accessibility awareness training as part of their induction and ongoing professional development.

Training includes:

- Disability Awareness
- Hidden Disabilities
- Autism & Neurodiversity Awareness
- Customer Service & Inclusive Communication
- Makaton Awareness
- British Sign Language (BSL) Awareness
- Sensory Awareness
- Equality, Diversity & Inclusion
- Safeguarding
- Customer Care & Inclusive Visitor Experiences

In addition, members of our team have successfully completed **The Mason Foundation's Inclusive Mentor Programme**, helping us better understand and support visitors with a wide range of access requirements.

We also work closely with organisations including **Guide Dogs UK, The Mason Foundation, Mencap**, local SEND schools and disability groups to continually improve our knowledge and visitor experience.

---

## **Accessibility Champions**

We have dedicated team members with additional knowledge and experience in accessibility and inclusion.

If you have a specific accessibility question or require additional support during your visit, simply ask any member of staff, who will be happy to contact one of our Accessibility Champions.

---

## **Can I approach any member of staff if I need help?**

**Absolutely.**

Every member of staff is approachable, friendly and trained to assist visitors.

Whether you're speaking to someone in the café, animal team, play areas, retail shop, admissions team or maintenance department, they'll either be able to help directly or quickly contact the appropriate colleague.

No matter who you speak to, we're here to help.

---

## **How will I recognise a member of staff?**

All members of the Attwell Farm Park team wear:

- Branded staff uniform.
- Clearly visible name badge.
- Staff identification where appropriate.

If you need assistance at any time, simply approach any member of staff.

---

## **Do staff wear radios?**

**Yes.**

Every member of staff carries a radio, allowing us to communicate instantly across the farm.

This means that if you require assistance, support can usually be arranged within minutes, wherever you are on site.

Our radio system allows staff to quickly coordinate:

- Accessibility assistance.
  - First aid.
  - Lost children or vulnerable visitors.
  - Wheelchair requests.
  - Quiet room access.
  - Management support.
  - General visitor enquiries.
- 

### **Can staff escort visitors to quieter areas?**

**Yes.**

Every member of our team is trained to support visitors who may feel overwhelmed, anxious or simply need a quieter environment.

If required, a member of staff can:

- Escort you to one of our Quiet Rooms.
- Help you find a quieter area of the farm.
- Recommend alternative routes away from busy locations.
- Assist you in accessing seating or accessible facilities.
- Help you return to your group when you're ready.

There is never any pressure to continue with your visit if you need to take a break.

---

### **How do staff communicate?**

We understand that everyone communicates differently.

Our team are happy to adapt their communication by:

- Speaking clearly and at an appropriate pace.
- Writing information down if required.
- Using simple, easy-to-understand language.
- Using Makaton where appropriate.
- Supporting visitors using basic British Sign Language (BSL).
- Allowing extra time for conversations.
- Being patient, flexible and understanding.

If there's another way we can communicate that works better for you, please let us know.

---

## **Communication Packs**

To help support visitors with different communication needs, our team have access to **communication packs**, helping us communicate more effectively with visitors who may benefit from visual prompts or alternative methods of communication.

If you feel a communication aid would help during your visit, simply ask a member of staff.

---

## **Supporting Hidden Disabilities**

Not every disability is visible.

Our team regularly support visitors with a wide range of visible and non-visible disabilities, including:

- Autism
- ADHD
- Learning Disabilities

- Dementia
- Hearing Loss
- Visual Impairments
- Mobility Impairments
- Anxiety
- PTSD
- Sensory Processing Differences
- Chronic Health Conditions
- Other Hidden Disabilities

We understand that everyone's needs are different and encourage visitors to tell us if there's anything we can do to make their visit more comfortable.

---

### **What happens if someone becomes separated from their group?**

If a child or adult becomes separated from their family or support group, please notify the nearest member of staff immediately.

Using our radio system, staff can quickly communicate across the farm to reunite visitors safely and efficiently.

---

### **What if I become unwell during my visit?**

If you feel unwell or require medical assistance, please tell any member of staff.

