



Willows Activity Farm

Access Guide

This access guide 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 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 0333 3312060 or email 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 centre 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 a gate on the left. Walk past the gate and continue until you come to a car park, 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 8 disabled parking spaces in a hard standing car park nearest the entrance. There are signs on arrival by car. There are also a further 6 disabled spaces behind the Nursery car park. 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 93cm wide at the narrowest point
- The area is well lit.
- The pay booths have glass screens that can be partially opened to aid lip reading and for visitors with a visual impairment
- Wheelchair loan is available, free of charge, on request on a first come first served basis
- Maps are available on our App that can be downloaded from our website

Outdoor Activities

- Staff are available throughout the site to assist in undertaking the various activities
- Main pathways are 220cm 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 only, 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, concrete and sand
- 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. There is space available on the trailer for 1 wheelchair user.

Indoor Activities

- The entrance to our 'JCB' marquee which houses our ride on tractors has a small step, this is part of the structure of the marquee.
- 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 indoor soft 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 the indoor soft play barn accessed by a lift

Public Toilets

- Toilets are located on the ground floor with level access in Burrows Cafe, Cottontail Village, The Gift Shop and soft play. Further toilets are available near our puddle park and indoor theatre.
- There is one unisex disabled toilet in the foyer on our indoor soft play
 - ❖ The door for the disabled toilet is 102cm wide
 - ❖ The toilet height in the disabled toilets is 48cm
 - ❖ The width of the disabled toilet is 38cm
 - ❖ There are vertical rails either side of both basin and toilet in the disabled toilet
 - ❖ There is a low level hand wash basin.
 - ❖ An emergency alarm pull cord is located in the disabled toilet.
 - ❖ The toilet is well lit with fluorescent tube overhead lighting
 - ❖ The flooring is non-slip laminate
 - ❖ There are lever taps on the sink and lever style flush on the toilet.

- There are 8 ambulant toilets on site. These toilets are designed for people with ambulant disabilities which do not confine them to a wheelchair, such as mobility issues and sensory loss, pregnant women, elderly and those recovering from injuries. They are in the following locations:
 - ❖ Gift shop gender neutral x 1
 - ❖ Burrows Café female toilets x 1
 - ❖ Burrows café male toilets x 1
 - ❖ Cotton Tail Village gender neutral toilet x 1
 - ❖ Theatre toilets gender neutral x 1
 - ❖ Toilets near to the Puddle Park gender neutral x 3

- Ambulant toilets have a raised toilet or portable seat riser, grab rails and emergency pull cords.

Catering

- There is one cafe open at all times (Mrs Rabbit's Kitchen) and another (Burrows Cafe) 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 is 69cm.
- The entrance doors to Mrs Rabbit's Kitchen are 147cm wide and Burrows Café is 170cm wide
- Tables in Burrows Cafe are well space apart with clear height from the floor of 71cm with upright wooden chairs without arms
- Lighting in all areas is via overhead electric lighting
- The flooring in Burrows Cafe is wooden laminate, non-slip rubber in the entrance and non-slip Altro floor near the catering area. In Mrs Rabbit's Kitchen 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.
- 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 Burrows Cafe and just outside the entrance door of Mrs Rabbits Café / Soft Play.

Shop

- There is a gift shop with a range of souvenirs and gifts which can be accessed from the from the main site as the main exit route. It can also be accessed from before the entrance to the farm
- 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.

There is an ambulant toilet in the gift shop.

Miscellaneous

- We have evacuation procedures with trained fire marshals - should you require assistance a member of staff will assist
- Assistance dogs are welcome on site
- We aim to provide an appropriate area for changing/feeding when requested for disabled customers
- We support customers with SEN and assist to navigate queues for these customers to assist in their visit
- We offer a complimentary carer ticket who visit with disabled customers. Documents to support this are available on our website.

Contact Information

Willows Activity Farm
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London Colney
St Albans
Hertfordshire
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info@willowsactivityfarm.com

www.willowsactivityfarm.com

Open daily 10am - 5.30pm (check seasonal opening times as these may differ)

Closed 25th - 27th December and 1st January