



Access Statement for Wildwood Devon

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.

Introduction

Wildwood Devon is Devon's best British wildlife park where visitors can see and learn about British wildlife past and present, all housed in near-natural enclosures set in 45 acres of beautiful ancient woodland. Wildwood is located on the Escot estate situated just off the A30 between Ottery St Mary and Honiton, off the fairmile exit on the A30. Follow brown signs to Escot.

We open at 10 am daily. Our closing time varies with last admission at 3 pm, 4 pm or 5 pm (depending on season), closing an hour later than last admission. We are open every day except for Christmas Day and Boxing Day. You should allow a couple of hours to go around the park, taking in the animal talks which are held throughout the day during weekends and school holidays.

Gold and Silver memberships are available for special needs groups. We also have a 'carer goes free' policy for each visitor requiring a carer. No dogs, including guide dogs, are allowed in the park owing to the nature of our business. If you are visually impaired and use a guide dog please contact the Wildwood office prior to your visit so we can make alternate arrangements.

Although your dog will not be allowed in the park, we can provide a staff member or volunteer to escort you during your visit. Please make your own arrangements for your dog while visiting the park. They should not be left in a vehicle in the car park.

Please read through the following information for full details. If you have any queries or require any assistance please call 01227 712111 or email info@wildwoodtrust.org. We look forward to welcoming you.

Facilities at Wildwood include:

Woodland - enjoy walking through our ancient semi-natural woodland.

Animal enclosures - the park has large low-level viewing windows and ramps at enclosures where necessary, making it suitable for wheelchair users.

Accessible toilet facilities - available in the Coach House Café outside the park.

Please contact us in advance by phoning us on 01404 822 188 if you would like to have the change facilities readily available during your visit.

Play area - separate play areas for under 5's in our Play Zone soft play.

Restaurant / cafe and shop - selling a range of food and souvenirs. Single story buildings with step free access, accessible pathways or ramps.

Parking - space for coaches and extensive car parking, including a Blue Badge parking area.

Pre-Arrival

- For full details and maps of how to reach us please see the 'Visitor Information', 'How to get here' section of our website. Alternatively you can plan your journey by car or public transport using www.transportdirect.info; simply enter your postcode and ours, which is EX11 1LU to get directions.
- The nearest railway stations are based in Honiton and Exeter. If you require an accessible taxi you can book this in advance. There are many options available but one is [W.A.V.E](http://www.w.a.v.e) available on 01392 252525.

- The nearest bus stop is Fordbridge, just under one mile from Wildwood. There are no seats or shelter at this stop.
- Exeter International airport is 9.5 miles away.

Car Parking and Arrival

- Clearly marked Blue Badge parking spaces are based next to our entrance kiosk. It may be possible to park directly outside the entrance gates at certain times, by prior arrangement, if deemed necessary.
- There are no ticket/payment machines; on-site parking is free of charge.
- The on-site car park surface is gravel on compacted mud.
- The path to the attraction entrance is clearly marked with good signage.
- Access through the entrance and the shop is suitable for wheelchairs.
- There is no lighting in the car park however our opening hours adjust with the seasons and therefore with daylight hours accordingly.

Main Entrance, Reception and Ticketing Area

- The main entrance and ticket area is a single story building with a concrete ramp up to the door.
- The door is an inward opening, light door with a clear door opening width of 920mm. There is step free, level access throughout.

- The area is evenly and well lit with overhead lighting from fluorescent lights.
- A pen and pad of paper are available on request to aid communication.
- There is a complimentary ticket policy for carers.
- Signage showing the opening hours and ticket price information are clearly visible.

Attraction (displays, exhibits, rides etc.)

- Animal talks are spread throughout the day, delivered by our enthusiastic and knowledgeable educators during peak times (weekends and school holidays).
- Also during these times roaming educators can be found, usually with an article such as antlers for visitors to touch.
- Interpretation boards with illustrations feature throughout the park.
- The majority of the attractions are outdoors, with only a few providing a sheltered building.
- The woodland paths are natural and therefore uneven, often with exposed tree roots and/or muddy. Most of our paths are wheelchair-friendly and are marked in blue on our map, which will be provided in our entrance kiosk.
- Picnic benches are scattered throughout the park which can provide occasional rest stops.
- The maze has one route in and one route out which avoids bridges. Please ask staff for assistance.

Visitor Toilets

- Wheelchair-friendly toilets are located in the Coach House Café, outside the main park.
- Toilet facilities are also based behind our Play Barn soft play zone up from our maze. Access to these involves steps.
- In the case of an emergency, such as a fire, a megaphone with siren will be used to notify and instruct visitors. Wildwood staff will evacuate the premises, including the facilities, ensuring all visitors are located and escorted to an assembly point.

Catering

- The cafe is situated a short distance from the main entrance.
- It is a single story building and has step free access from the entrance. It is level throughout with a small ramp onto the deck and into the cafe.
- The double entrance doors to the cafe open outwards and are 175 cm wide when both opened.
- Tables in the cafe are spaced apart (and not fixed) with wooden chairs without arms. Space is more restricted during school holidays and weekends.
- Lighting in all areas is natural daylight with overhead lighting also used.
- There is no background music playing.
- We do our best to cater for any dietary requirements.
- Cafe food is ordered at the counter and then delivered to your table.
- Staff are happy to assist in any way on request.
- All staff can assist by running through menus, specials and any blackboard signs.

Grounds and Gardens

- The woodland trail, which is the main route around the park, is a mostly wide, unobstructed path. Small gravel stones sit on compacted mud to form the substrate. The path narrows to 2m in width in some places.
- The woodland paths are natural and therefore uneven, often with exposed tree roots and/or muddy. Most of our paths are wheelchair-friendly and are marked in blue on our map, which will be provided in our entrance kiosk.
- Some of the woodland trail consists of wooden plank walkways/bridges covered with wire mesh, particularly in our wetlands area. There are no steps and ramps are used in the few areas where there is a change in level.
- Paths are covered in natural debris e.g. pine cones, leaves, twigs and stones. They are naturally undulating and have areas of exposed tree roots, pot holes, puddles and mud.
- Picnic tables and benches are placed at regular intervals around the park.

Additional Information

- We are used to adapting our activities to appeal to special needs groups, whether these needs arise from behavioural or learning difficulties, sensory, mental or physical disabilities. We offer Gold and Silver memberships for these special needs groups.

- Unfortunately, given that we are a wildlife park, assistance dogs are not permitted in the park. However, we can offer an assisted visit by providing a staff member/volunteer to escort you around the park instead of your dog, who unfortunately will not be able to enter the park. Please contact us in advance to give us time to arrange a staff member/volunteer to escort you. Please make your own arrangements for your dog while visiting the park. They should not be left in a vehicle in the car park.

Contact Information

Address (Inc postcode): Wildwood Devon, Escot Park,
Ottery St Mary, Devon, EX11 1LU

Telephone: 01404 822 188

Email: visitescot@wildwoodtrust.org

Website: devon.wildwoodtrust.org

Hours Of Operation: Open daily (363 days per year) including public/bank holidays (except Christmas Day and Boxing day). Open 10 am, closes 4-6pm depending on season (4 pm in winter, 6 pm in Summer). Last admission 1 hour before closing.