

Tropical Butterfly House

Accessibility Statement

We aim to make your visit to the Tropical Butterfly House as enjoyable and inclusive as possible.

We offer a quality 'hands-on' fun and educational experience for people all ages and abilities who are keen to learn more about our animals and wildlife conservation or enjoy a great family day out.

Balancing the needs of people with a range of disabilities with our rural location and as an indoor and outdoor park with ageing facilities can be challenging however we feel confident that as a smaller visitor attraction and a dedicated family business, our personal commitment to improving accessibility at the park will ensure there are exciting opportunities for everyone.

Our friendly team are dedicated to both our animals and visitors and work hard to ensure that everyone is treated with respect, made to feel special and heads home with that 'butterflymoment' feeling and memories to treasure for years to come.

We offer a fair pricing policy - when a disabled person visits with an assistant or carer, the carer will be admitted free of charge (with proof of status). Assistance dogs are welcome throughout the site. All dogs are welcome at Lottie's Coffee Lounge (which is situated adjacent to the wildlife park). Wheelchairs are available for visitors with walking difficulties - this service is free of charge with a returnable deposit. Please call us on 01909 569416 to book and ensure availability.

As well as improving physical access, we are putting plans in place to provide inclusive information and interpretation to enhance the visitor experience for everyone, for example, ensuring our communication, marketing material, website and online offering are created in consultation so we provide an accessible and useable service for all our visitors, whether they be actual or virtual.

We will ensure our staff receive disability awareness training on our Equality and Diversity Policy as part of an ongoing approach to inclusive access and where possible we will work in consultation with partners and local community groups to help improve accessibility at our venue which is why we are also keen to hear from you. Please contact us at info@butterflyhouse.co.uk. More information can also be found on www.euansguide.com

Our wildlife park facilities consist of:

- A wide variety of indoor and outdoor animal enclosures, from the farm barn to the tropical house where the public and schools can interact with our animals, hands on and up close wherever possible
- Daily animal encounters, talks and feeds, free flying bird shows, membership and VIP experiences
- Extensive outdoor play areas including the Realms of Camelot playground, wet play area and sandpit, ride-on circuit, aerial ride and tractor-trailer ride
- The indoor seated Butterfly Cafe and Lottie's Coffee Lounge with additional outdoor seating and indoor and outdoor picnic areas
- Indoor Arts and Crafts Activity Centre and education, meeting and conferencing spaces

- Themed family events throughout the year, activity trails and learning materials
- Jungle Gift Shop

Car Parking and Travel

- We are located on Woodsetts Road, just outside the village of North Anston, South Yorkshire and just 5 minutes from M1 J31 . The wildlife park is clearly signposted with brown tourist signs. For satellite navigation systems our post code is S25 4EQ. A map and directions can be found on our website <https://www.butterflyhouse.co.uk/>
- Car parking is free for all visitors. Our car park has a well lit, flat, tarmacked Blue Badge and disabled parking area spaces located at the main park entrance and entrance to Lottie's Coffee Lounge. Additional visitor parking with further spaces are available on a tarmacked / grass surface (with a slight slope to the pathway) with a clearly marked, flat, tarmacked pedestrian pathway leading to the park entrance which is accessible by wheelchairs and mobility scooters. On busy days our car park attendants help guide visitors who are Blue Badge holders and where possible, those with young families, to park as close as possible to the entrance.
- Our car park can accommodate both minibus and coach parking.
- Public transport to the park is limited. The nearest bus stop is located on Woodsetts Road and is a 15 minute walk away Bus routes from Sheffield are X5.
- Please contact SYPTE for travel times and prices on 01709 515151 or plan your journey here <https://www.travelsouthyorkshire.com/en-gb/journeyplanning>
- The nearest train station is Worksop where accessible taxis are available to continue your journey to us. (Taxi P&P 01909 500800)

