



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, and have fun in our 'JungleBarn' indoor play centre.

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.

The JungleBarn indoor play centre has good accessibility, and can be a perfect place for less abled children.

Pre-Arrival

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

Arrival & Car Parking Facilities

If you are walking, we are around 8 minutes from Hayle railway station (see How To Find Us), 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 10 wide car parking spaces reserved for the disabled, close to the entrance to the Park.

Wheelchairs

We have two wheelchairs and one mobility scooter which can be pre-booked for use by visitors – there is no charge but we ask for a name and address. Call the gift shop direct to book on 01736 751023 (from 10am).

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.

Guide Dogs

Guide dogs are welcome in the shop and café – please see note at the end of this Statement regarding dogs inside Paradise Park.

Outside Areas and JungleBarn

The Park is set around the grounds of a Victorian walled garden, with all areas except some of Paradise Island, wheelchair and pushchair friendly in good weather, also the bird of prey flying field if it is wet. 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.

Toilet facilities

We have two accessible toilets, one outside near the picnic lawn and the other inside 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 JungleBarn Snack Bar is on the ground floor, and has a more limited range but meals can be brought from the Otter Pool Café to be eaten here.

We can offer vegetarian and vegan meals. With notice we can cater for gluten-free, dairy-free and nut-allergy diets – including at children's birthday parties in the JungleBarn.

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

Additional Information about guide dogs

As noted above, guide dogs are welcome in the shop and café.

For many years we did not allow dogs into the Park at all, mainly fearing that rare breeding birds might be alarmed. Recently we have experimented with allowing trained guide dogs in, having walked around with

them and their owners and got to know what the birds and other animals find acceptable.

When we get a request now, we meet the dog and owner at the entrance kiosk and brief them about what needs to be avoided.

This amounts to: Keep the dog on a lead, take it quickly away from any aviary where the birds over-react. You cannot take the dog to the bird of prey show, and need to avoid the farm area when these birds are flying free. You should not go in the walk-through Australian Aviaries when the lorikeets are being fed. You can go to the Free Flying Bird Show if your dog will sit quietly at the back near a table. 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.

The only problem we encountered was with a hearing dog. It was a small dog and the owner allowed it to put its paws up against the wire of an owl aviary. The owl swooped towards it, and the dog jumped away – the owl's talons could have caused injury to the dog.

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

Future Plans

We welcome your feedback to help us continuously improve if you have any comments. Thank you.

Alison Hales, Paradise Park, May 2015