



ACCESS STATEMENT

**for Walby Farm Park,
Walby, Crosby-on-Eden, Carlisle, Cumbria
CA6 4QL**

Introduction

Walby Farm Park offers a high quality 'family fun on the farm' and learning experience for all ages and abilities. We seek to be accessible by all visitors.

- ☘ Large variety of animals to hold, feed, touch and cuddle
- ☘ Indoor Play Barn (heated)
- ☘ Outdoor Play Area, Pedal Go Kart Track
- ☘ Ride-on tractors and sandpit
- ☘ Interactive Information and Activity Centre
- ☘ Barrel Train & Land Rover rides for children
- ☘ Café to seat 150
- ☘ Gift Shop

Our staff are friendly, welcoming, highly trained and motivated and ensure that each visitor is treated as someone special to go home with memories to treasure for many years to come. 4 of our core staff have completed the Welcome to Excellence 'Welcome All' training.

Pre-Arrival

- ☘ A clearly worded leaflet is available describing the main facilities, attractions, directions, opening times and prices. The leaflet includes our contact numbers, email and web site addresses. The leaflet is widely distributed to other tourist venues, hotels, guest houses, caravan parks and Tourist Information Centres.
- ☘ Our leaflet is available in large print if requested.
- ☘ Our dedicated staff are available to contact for any information before your arrival and can be contacted by telephone, fax and e-mail.

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- ❁ All the above information can be found on our website where the information is available in large font if required:
www.walbyfarmpark.co.uk
- ❁ Walby Farm Park is accessible by car. From Carlisle & the M6 - we are located just to the east of the M6. Please follow signs for Brampton A689 from M6 (Junction 44) & turn off to Walby. From Hexham & the A69 - find us off the A689, near Carlisle Airport, 35 miles from Hexham & 4 miles from Carlisle follow signs for Carlisle A69, at Brampton roundabout take the 2nd exit onto the A689 (signposted Carlisle - North) & turn off to Walby.
- ❁ For satellite navigation systems our post code is CA6 4QL
- ❁ There is a Hadrian's Wall Country Bus to Crosby-on-Eden. (please see <http://www.hadrians-wall.org/page.aspx/Things-To-See-And-Do/Hadrian's-Wall-Country-Bus> for the up to date timetables). In 2009 the bus will operate from Good Friday 10th April until the end of October with other local and regional bus services running all year, such as the 185 from Carlisle to Housesteads via Haltwhistle. Some low-floor buses have the capacity to carry a limited number of wheelchairs or cycles (priority will be given to wheelchair users). This is approximately 15 minutes walk away.
- ❁ The nearest railway station is in Carlisle with the bus station located within approximately 5 minutes walk.
- ❁ Accessible Taxi services are located in Carlisle (4miles), Brampton (7 miles).
- ❁ We have a Bicycle Rack available at the entrance to Walby Farm Park.

Arrival & Car Parking Facilities

- ❁ Car Parking is free.
- ❁ The admission charges for Walby Farm Park are as follows:-
 - Adults £5.95
 - Children aged 1 or over £5.45
 - Senior Citizens £5.00
 - Children aged under 1 free of charge

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Special rates are available for Groups of 15 or more. Please enquire prior to arrival. Special rates are only available if pre booked.

- ❁ The main car park has facilities for approximately 180 cars on hard standing plus a further 6 designated disabled spaces on concrete. The route to the main car park is lit.
- ❁ An overflow grass car park is used during peak times and has spaces for a further 500 or so cars.
- ❁ Vehicles can be parked to allow rear access and there are no dropped kerbs.
- ❁ Access to the main entrance is on concrete (from the designated disabled parking area) and from all other areas on tarmac or hard core.
- ❁ Large directional signs are located within the car parking areas

Main Entrance, Reception & Ticketing Area

- ❁ Walby Farm Park is open every day except Christmas Eve, Christmas Day, Boxing Day and New Year's Day.
- ❁ The opening hours for Walby Farm Park are 10.00 am to 6.00pm.
- ❁ There are no steps and access is by double doors allowing easy wheelchair access.
- ❁ A portable Hearing Loop is available.

Public Areas - Hall, Stairs, Landing, Corridors etc

- ❁ All internal areas are located on the ground floor with no steps to negotiate allowing easy wheelchair access
- ❁ Access to the Play Barn, Cafe, Education Room, Shop, Animal Barn, Pedal Go-Kart area and Tractor Tower is by concrete/tarmac paths with wide aisles.
- ❁ A bark chipped track leads to the Outdoor Play Area, access to the Land Rover area and Nature Trail from here is on mown grass.

Public Areas - Sitting room, lounges, lobbies etc

- ❁ Seating is available in:
The Curly Tails Café
Play Barn
Area adjacent to Pedal Go-Karts and Tractor Tower, Decking,
Outdoor Play Area.
Numerous benches and picnic benches are available through
the site.

