



Farmer Palmer's Farm Park Accessibility & Additional Needs Guide 2024



Statement

Welcome to our Farm Park. This guide will help you plan your visit.

Our Accessibility guide has been written specifically to describe the facilities and services available within our park, to help customers with accessibility and additional needs, plan their visit.

Introduction – what is contained within our guide.

Information – The information within our guide will help customers with access needs, to understand and make an informed decision as to whether our farm park will be right for them before booking tickets.

Service – Information about our warm welcome and service customers with access needs can expect whilst visiting our farm park.

Facilities – Information regarding facilities and information on equipment that is available on site, which will help customers with access needs to enjoy a great experience.

Where possible, we aim to provide an amazing day out for customers with many different types of needs. Although we have introduced many accessibility and additional needs friendly processes at the farm, we always strive to be better, so please let us know if you have any further suggestions on how we can make our farm park as assessable as possible.

Physical/mobility impairment

- **Steps** – The majority of our farm park is step free. Customers who may struggle with using steps or be a wheelchair user, have free and easy access to all of our animal barns, our shop, restaurant and all animal pens and public areas across the park.

The only time a customer will encounter unavoidable steps at the farm park is when embarking on our trailer tractor ride as the trailer does require a person to climb four fairly deep steps in order to enter the trailer.

Play zones – there are some steps within one or two of our play zones, but on no occasion are the steps obligatory to entry. For example, on all occasions, other sections of the play zones can be enjoyed without having to tackle any stairs. Please see our accessibility restrictions guide for attraction specific information.

- **Distances** – the main amenities within our farm park are relatively close to our entrance. Within our main farmyard, customers who struggle with distances can easily access toilets, our shop, restaurant and small animal barn, soft play and little farmers play barn, as well as some outside seating.

However, customers who struggle with walking over a distance may struggle to reach such amenities as our big animal barn, Dinosaur Roar Trail, outside animal pens and potentially some of our outside park areas and splash zone.

If a customer requires, we have two free to use wheelchairs in our reception shop area, which can assist any customers who may struggle to walk over long distances.

- **Floors** – all surfaces from our entrance area and through to our main yard are flat concrete surfaces. This will give customers access to our shop, restaurant, small barn, little farmers barn and toilets without having to leave the main concrete surface.

When venturing beyond the main yard, paths become gravel leading to big barn and down to the animal pens. Some areas of the farm will be grass underfoot and at our woodland walk the path is mostly woodchip.

Our indoor spaces are carpeted in some areas, with our restaurant having a painted floor.

Most floors around the park are flat but with the nature of the park being on farmland, there are instances where the floor could have small potholes, divots, or be slightly slanted or uneven.

Wheelchair Users

A wide variety of wheelchairs are in common use, such as:

- **Self-propelled** – our farm park is mostly flat, but there may be a slight incline in places. As earlier mentioned, some of our farm activities and attractions are spread over quite a distance, so self-propelled wheelchair users may struggle if they are wanting to cover the whole farm park.
- **Manual** – where the chair is pushed by another person, the above details will apply as described above.
- **Powered** – motor wheelchair users, if in a fully charged wheelchair, will find the park easy to access. As earlier mentioned, they may encounter slight inclines in places, but mostly the farm park is flat.
- **We have wide paths and doors suitable for wheelchairs and mobility scooters.**

Toilets and bathrooms

We have various disabled friendly toilet facilities around the park, some of which are big enough for a carer or family member to enter and assist.

All disabled toilets are step and stair free with wide doors and plenty of floor space for a wheelchair to enter.

Our disabled toilets contain bars to assist customers transitioning to the toilet, with sinks and mirrors being lower.

Sadly, we do not currently have assessable toilets which contain a hoist.

Dexterity impairment

This section contains information for customers who may have difficulty in coordinating and controlling the movements their body, affecting their speed, strength, endurance and coordination.

- **Doors** – none of our doors on site are particularly heavy or awkward, so that a person with a dexterity impairment might find them difficult to open or close.

The only doors a customer will encounter within our farm would be the main front doors, where one of our reception staff would gladly assist if needed. A set of double doors as you walk through or main entrance hall (which are usually propped open for most of the year) and the doors into the restaurant (again where a staff member can assist if required).

Every other indoor section of our farm is open and free to walk into. With most of our farm being outside and in the open.

- **Ease of use** – hand washing taps have easy to use handles or in some areas taps can simply be pushed down to turn them on.