Jungle Gift Shop, Butterfly Cafe, Lottie's Coffee Lounge, Red Bus Snack Stop

- The entrance/exits to our gift shop and two cafes are fully accessible with doors activated by a push button for wheelchair users.
- Assistance in these areas is available, please let us know how we can help.
- A variety of indoor and outdoor seating is available, some fixed and some that can be rearranged to help accommodate wheelchairs. The outdoor seating areas adjacent to the cafes are paved and some of the benched seating here have parasols. Additional seating is available in the picnic area by the sports field, Camelot Play Park which has a barkchip and grass surface, and outside the Big Red Bus Snack Stop. The public seating top deck of the Big Red Bus is inaccessible for a wheelchair.
- Depending on demand and education bookings, we have two indoor picnic areas available, one adjacent to and one located upstairs within the Arts and Crafts Activity Centre and accessible by lift. These two spaces can also be booked by schools and groups, for meetings and for children's parties.
- The upstairs seating in Lottie's Coffee Lounge is accessed by steps and is inaccessible by wheelchair, however it can be accessed via the lift located in our Arts and Crafts Activity Centre, please ask a team member. Our cafe team will carry your order to your table on request.
- Lottie's Coffee Lounge has an accessible toilet and baby change located outside at the rear of the building. The nearest accessible toilet and baby change for the Butterfly Cafe is

located a short distance at the Play Park entrance. An additional accessible toilet and baby change is also located at the entrance to the Arts and Crafts Activity Centre.

- Highchairs are available in both cafes. We cater for visitors with special dietary requirements (including vegetarian, vegan, gluten and dairy free and options and have allergy.
- Our gift shop has many low-level product displays and staff are at hand to help.

The Butterfly House, Outdoor Animal Enclosures, Encounters and Displays

- The outdoor areas of the wildlife park are all fully accessible to wheelchair users. The surface is concrete or tarmac which may slope gently in some areas but is predominately flat with no major slopes and no steps and suitable for wheelchairs and mobility scooters. The main pathway follows a circular route around the park.
- The Main Arena, home to the free flying bird and animal shows, has amphitheatre style concrete and stone steps and fixed wooden benches for viewing. Ground floor space and spaces between benches allow for wheelchair users. Please speak to a team member prior to the show starting should you require assistance.
- The Indoor Butterfly House is accessible for wheelchair users except for a small corner of the Butterfly House which can be viewed from an alternate platform. It can get very crowded at busy times. There is one entrance / exit leading into a small foyer with hand washing facilities before entering the tropical house itself. Inside, the surface is concrete with a small bridge and narrow walkways with feeding points following a one way route and culminating in the nocturnal house. The nocturnal house entrance and exit has a plastic-slatted covering to ensure darkness and has only low enclosure lighting. Access to the lower pond area is by steps and so not accessible by wheelchair. There is a small break out space utilised mainly for school and encounter talks at the rear and a refuge space with coat and bag storage located near the entrance / exit. Please ask a team member for assistance in this area if you require help and if attending an animal encounter here.
- The Farm Barn has a large open doorway and is therefore an accessible space to view the residents. Lemur Heights is accessible for wheelchair users via a series of push button doors for both indoor and outdoor access.
- All animal encounters, talks and feeds take place in outside enclosures (apart from the Exotic Encounters which take place in the butterfly house) with the public gathering along the surrounding concrete and tarmacked pathways. Where possible, our enclosures have a variety of advantage viewpoints e.g. lowered wall or glass viewpoints, to allow better viewing for everyone. At busy times when viewing may become more difficult, we may increase the number of talks taking place throughout the day or limit the number of people attending. If you have a specific interest in one our animals or wish to attend an animal encounter or talk, where possible please speak with a member of staff in advance so we are in the best position to be able to assist you.
- The Wilderness Walkthrough has a double gated access point for the animals safety. The gate requires opening and closing at one end before accessing or leaving the enclosure through the next. This enclosure has a concrete surface with a wooden bridge crossing and access to the bird watching huts. The bird watching wooden huts are open sided and have small wooden gate openings.

- The Woodland Walk has a concrete surface and slight downward slope. The pathway leading to the Witches Cabin, often utilised during themed events, has a short, steady upward slope accessible by wheelchair.

