



## **Willows Activity Farm Access Statement**

*This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.*

### **Summary**

Situated in London Colney, St Albans, Willows Activity Farm is a family leisure attraction. As a countryside location the paths and walkways are uneven and requires care to navigate. The pathways may not be suitable for all wheelchair users or those with limited mobility, but can be accessed with care.

The average visit is between 3 - 4 hours and includes both outdoor and under cover areas. Outdoor areas are accessed by pathways with slight inclines at different areas. In the main indoor play area there is a mezzanine floor which can be accessed by a lift.

Visitors can also enjoy a restaurant, cafe and gift shop all situated on ground floor level.

Staff are available throughout the site should you require any assistance.

If you have any queries or require any assistance please phone 0870 129 9718 or email [info@willowsactivityfarm.com](mailto:info@willowsactivityfarm.com).

### **Pre-Arrival**

For full details and maps of how to reach us please see the directions section of our website.

If you are driving using a satellite navigational systems please use the postcode AL4 0PF. There are a number of car parks offering free parking including a hard standing car park with designated disabled parking bays.

#### **By Public Transport**

As a countryside location, public transport does not offer convenient drop off points and requires customers to walk approx. 0.6 miles from the nearest bus stop, which includes some uneven paths.

**By Mainline Train:** Exit the mainline at St Albans and walk into the town center approx. 0.7 miles to take the number 84 bus as above.

**By Tube:** Exit the tube at High Barnet and take the number 84 bus as above

**By Bus:** Take the number 84 bus for St Albans and exit the bus at The Bull public House, Barnet Road, London Colney, which is near to the Colney Fox Hotel and opposite Lowbell Lane. Walk up Lowbell Lane until you come to the Farm Office. Walk past the gate and continue until you come to one of the car parks, walk through the car park and turn left where you will see the entrance to Willows Activity Farm directly in front of you.

Local taxi services are available and can be booked in advance.

## **Car Parking and Arrival**

There is ample parking on site in both grass and hard standing car parks. There are 5 disabled parking spaces in a hard standing car park nearest the entrance. There are signs on arrival by car. There are also a further 4 disabled spaces in the Nursery / Shop car park in the far right hand corner.

From the car parks, access to the entrance is via tarmac paths with lighting when dark.

## **Main Entrance and Ticketing Area**

- The main entrance is accessed by tarmac paths with queues defined by wooden barriers 178 cm wide at the narrowest point. There are no steps in this area. After the entrance there is a metal access gate for which assistance can be provided by the admission staff. This is 93 cm wide at the narrowest point
- The area is well lit with some bench seats in the area after the entrance
- The pay booths have glass screens that can be partially opened to aid lip reading and for visitors with a visual impairment.
- The area is well lit with some bench seats in the area after the entrance
- Wheelchair loan is available, free of charge, on request on a first come first served basis
- Maps are available at the entrance in print version only

## **Outdoor Activities**

- Staff are available throughout the site to assist in undertaking the various activities
- Main pathways are 220 cm wide
- Between pathways there are grass areas, which can be uneven underfoot.
- There is directional signage throughout the site provided in printed version only
- There is some educational signage throughout the site in printed version only
- Animals can be touched in our animal contact areas after which hand washing must occur
- Lower level hand washing sinks are available at animal contact area hand washing stops
- As an attraction for young children and families many activities are noisy and crowded on busy days. There may be some limited queuing for outdoor activities (Tractor Ride/ Funfair rides)
- There are height restrictions for some outdoor activities

- Funfair rides require assistance for children to be placed in the rides. Staff are available to assist.
- There are plenty of benches and picnic benches throughout the site
- The floor surfaces include, grass, gravel, bark, wooden decked platforms.
- There is a ramp on one side as well as steps to access the wooden decked area where the inflatable activities are located. Staff are available to assist if required
- Natural lighting while outdoors is supported by overhead lights in winter months where required.
- There is a Tractor-Trailer ride with ramp access. This ramp is 118cm wide. It is not currently possible for wheelchairs to travel on the trailer