Tableware within our restaurant is available and easy to use. We do not use sauce sachets which can be awkward for certain customers to use. We have a condiment cow which requires a person to squeeze udders in order to access sauces (a staff member can assist if needed) or the restaurant team can provide a sauce bottle for those customers who may not wish to use the condiment cow.

Sensory Impairments

Hearing impairment

- **Noise** – We have lots of areas where the level of background noise is lower, where a person with a hearing impairment could find it easier to converse?
- **Visibility** – Our fire alarm system and smoke alarms give a visual as well as an audible warning, so that a person with a hearing impairment can be aware if an emergency occurs.

Visual impairment

- **Space** – All public spaces within the farm park are clutter free, so trips and falls are less likely. Staff are very vigilant in ensuring public space is free from such dangers.
- **Floors** – Floor spaces can in some outside locations be uneven due to the nature of the floor. For example, some paths are gravel or woodchip, which is not always flat. Indoor spaces are always dry and clutter free.

Non-physical impairment

Learning impairment

- **Clarity** – signs and instructions are clear and straightforward, so a person with a learning impairment will be able to understand them readily. We also give a timetable to all customers as they enter the farm, so farm park activities can be planned in advance.
- **Orientation** – all locations within our farm park are labelled and named, with many maps located around the farm which will match those locations stated on the timetable. Our staff are more than happy to help guide customers to various locations when needed.
- **Safety**– Due to the nature of our audience being mostly young children, we ensure all elements of our park are safe and free of items which can cause harm. This will include items which can be swallowed or items which could cause physical harm such as burning, cuts or similar.

Social impairment

- **Preparation** – We have images and descriptions on our website so customers can see our map and a description before they visit to plan their day. When events are happening, we publish task by task information online of exactly how an event will happen, including location and similar, so customers can decide if they will enjoy this and want to be involved. See later in this document for a guide to a typical day on the farm.
- **Quiet Space** – We have various spaces across the farm which we can use as a quiet room, should a customer need some quiet time. Please just ask a member of our team if you feel you would like a quiet space and we will help to provide this for you.

Memory impairment

- **Consistency**–signs and instructions are clear, obvious and consistent, so that a person with a memory impairment will be able to understand them readily.
- **Contrast** – We ensure none of our switches or doors contrast with the background, so that a person with a memory impairment will be able to distinguish them.
- **Boundaries** – Our carpets or walls have mostly plain patterns or designs that won't blur real world boundaries and confuse a person with a memory impairment. We have a chequered floor in our restaurant and very brightly coloured chairs and tables, but this is a very happy and light space.

Assistance Dogs

Assistance dogs are welcome at our farm park if an admission request declaration form is submitted and agreed.

Due to there being a significant risk of transmission of infectious diseases between dogs and livestock, Farmer Palmers adhere to government guidance on dogs which walk or work on our farm. This is to protect both our animals and any assistance dogs which visit the farm.

In order to bring an assistance dog onto our farm, the following criteria must be adhered to:

- Pre visit Checks: At the time of booking please email support@farmerpalmers.co.uk to let us know the date you wish to bring your assistance / guide dog on site.
- We will ask for an up-to-date vaccination record. Your dog will need to have had a **Leptospirosis** vaccination in the past year, and **Canine Adenovirus, Canine Parvovirus, Canine Distemper, Infectious Hepatitis** in the past 3 years.
- Customers must sign a declaration that the dog is up to date on flea, tick and worming treatments.
- The dog must have been resident in the UK for at least 6 months (your vaccination record will prove this).
- We will ask you to keep your dog 2 metres away from all animals and livestock at all times.
- Any sign of illness will result in the dog being refused entry.
- Dog owners are responsible for clearing up after their dogs or alerting a staff member to help if they are not physically able to do this themselves.
- As we have children on site who may be afraid of dogs, poor behaviour including pulling on a lead, growling or barking, jumping up at people, stealing food or similar, may result in the dog being asked to leave.

Contacting Us

If you have any further queries or questions, please get in touch:

Address: Farmer Palmers Farm Park, Organford, Poole, Dorset BH16 6EU.

Telephone: 01202 622022

Email: support@farmerpalmers.co.uk

Website: www.farmerpalmers.co.uk

<https://farmerpalmers.sharepoint.com/sites/Supervisors/Shared Documents/Supervisor/Gemma's Folder/Accessibility Guide 16th April 2024.docx>

Our team are dedicated, smiley, friendly, welcoming, knowledgeable and motivated to ensure each visitor is treated as someone special and go home with memories to treasure for many years to come.