Outdoor Play Park and Indoor Arts and Crafts Activity Centre

- The Outdoor Play Park includes the Realms of Camelot play area with climbing frames and slides, sports field, aerial ride, ride-ons track, sandpit and wet play area. The play areas have safety surfacing where required and have both easily accessible activities such as sandpits and water play and more challenging play equipment such as tunnels and climbing. The area's main pathways are concrete and tarmacked with barkchips in the Camelot Play area which may not be suitable for wheelchair access. There is a variety of different seating and picnic tables in these areas, from hammocks and deckchairs to benches and covered wooden huts. An accessible toilet and baby change facilities are available at the entrance to the Play Park.
- The tractor trailer ride around the park is not accessible for wheelchairs at this time. The queue for the daily rides which take place at set times is located outside of the Arts and Crafts Activity Centre at the bottom of a slight slope. Some of the park's pathways are cordoned off for safety while the ride takes place.
- The indoor Arts and Crafts Activity Centre has a number of free and paid-for family activities and games. Craft tables are set up in the lower area. When open to the public, wheelchair access to the upstairs areas used for event activities and as a picnic space, is available by lift. An accessible toilet and baby change facilities are available at the centre.
- There are a number of fun motion or button activated water sprinklers located around the park, if you have concerns about these please speak with a member of staff on arrival who can locate the motion-sensored ones for you. All water features are located in areas with suitable surfaces so not to cause a slip hazard.

Toilets and Handwashing Facilities

- Handwashing facilities and sanitising gel stations are available throughout the park. Washbasins, soap and sanitiser dispensers and hand drying facilities are installed at various heights.
- There are three accessible toilet and baby change facilities which are unisex and have low level washbasins and hand drying facilities - these are located at the Arts and Crafts Activity Centre, at the entrance to the Play Park and at Lottie's Coffee Lounge.
- COVID-19 - please also see our response to Covid-19 statement which details our extended cleaning and site monitoring system in place for the reopening of the park.

Before you Visit, Admission, Events and Communication

- There is an admission charge for the wildlife park. When a disabled person visits with an assistant or carer, the carer will be admitted free of charge (with proof of status).
- For our current admission prices, membership packages, gift vouchers, events and VIP experiences or to book tickets online, please see our website www.butterflyhouse.com. There is no admission charge for visiting the Jungle Gift Shop or Lottie's Coffee Lounge only.
- We are open all year round, except Christmas Day. The wildlife park opens at 10am with closing times varying throughout the year (from 4pm - 5.30pm). Lottie's Coffee Lounge

opens from 9am every day and closes at the same time as the park. Please see our website for current opening hours.

- Assistance dogs are welcome throughout the site. All dogs are welcome at Lottie's Coffee Lounge (which is situated adjacent to the wildlife park).
- We have a no smoking or vaping policy on-site.
- First Aid facilities are located at the main entrance or by contacting any member of staff.
- Wheelchairs are available for visitors with walking difficulties - this is free of charge with a returnable deposit of £20. Please call us on 01909 569416 to book and ensure availability.
- We are members of a number of partner organisations including British and Irish Association of Zoo and Aquariums (BIAZA), National Farm Attractions Network (NFAN), Welcome to Yorkshire, Yorkshire Attractions Group, Visit Nottinghamshire and Visit Peak District. Visitor information is also available online via Tripadvisor, Google Business and our social media pages. Access information and reviews can also be found at Euan's Guide <https://www.euansguide.com/>
- You can Plan your Visit in advance by visiting our website https://www.butterflyhouse.co.uk/plan_your_visit.php where you will find a park map and details on our animals, feeding times, talks, encounters and displays as well as details of the park's facilities, attractions, directions and contact information. This information is also available as a leaflet which is widely distributed to other attractions, hotel and holiday accommodation providers, schools, tourist information centres and through other tourism networks.
- Visitors also receive a printed activity timetable on entry, details of which is also displayed at the park entrance and through regular tannoy announcements around the park
- Themed family events take place throughout the year, where possible we are able to offer additional support on request such as dedicated Santa's Grotto sessions. Event details can be found on our website along with our blog and latest news pages
- We offer meeting room hire, school and group bookings
- Visit our website <https://www.butterflyhouse.co.uk> and our social media pages for the latest information
<https://www.facebook.com/TropicalButterflyHouse>
<https://twitter.com/TropButterfly>
<https://www.instagram.com/tropicalbutterflyhouse>

We welcome your feedback to help us improve accessibility at the park, if you have any comments or suggestions please contact us on 01909 569416 or info@butterflyhouse.co.uk

Tropical Butterfly House, Woodsetts Road, North Anston, South Yorkshire S25 4EQ | 01909 569416 | info@butterflyhouse.co.uk | <https://www.butterflyhouse.co.uk/>

Dated Jan 2020