Our team can quickly contact qualified first aiders, management or emergency services if required and will remain with you until help arrives.

---

## **Support During Animal Encounters**

Our experienced Animal Team are always happy to adapt animal encounters to suit individual visitors.

Whether someone is feeling nervous, would like to take things slowly or simply wants to observe rather than interact, our team will happily support you at a pace that feels comfortable.

---

## **Support in Farmer Jo's Kitchen**

Our Catering Team are happy to:

- Discuss allergens.
- Explain ingredients.
- Recommend suitable menu options.
- Support visitors with dietary requirements.
- Assist wherever possible to ensure everyone can enjoy their visit.

---

## **Support During Seasonal Events**

During our seasonal events and school holidays, additional members of staff are positioned throughout the farm.

If you require accessibility support during live shows, character appearances or special activities, simply speak to the nearest member of staff and we'll be happy to help.

---

## **Need Help During Your Visit?**

No matter what you need, we're here to help.









Whether you've:






- Lost your group.
- Need directions.
- Need a wheelchair.
- Need to access the Quiet Room.
- Need first aid.
- Have an accessibility question.
- Need to speak to a manager.
- Require assistance during an activity.

Simply approach **any member of staff** and we'll make sure you receive the support you need.

---

## Staff Support at a Glance

| Feature                               | Available   |
|---------------------------------------|---|
| Accessibility Awareness Training      |  |
| Inclusive Mentor Trained Team Members |  |
| Hidden Disabilities Awareness         |  |
| Autism & Neurodiversity Awareness     |  |
| Makaton Awareness                     |  |
| British Sign Language (BSL) Awareness |  |
| Communication Packs Available         |  |
| Staff Radios                          |  |

| <b>Feature</b>                       | <b>Available</b>  |
|--------------------------------------|---|
| Accessibility Champions              |  |
| Staff Escort to Quiet Areas          |  |
| Alternative Communication Methods    |  |
| First Aiders On Site                 |  |
| Friendly Support Throughout the Farm |  |

**Our Promise:** Every visitor deserves to feel welcomed, respected and included. If there's anything we can do to make your visit easier or more enjoyable, please let us know. We'll always listen, do our best to help and work with you to ensure you have a fantastic day at Attwell Farm Park.

## **Section 10 – Emergencies & Additional Support**

Your safety and wellbeing are our highest priority. Our team are trained to respond calmly and professionally in a wide range of situations, whether you need a quiet place to regulate, first aid, assistance during an evacuation or simply some extra support.

If you ever need help during your visit, please approach any member of staff—we're always here to assist.

---

### **What happens if someone becomes overwhelmed?**

We understand that busy environments, unexpected situations or sensory overload can sometimes become overwhelming.

If you or someone in your group becomes overwhelmed, here's what will happen:

#### **1. Tell a member of staff**

Simply approach any member of our team, or if you're unable to do so, another member of your group can let us know.

Every member of staff is trained to recognise when someone may need additional support.

---

#### **2. We'll take things at your pace**

Our team will speak calmly and respectfully, taking time to understand how we can best support you.

There is never any pressure to continue your visit or explain more than you're comfortable with.

---

### **3. We'll help you move to a quieter area**

If appropriate, a member of staff can escort you to one of our quieter areas, such as:

- Our dedicated Quiet Room.
  - The de-escalation room near the entrance.
  - The Paddock Walk.
  - Another quieter location around the farm, depending on where you are.
- 

### **4. Take as much time as you need**

You're welcome to remain in a quieter area for as long as you need.

If you'd like to continue your visit afterwards, we'll help you do so when you're ready.

If you decide you'd rather leave and return later the same day, simply ask for a hand stamp before exiting.

---

### **5. Ongoing support**

If additional assistance is needed, staff can quickly contact managers, first aiders or other members of the team using our radio system.

We're here to support you throughout your visit.

---

### **What if I need first aid?**

Qualified first aiders are available on site throughout opening hours.

If you require medical assistance, please tell the nearest member of staff who will immediately contact a first aider using our radio network.