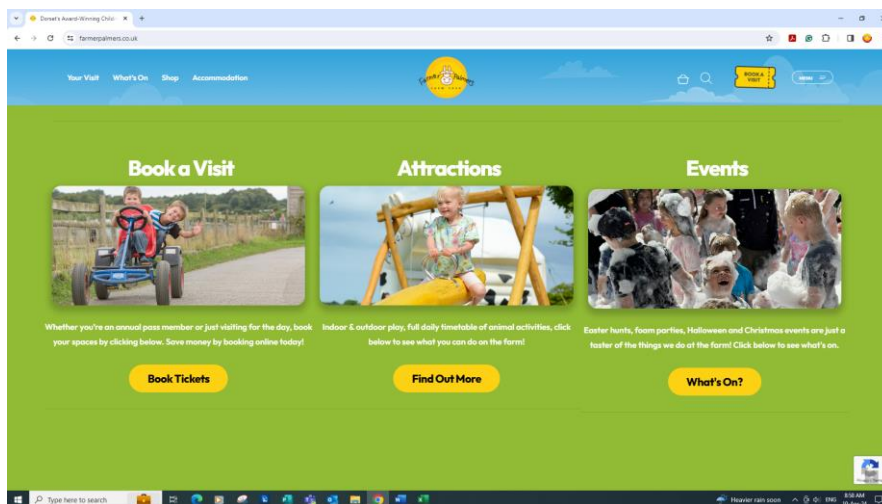
Statement

Our Accessibility guide has been written specifically to describe the facilities and the services we provide to our visitors. It does not state the opinion as to the suitability of Farmer Palmer's to those who have specific accessibility needs. We have made reasonable adjustments to our Farm Park site and business practices. Please ask a member of our team if you need help.

Pre-Visit Information

'Access for All' Section on Our Website:

Find what you need easily: Visit our 'Access for All' section directly from the homepage for detailed accessibility information.



Online Booking

Discounted concessionary rate entry for disabled visitors & carers:

<https://www.farmerpalmer.co.uk/times-and-prices-farmer-palmer/>

<https://farmerpalmer.sharepoint.com/sites/Supervisors/Shared Documents/Supervisor/Gemma's Folder/Accessibility Guide 16th April 2024.docx>

A Typical day on the farm:

Arriving at Farmer Palmer's:

Farmer Palmer's Address is Farmer Palmer's Farm Park, Organford, Poole, Dorset, BH16 6EU.

- You can get to Farmer Palmer's via Car, Taxi and Public Transport (Bus).
- The nearest bus is the Number 40 from Poole/Swanage, it will bring you to the bottom of our drive.
- If travelling by train, the nearest station is Holton Heath, and you will require a taxi from there. Alternatively, you could catch a train to Poole or Wareham and then use the Number 40 bus to Farmer Palmer's.
- When booking a taxi, ask to be dropped off outside Farmer Palmer's gift shop.

Parking & Overflow parking

Convenient parking: Our gravel car park accommodates approximately 80 cars with overflow areas. Parking is free, with 4 designated disabled parking spaces close to the entrance.

If busy, a sign is placed out when the gravel car park is full, directing you to the overflow car park.

Our overflow car park has ground reinforcement as in the rainy periods it can become muddy.

Our second overflow car park does not have this and therefore we recommend parking facing down the slope for an easy exit.

We have 5 disabled spaces outside our front entrance for customers to use free of charge.



Entrance and Admission Reception



- On arrival to Farmer Palmers, there is one main entrance through the right-hand door of the shop, which is clearly marked.
- During busy times, we have 3-4 staff members operating the entrance to ensure you do not wait for an extended length of time to enter Farmer Palmers.
- When you enter the shop, a member of staff will greet you and they will book you in via your booking confirmation email. Please have this email to hand in order to help the process go quicker.
- You will receive a timetable of information and animal events for the day. An example of which is shown below.

