

Access Statement for Paradise Park, Hayle, Cornwall, UK

Introduction

Paradise Park is a visitor attraction in Cornwall, which aims to provide good facilities and access for all. We do our best to make the Park available for everyone to enjoy and learn about the wildlife to be seen here.

The Park is set around the grounds of a Victorian walled garden, with the vast majority of areas are wheelchair and pushchair friendly. Some paths are tarmac, most are gravel and there is grass on the picnic lawn and in the Fun Farm. The shop, café and entrance kiosk are all on level ground, the gardens have a natural slope.

Pre-Arrival

Visitors can learn about Paradise Park in leaflets distributed around Cornwall, via this website or on the Infoline [01736 751020](tel:01736751020) (at local call rates). The Park offers reduced rates for disabled people and groups, and for carers.

Arrival & Car Parking Facilities

We are around 8 minutes' walk from Hayle railway station (see [How To Find Us](#)) which is uphill on the way here, or a few hundred yards from the nearest bus stop at St Michael's Hospital, Foundry Hill, Hayle. There is a taxi drop off point near the shop at the entrance to Paradise Park.

We have a free tarmaced car park and provide 13 wide car parking spaces reserved for the disabled, close to the entrance to the Park.

Wheelchairs

You're welcome to bring your own mobility scooter or wheelchair as usual. If you would like to borrow one of our mobility scooters please call the shop on 01736 751023 so we can reserve it for you and have it sanitised and ready.

If you should need assistance, please ask in the gift shop when you arrive.

Main Entrance

The entrance to the Park is via double automatic doors into the gift shop. This area is level, there is a gentle slope via the shop to the café and pay kiosk. Seating is available in the café, and there is no charge to use the shop or café areas.

Assistance Dogs

Official assistance dogs are welcome. We ask you to observe the points below for the safety of your guide dog and our birds. Thank you.

- Keep the dog on a lead and take it quickly away from any aviary where the birds over-react.
- Please be aware we will have birds flying free around the Park at different times of day. Please keep your dog under control at all times (please check the [daily events](#) timetable).
- We will let you know if a particular species is at a delicate stage in their breeding cycle and ask you to avoid the area.

We have a water bowl for dogs at the entrance gate to the Park.

Outside Areas and JungleBarn

The Park is set around the grounds of a Victorian walled garden, with all area's wheelchair and pushchair friendly in good weather. Some paths are tarmac, most are gravel and there is grass on the picnic lawn and in the Fun Farm. The shop, café and entrance kiosk are on the route to the Park and are all level or gently sloping. The gardens have a natural slope.

One doorway into the walled garden has steps, but there is an alternative route without steps.

The outdoor 'Paradise Island' play area has a 'soft tarmac' safety surface which is suitable for wheelchair users. The play equipment has steps as part of its design but there are rocking animals which carers may find suitable for some small children.

The JungleBarn has good accessibility and can provide a safe environment for less abled children. As with all children, they must be accompanied by a carer to allow them to play to their full ability.

If you should need assistance, please ask a member of staff and they will be happy to help. Staff all wear green polo shirts uniforms with logo and a name badge.

Looking for a quieter experience

There are a few places that can be quiet around the Park through the day. The key to this is to see our timetable of [daily events](#). Where the events take place will be busy but that means that you can go to other parts of the Park where you will find it very much quieter. Then you will see the animals without many people around you.

In 'Parrot Jungle' there is a jungle hut which is shady, and the Woodland Walk is usually a quiet area and has benches to sit for a while. See map [HERE](#).

During the summer, any flying shows are outside, and you can arrive and leave whenever you choose, and stay towards the back if you wish. There is also an opportunity to feed the little lorikeets, but note they are small noisy parrots, and they fly about the walk-through aviary, so you will have to judge whether this will work for you. You can be outside the aviary to consider the level of activity and wait until most people have finish feeding and then go in.

We have the big [JungleBarn indoor play centre](#) and this can at times be really busy, but usually the last session of the day is quietest in terms of the number of people. From our experience some children find the JungleBarn activity and colours overwhelming, others really enjoy it, some wear ear-defends and then enjoy the challenge of the slides etc. so a very variable reaction according to each person. Within the booked JungleBarn session time you can of course arrive and leave

Toilet facilities

We have one wheelchair accessible toilet available outside near the picnic lawn. Our other disabled toilet is in the JungleBarn.

The outside toilet has a concrete slope and rail leading up to it. The JungleBarn toilet is on the ground floor and has an alert alarm.

Otter Pool Café and JungleBarn Snack Bar

The Otter Pool Café is on the ground floor with a small slope from the outside. The counter and till are at a reasonable height. The cafe will be offering a Takeaway menu. More details [here](#)

We offer vegetarian and vegan meals. With notice we can cater for gluten-free, dairy-free and nut-allergy diets.

Gift Shop

The gift shop is on the ground floor, and access to the Park is through the shop.

Staff are happy to help reach items on high shelves and can call for someone to help take purchases out to a car in the car park.

Contact Information

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Direct to shop to book wheelchair: 01736 751023

Email: info@paradisepark.org.uk

Notes and Updates

Our Access Statement was updated in April 2021.

We have produced a Risk Assessment specific to Covid-19 precautions. If you or anyone in your household has symptoms indicating possible Covid-19 infection please do not visit Paradise Park.

We welcome your feedback to help us improve as much as we can.

Alison Hales, Paradise Park