If required, emergency services will be contacted without delay.

---

### **Do you have evacuation chairs?**

**Yes.**

As part of our **Summer 2026 Mezzanine Expansion**, evacuation chairs are provided to assist with the safe evacuation of visitors from the upper floor should they ever be required.

Our team receive appropriate training in their use.

---

### **What happens if the fire alarm sounds?**

If the fire alarm is activated, please remain calm and follow the instructions of our team.

Our trained Fire Marshals will:

- Guide visitors safely from the building.
- Assist anyone requiring additional support.
- Direct visitors to the nearest safe exit.
- Ensure evacuation routes remain clear.
- Communicate with colleagues across the farm using radios.

Please do not re-enter any building until instructed that it is safe to do so.

---

## **Where should wheelchair users go during an evacuation?**

Wheelchair users and visitors requiring additional assistance will be supported by our trained team throughout any evacuation.

Our Fire Marshals will guide visitors to one of our designated assembly points using the safest accessible route available.

There is no need to make your own way independently—our team will remain with you and provide assistance throughout the evacuation if required.

---

## **Where are the fire assembly points?**

Attwell Farm Park has **two designated Fire Assembly Points**:

- **Main Visitor Car Park**
- **Outdoor Field adjacent to the Jumping Pillows**

Our team will direct you to the most appropriate assembly point depending on your location within the farm.

---

## **How do staff communicate during an emergency?**

Every member of staff carries a radio, allowing information to be shared instantly across the farm.

This enables our teams to coordinate quickly and effectively during:

- Medical emergencies.
- Lost children or vulnerable visitors.
- Accessibility assistance.
- Fire evacuations.
- Welfare concerns.

- Other incidents requiring additional support.

---

## Emergency Support at a Glance

| Feature                          | Available |
|----------------------------------|-----------|
| Qualified First Aiders On Site   | ✓         |
| Fire Marshals                    | ✓         |
| Two Fire Assembly Points         | ✓         |
| Staff Radios Throughout the Farm | ✓         |
| Staff Escort During Emergencies  | ✓         |
| Quiet Room & De-escalation Room  | ✓         |
| Evacuation Chairs (Mezzanine)    | ✓         |
| Accessible Evacuation Support    | ✓         |

**Our Promise:** We understand that emergencies and unexpected situations can feel worrying. Our trained team will always respond calmly, respectfully and with your individual needs in mind. Whether you need medical assistance, a quiet place to recover or support during an evacuation, we'll be with you every step of the way.

## Our Accessibility Promise

At Attwell Farm Park, we know that no two visitors are the same. Everyone has different needs, preferences and ways of enjoying a day out, which is why we believe accessibility is about much more than ramps, toilets or specialist equipment.

For us, accessibility is about creating an environment where every visitor feels welcomed, respected, understood and included from the moment they arrive until the moment they leave.

We are committed to continually improving our facilities, training our team and listening to feedback from our visitors and accessibility partners. Every suggestion helps us make Attwell Farm Park an even more inclusive place for future generations to enjoy.

If there is anything we can do before your visit, during your day with us, or afterwards to make your experience easier, more comfortable or more enjoyable, please let us know. Whether it's planning your route, arranging additional support, answering questions or simply taking the time to understand your individual needs, our team will always do their very best to help.

We don't expect every visitor to fit into a standard way of visiting, that's why we're proud to be flexible, understanding and committed to finding solutions wherever we can.

**We look forward to welcoming you to Attwell Farm Park and helping you create memories that everyone can enjoy.**

**If you have any questions before your visit, please don't hesitate to contact us:**

 **01527 66191**

 **info@attwellfarmpark.co.uk**

 **[www.attwellfarmpark.co.uk](http://www.attwellfarmpark.co.uk)**

## Our Commitment

*"Accessibility isn't something we do—it's part of who we are. Every visitor deserves the opportunity to enjoy everything Attwell Farm Park has to offer, and we'll always do our very best to make that happen."*

**The Team at Attwell Farm Park** ❤️ 🌱