### **Indoor Activities**

- There are no stepped entrances to indoor areas but some areas have slight ramps
- The narrowest door/entrance to under cover areas is 109cm wide.
- Indoor play areas have electronic sliding glass doors which can be opened by customers pressing buttons out of the height range of children at 163 cm. Staff are available to assist if necessary
- There is a stairway to access the slides as part of the Woolly Jumpers indoor play area - there is no disabled access to the top of these stairs
- Staff are available throughout the indoor areas to assist in undertaking the various activities when requested
- There is directional signage throughout the site provided in printed version only
- There is some educational signage throughout the site in printed version only
- The indoor play areas are noisy and crowded on busy days
- There are height restrictions for some indoor activities
- There is plenty of seating throughout the indoor areas
- The floor surfaces include vinyl, wood effect laminate, carpet, wooden decking in the foyer and rubber matting by the entrance and exit doors.
- Overhead lighting is provided in all indoor areas
- There is a mezzanine floor in Woolly Jumpers indoor play barn accessed by a lift

## **Public Toilets**

- Toilets are located on the ground floor with level access in Curly Tails Cafe, Toddler Town, The Gift Shop and Woolly Jumpers. Further toilets are available on site with a ramp leading to a disabled toilet
- All disabled toilets are unisex
- The door for the disabled toilets are 102 cm wide
- The toilet height in the disabled toilets is 48 cm
- The width of the disabled toilets are 38 cm
- There are vertical rails either side of both basin and toilet in the disabled toilets.
- Hand washing basins are available in each disabled toilet
- An emergency alarm pull cord is located in some disabled toilets and we are working to put in all disabled toilets.
- The toilets are well lit with fluorescent tube overhead lighting
- The flooring is non-slip laminate
- There are lever taps on the sinks in 3 out of the 5 disabled toilets

## **Catering**

- There is one cafe open at all times (Woolly Jumpers) and another (Curly Tails) open at selected times. Both are situated on the ground floor with a slight ramp at the entrance.
- There is also satellite catering outlets throughout the outdoor site accessed by gravel paths. Staff are available to assist in these outlets. Picnic benches with restricted access are available close to outdoor satellite outlets which wheelchairs can be pulled up to. The height of the picnic benches are 69 cm.
- There is an outdoor BBQ catering outlet which has a fairly steep grassed slope which would need to be accessed from the gravel pathway to reach the BBQ area which is not suitable for a wheelchair without assistance
- The entrance doors to Woolly Jumpers café is 147cm wide and Curly Tails Café is 170cm wide.
- Service is accessed via counter self-service at full height, together with food selection from chilled cabinets at full height. Staff are available to assist if required.
- Tables in Curly Tails are well space apart with clear height from the floor of 71cm with upright wooden chairs without arms
- Tables in Woolly Jumpers are fixed with fixed plastic seating with the height from the floor to the table of 75 cm

- Lighting in all areas is via overhead electric lighting
- The flooring in Curly Tails is wooden laminate, non-slip rubber in the entrance and non-slip Altro floor near the catering area. In Woolly Jumpers the floor surfaces are wooden laminate and vinyl
- We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.
- Both Cafes are self-service however staff can assist on request
- Menus are available on printed signage overhead and on the walls. Staff can assist by running through menus with customers
- Crockery is all disposable
- There are toilets within Curly Tails and just outside the door of Woolly Jumpers

## **Shop**

- There is a gift shop with a range of souvenirs and gifts which can be accessed from the main site as the main exit route. It can also be accessed from before the entrance to the leisure site
- The entrance and exit are via an automatic glass sliding door. The doors are 147cm wide
- The shop is level throughout with wooden laminate flooring. There is a slight incline to the floor in the middle of the shop. There is also ramp access at the exit of the shop
- There is a full level counter and till point - staff are available to assist where required.
- There is ample room within the shop for a large wheelchair to manoeuvre and turn.
- There are tall display racks and low tables accessible from a seated position. Where products are at high level staff will be available to assist.

## **Miscellaneous**

- We have evacuation procedures with trained fire marshals - should you require assistance a member of staff will assist
- Guide dogs are welcome on site
- We aim to provide an appropriate area for changing/feeding when requested for disabled customers
- We support customers with autism and assist to navigate queues for these customers to assist in their visit
- We offer a complimentary carer ticket policy and discounted rate for disabled customers

## **Contact Information**

Willows Activity Farm  
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