Public WCs

- ❁ There is one WC area
- ❁ There are two disabled toilets, one adjacent to the male toilets
and one adjacent to the female toilets.
- ❁ Family Rooms with baby changing facilities and separate w.c's
are located in the main W.C. area.
- ❁ Hand-washing facilities are located in all toilets, at the entrance /
exit to 'Meet the Animals' and the entrance to the Main building
next to the Go-Kart yard.
- ❁ Hand sanitisers are located in the following places:
On the decking outside The Curly Tails Café
Adjacent to the Demonstration Area in Meet the Animals.
On the decking at the entrance / exit to the Play Barn

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- ❁ The Curly Tails Café & Piglet's Pantry.
The Curly Tails Café is located centrally on site with no steps to
negotiate and has easy access to the Decking Area.
- ❁ Piglet's Pantry is located to the rear of the Play Barn with no
steps to negotiate and has easy access to the Decking Area.
- ❁ The Curly Tails Café serves Hot and Cold drinks, ice-cream,

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cakes and also Hot food. The Hot food is ordered at the servery and served to your table.

- ☘ Piglet's Pantry is cafeteria style and serves Hot and Cold drinks, ice creams and cakes.
- ☘ The furniture is moveable and is of sturdy wood construction.
- ☘ High chairs are available in the Curly Tails Cafe and Piglet's Pantry.
- ☘ There is a microwave available for heating up your own baby food.
- ☘ We are able to cater for visitors with special dietary requirements:
 - Vegetarian
 - Gluten free
 - Dairy Intolerance
 - Nut allergy
 - Diabetics
- ☘ Please ensure that we are aware of any special dietary requirements before you order your food. If you can't see anything on the menu that suits your needs please ask a member of staff at the servery. We will always endeavour to try to accommodate your needs.
- ☘ All food is sourced locally where possible and prepared fresh daily by our experienced catering team.
- ☘ There are separate picnic areas with ample seating outdoors (some under a marquee) (subject to some restrictions at busy times)

Shop

- ☘ Gift Shop
- ☘ There are no steps and access is open allowing easy wheelchair access.
- ☘ All items are clearly priced; many items are at low level, we are happy to provide assistance if required.
- ☘ Exit is through the shop with a swing door opening one way.

Leisure Facilities

- ❁ Indoor Play Facilities located in the Play Barn.
- ❁ All areas have easy access with wide doorways and aisles.
- ❁ Some elements within the Play Barn are on the ground floor and are accessible by wheel chairs. Other elements on the 1st floors are more challenging and require climbing etc.
- ❁ Some elements within the Play Barn equipment area are easily accessible others are more challenging and require climbing through tubes etc.
- ❁ All facilities within the Education room have easy access.

Outdoor Facilities

- ❁ Outdoor Facilities
- ❁ Outdoor play area, Barrel Train Rides, Land Rover Rides and Pedal Go Karts and Pedal Tractors
- ❁ All play equipment has safety surfacing where required and is maintained to the current European Standard
- ❁ Access is by reasonably level mown grass and / or bark chipping track

Conference & Meeting Rooms, Banqueting

- ❁ Education Room
- ❁ There are no steps and access is by double doors allowing easy wheelchair access
- ❁ Available. Please telephone for details.

Attractions (Displays, exhibits, rides etc.)

- ❁ All our animals are under cover with easy access, wide doors and wide aisles.

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- ☘ All signage is large format black or green on white
- ☘ We have daily activities, again with easy access, at weekends and in the school holidays. Viewing may be limited at busy times and some activities are seasonal.
- ☘ Bottle feeding of lambs and/or calves takes place daily at
 - 12.30
 - 4.30depending on the season and is fully accessible.
- ☘ Barrel Train and Land Rover Rides are available every day. Please see Reception Area for times.

Additional Information

- ☘ There is no smoking within any of the buildings or within Walby Farm Park. A designated Smoking Area exists at the Entrance.
- ☘ We regret we only allow assistance dogs into Walby Farm Park.
- ☘ A First Aid room can be located in the Main Building or by contacting any member of staff. Trained General First Aider's are always on site

☘ Contact Information

Address: Walby Farm Park, Walby, Crosby-on-Eden,
Carlisle Cumbria CA6 4QL

Telephone: 01228 573056

Fax: 01228 573768

Email: enquiries@walbyfarmpark.co.uk

Website: www.walbyfarmpark.co.uk

National Rail Carlisle Station 0845 6050 600


Stagecoach Carlisle Bus Station 01228 819090

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Accessible - (Brampton) 'Airbus 2000' 01697 73735
Taxi Numbers - (Carlisle) 'Barry's Taxi' 07766 700 020

Hours of operation: 10 am til 6pm every day except 24, 25, 26
December and 1 January

Future Plans

 We are a new attraction (opened July 2008) and so expect to be constantly developing over the coming months.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone Neil or Katie Milbourn on 01228 573056 or email: enquiries@walbyfarmpark.co.uk