Time	Activity	Map No
10.00 - 10.45	Creature Comforts (Guinea Pigs & Friends)	7
10.45 - 11.15	Hand Feed Sheep/Goats	7
11.15	Watch the Duck Feeding	19
11.25 - 11.30	Piglets Toddle	14
11.30	Deer Feeding Experience (£2.50 per person)	18

What Things Will You See on the Farm

On a trip round the farm, there are a variety of things you may see. These include:

- The many different farm animals like Pigs, Sheep and Goats etc.
- The Tractor taking people around on the Bouncy Tractor Trailer Ride.
- Our Park Monitors walking around helping visitors and keeping Farmer Palmers tidy.
- Our Animal Barn team doing their demos and feeding times and walking round feeding animals.
- Adventure equipment and play areas both indoors and outdoors.
- Picnic Areas and Benches.
- Natural wildlife such as birds.
- Many other children who will be very excited and having a lovely time.

Tractor Trailer Ride

- Farmer Palmer's Tractor Trailer Ride takes up to 30 passengers.
- No access to wheelchairs or mobility scooters.
- We advise pregnant women not ride the bouncy trailer tractor ride.
- Children and Adults with Sensory Disabilities should be advised there might be loud squeals of delight from other children on the ride when the ride becomes bumpy.
- This ride is very bumpy so children or adults of a nervous disposition may not enjoy it.

Facilities

- Gift Shop
- Restaurant and Kiosk
- On Site Toilets
- Soft Play Area in the Restaurant
- Indoor and Outdoor Play Areas
- World of Dinosaur Roar Discovery Trail in the woodland area.
- Splash Zone

Seating is available in:

- Hen House Restaurant, party rooms and soft play
- Under cover pedal tractor barn
- Little Farmers Barn
- Small barn
- Numerous benches and picnic benches are available around the site.

Gift Shop

- The Gift shop is at the front of Farmer Palmers and is the main entrance and exit to the farm park.
- Doors are wide enough for mobility scooters and wheelchairs.
- The gift shop can be busy during the last two hours of the day in school holiday periods. If you require an alternative exit, please ask a member of our staff.

Birthday Party Rooms for Additional Seating

- Ramp to double doors with safety fire mechanism.
- Open double doorways for easy access
- Rear Fire Door with ramp.

Restaurant

- The restaurant has both indoor and outdoor seating available.
- There is a ramp leading up to the restaurant and steps leading down to the outside picnic benches. There is a ramp that runs around the outside for access.
- Extra tables are available in the party rooms during busy periods. These are located via the Restaurant.
- Wheelchairs, buggies and Mobility Scooters are all easy to manoeuvre around the restaurant however, some tables are too close together to move between. If you need help, feel free to ask any member of staff who are always willing to help.
- The busiest times are between 11:30am and 1:30pm.



The Kiosk is at the Restaurant Entrance

There is an inside and outside window.

The outside window is open during the summer period, weekends and the school holidays.

The kiosk is usually only opens during school holidays and busy event days.

Disabled Toilets and Baby Change

There are three disabled toilet and baby changing areas at Farmer Palmer's

- The Hen House Restaurant has two Disabled Toilets and Baby Change Room available with extra baby change facilities in the disabled and female toilets. In addition, there are two changing facilities in the new family toilets, which are next to the little Farmers Barn. These are known as 'Family Rooms'. There is also a third large toilet in this area, which features an adult table inside. There are also three cubicle toilets inside. All these rooms are fitted with baby changing facilities.

Indoor Soft Play Area

- You can access our soft play via the Hen House restaurant.
- There are buttons out of child reach on the magnetised gates to the soft play which release when pressed and when the fire alarm sounds.
- Our soft play features 2 slides, climbing ramps, spinners and other features. It is suitable for ages three to eight.
- There is a toddler area at the front in the middle for under 3's with slides and climbing blocks.



Straw Mountain

- There are a variety of slides at different heights in this area.
- There are straw bales stacked up for children to climb on.
- The flooring is loose straw on the ground.
- It is not accessible to buggies, wheelchairs and mobility scooters as there is a lip on the entrance.



The Pedal Tractor Barn (opposite Straw Mountain)



- Specifically for children 0-8 years old.
- There are pedal tractors and push tractors for smaller children.
- There are features such as ramps, petrol station and garage in this area.
- The tractor pen is surrounded by a wooden fence with built in benches and straw bales with rubber matting on top for sitting.
- There are picnic benches in the barn.
- A bouncy castle is in the barn also, located against the back wall of the barn. It is designed for smaller children 0-8 and not suitable for adults.

The Little Farmer's Fun Barn is next to Straw Mountain.

