



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

Access Statement for Wingz Bird & Animal Sanctuary

Introduction

Wingz Bird and Animal Sanctuary is a fully licenced zoo which aims to rescue, rehabilitate and re-home exotic animals. It contains over 80 different species of birds and animals from all over the world set in approx 3 acres of British wildlife friendly grounds. In addition Wingz breeds many species as part of conservation efforts in conjunction with many other zoos and institutions from across Europe. Wingz aims to educate its visitors to the plight of many birds and animals around the world as well as Pet ownership. It aims to offer an enjoyable and interesting visit set in a relaxing atmosphere.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01726 825222 or email: enquiries@wingzbirdsanctuary.co.uk

Arrival

For full details of how to reach us please see the directions 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 PL24 2TX to get directions.

The nearest railway station is Par which is approximately a 30 minute walk away. Taxis are available at the station. If you require an accessible taxi you can book this in advance from many taxi firms in the St Austell/Par area.

There are no bus routes which pass Wingz however the 526 and 528 service on the St Austell to Fowey route travel through the nearby village of Tywardreath and by disembarking at the Polpey Lane stop at the top of the village it is a 10 minute walk to the sanctuary.

Car Parking and Arrival

There is a car park at Wingz which has areas for cars, motorcycles, pushbikes and disabled cars/minibuses. Coaches can be catered for by contacting Wingz and making prior arrangement to facilitate a safe drop off and parking.

Access to Wingz from the car park is via double doors to accommodate the widest wheelchair with low level threshold for ease of entry. This enters the main entrance and shop and further leads to another set of double doors which lead out to the Sanctuary where there are level wooden walkways/ramps around the entire site.

Main Entrance, Reception Area and Tea Room

The main entrance is situated off the car park with step free, level access, throughout.

There is seating just inside the main entrance to the sanctuary.

The floor surface is laminate throughout.

The reception desk is directly to the right of the main entrance.

The area is evenly and well lit with overhead lighting from fluorescent lights.

There is a hearing loop system installed at the reception desk and tea room.

From the entrance building the tea room can be accessed via sanctuary doors, entry is again via large double doors with low level thresholds for wheelchairs. Tables inside and outside can accommodate wheelchair users and staff are available to assist where necessary.

Attraction (enclosures, exhibits, etc.)

We have display boards for each exhibit in as large a font size as possible and where possible sign language signs.

As the sanctuary is constantly changing with birds and animals moving enclosures and arriving etc it is not possible at this time to provide an electronic tour of the sanctuary however it may be possible to provide a guide at quieter times of the season.

Public Toilets

There are toilet facilities available for all including a fully compliant disabled toilet.

The adapted toilet is for the use of disabled people and families it is 10m from the accessible entrance, along a level wooden walkway at the side of the main entrance building. This is a unisex toilet and a key is not required to access it. The toilet door opens outwards and it is locked by a twist lock. The door also has a grab rail attached.

The adapted toilet

The dimensions of the adapted toilet are 10ft x 5ft 6in and there is a lateral transfer space.

As you face the toilet pan the transfer space is on the right. The height of the toilet seat above floor level is 45cm (1ft 5in). There is a toilet roll holder which is not placed higher than 100cm.

As you face the toilet the wall mounted grab rails are on both sides. Wall mounted and drop down rails are available.

There is a sink which is not placed higher than 74cm and the tap type is lever and there is a functional emergency alarm available. There are mirrors in the toilet and they are placed at a lower level for ease of use.

Paper towels are available, as are disposal facilities with in the toilet.

Shop(s)

The entrance building has a shop with a range of souvenirs, gifts etc. which can be accessed directly when entering and when exiting the exhibition areas.

The shop is level throughout.

The counter has a hearing loop system installed and staff have been trained in its use.

Staff can offer assistance if required.

There is ample room within the shop for a large wheelchair to manoeuvre and turn.

There are tall display racks and low units accessible from a seated position.

Wingz Sanctuary

On entering Wingz you will find over 50 enclosures which are accessed via wide wooden decking footpaths. Access from the entrance building/veranda/tea room is via a disabled ramp and service ramp. Once the park is entered there is a gentle slope if the wheelchair recommended route is followed. All areas of the Sanctuary are accessible to all. The disabled ramp is also fitted with handrails to accommodate those who cannot manage steps. There is a handrail on both sides to allow for those who might have a side specific weakness. The steps have handrails and the edge of each step is highlighted for those with visual impairment.

Additional Information

All of our staff receive in house regular training that includes disability awareness training.

We have a set of evacuation procedures – should you require it someone will assist you with evacuation either out of the building or to a refuge.

Assistance dogs are welcome and water can be provided upon request.

All our information brochures, evacuation procedures etc. can be made available in large print on request.

We can offer a list of nearby accommodation and details of their Access Statements for information, where available.

Contact Information

Address - Wingz Bird & Animal Sanctuary, Moorlands Farm, Treemill, Par, Cornwall, PL24 2TX

Telephone – 01726 825222 or 07740405251

Website – www.wingzbirdsanctuary.co.uk

Hours of Opening – February Half Term, Weekends from then till April 1st or Good Friday and then daily till October 31st, 10.00am till 5.00pm (last entry at 4pm)

Local Equipment Hire –

Local Accessible Taxi –

Local Public Transport –