- There is soft seating in the middle of the room with indoor houses built around.
- There is a rope bridge connecting two houses that hangs up above the entrance/exit.
- There is a spiral slide in the corner.
- In this area, there is also an Under 2's soft play and sensory light area.
- There is a corner with coloured flashing lighting, similar to a dance floor.
- There is an assortment of large Lego bricks and a large abacus.



Animal Barns – Big Barn to meet animals and for Goat Feeding

- The pens are located round the outside of the barn with a small animal enclosure through the middle. There is also a small animal handling area in the middle where customers can handle guinea pigs.
- There is space for wheelchairs and mobility scooters.
- There are accessible hand washing facilities.

The Sand Play Area (opposite the picnic benches and restaurant)



- There are picnic benches at the entrance of the Sand Play, the ground has reinforcement to reduce the possibility of people tripping.
- There is fencing around the swings, so no one collides with the swings while passing.
- There is a water feature system for children to use in the Sand Play Area.
- There are Wendy Houses built with a low roof, these are built for children, not adults.

The Trim Trail



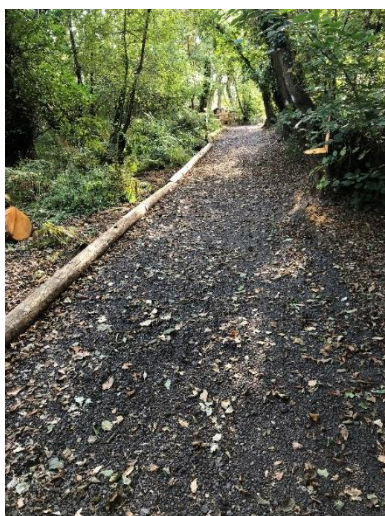
- Across the field is a low-level trim trail climbing assault course, made from recycled plastic. Although not designed for wheelchair users it can be used by children with other disabilities where they are still mobile.

Woodland Walk now The World of Dinosaur Roar Discovery Trail



The Woodland Walk is a peaceful and tranquil walk-through Farmer Palmer's own woods.

- A complete circuit is around 1km.
- There are seating benches situated around the trail.
- The paths are even and covered in either gravel or soil.
- There are raised bridges around the woods over the river and streams. They are wide enough for Wheelchairs and Mobility Scooters.
- The Sherford River runs through the middle of the woodland/dinosaur trail and the walk also features a Victorian lake.



Splash Zone Water Play Area



Our Splash zone has been custom designed by Touchwood, for fun and safe water play for all the family.

- It is recommended in this zone for parents to always supervise children.
- This zone features various water taps and pumps.
- This zone contains tunnels for climbing through.
- There are grassy slopes with built in pathways to get to the top of the hill, but some sides of the slope are open at the edges.
- This zone contains rocks to climb on. Care must be taken when playing on the rocks.
- The ground in this zone is flat tarmac around the edges, with sand and rocks immediately surrounding the main apparatus.
- There are benches around the edges of the zone, with sunshades to block the sun in certain areas.

Percussion Play

Our Percussion Play zone is situated just in front of our outdoor bouncy castle area.

- This zone consists of outdoor musical instruments such as chimes and drums.
- This area can be loud at times, noises can sometimes be loud and sudden.
- The ground surface in this zone is tarmac, with flat edges from the main path.





Compliance

Health & Safety

Health & Safety - First Aid

First Aid boxes are located at the Admissions Desk in the Main Entrance and by the till in the Main Restaurant.

Our first aid policy is on display in our reception area. Whenever we are open to the public, we always have at least two first aiders on site.

Additional Information

Most of our animal demonstrations are under cover with easy access, wide doors, and wide aisles.

All our signs are in large format – with black or brown writing on a white background, with photos where possible.

Two kennels are available FREE of charge, if required, on a first come, first served basis. These are based just outside our entrance door.

Accessibility aids: Wheelchairs can be borrowed for FREE from the Admissions Desk. We have two free wheelchairs available for use on site.

Smoking policy:

To lead by example, and create a comfortable environment for all, there is no smoking or vaping within any of the public spaces within our farm park.

We built a designated covered area, called “The Doghouse”, which is located alongside the duck pond. This way smoking can be limited to one area.

This is to firstly ensure children and families do not have to be subjected to second hand smoke, and secondly limiting smoking areas within the farm, will ensure we do not have cigarette butts littering the farm and our soil.