



Accessibility Statement

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Welcome



Knowsley Safari Park was opened to the public in July 1971 by the 18th Earl of Derby. Back then, the `safari park' concept of having visitors enclosed (within cars) and the animals roaming free (based on the drive-through game reserves of East Africa) was unique.

Since then, Knowsley Safari has become one of Merseyside's premier leisure attractions, winning several awards for tourism as well as its animal husbandry.

When designing any new exhibits or attractions within the safari, we adhere to DDA guidelines, and work in accordance with current building regulations.

We work hard to provide the highest level of access to the whole site, however in some instances this is not always possible due to the historic nature of our building and gardens. In this package, we intend to highlight and discuss each of these occurrences in order to clarify all accessibility features to visitors

Further details are available from Knowsley Safari:

t: +44 (0)151 430 9009

e: safari.park@knowsley.com

Visiting Us

Train

The nearest train station is Prescot, located 1.6 miles from the park.
Wheelchair users may require assistance using car park equipment at this station.

Step-free access note:-

Level access to the Wigan bound platform – short walk to/from car park
Open-step foot bridge to Liverpool bound platform, 52 steps

Alternatively, step-free access to Liverpool platform is available by walking through a private housing estate on Hays Road which takes approximately 15 minutes.

We would advise you to plan your trip in advance in order to make the most of your day, you can do this using an online route planner or by phone with TrainTracker.

☎ +44 3457 484 950

Bus

Arriva and Stagecoach run bus routes 10 and 10A travelling between St Helens and Liverpool every 20 minutes at peak time, calling at Derby St/ Liverpool Rd.

Please contact Arriva/Stagecoach to check whether your chosen line is operated by wheelchair accessible vehicles.

☎ +44 3448 004 411

During peak times Peoples Bus LTD offer a service from Liverpool City Centre. 2016 prices include bus fare, Knowsley Safari admission and VAT 20%:

Adults: £17.50 Children: £13.50 Family (2 adults + 2 children): £55.00

See more at:

<http://www.peoplesbus.com/timetable/safari-xpress/#sthash.QwzHWADz.dpuf>

Regarding public transport to Knowsley Safari – please be aware that we are situated on a busy dual carriage way which may not be suitable for public crossing particularly for those with difficulty walking. **We strongly suggest a short taxi ride to our Coach Reception.**



Taxi

Taxis are available from both Prescot bus and train stations. Accessible taxis can be pre-booked via All Black Cabs, a local company offering wheelchair accessible vehicles. For more information on All Black Cabs, please contact them directly via phone to discuss your needs.

☎ 0151 430 9555

Local taxi company Britannia, based in Prescot, offer pre-booked rates to take guests around our safari drive. Please be aware that wheelchair accessible taxis are subject to availability and must be arranged in advance with Britannia – these vehicles also do not enter our baboon enclosure.

Prices are currently:

4-seater - £25.00 5-seater - £40.00

Car

Full details and maps are available on our website:

<http://www.knowsleysafariexperience.co.uk>

Knowsley Safari is situated 8 miles from Liverpool City Centre, off the M62, Junction 6 to M57, Junction 2.

A large car park is available within the safari and is free for all guests, comprised of a mixture of tarmac and hard-standing with a thin layer of gravel. Further details can be found within this document.

Our safari drive is 5 miles long, please ensure you have sufficient fuel to complete this journey. The nearest petrol station is located off the third exit on the Prescot Bypass.

Address: St Helens Rd,

Prescot

L34 6HN

☎ 0151 431 0274

Assistance Dogs

Assistance/service dogs are welcome within Knowsley Safari. When taking a trip through our safari drive, please be aware that you will be unable to drive through both our lion and baboon enclosures with a dog in the vehicle, under any circumstances.

On the day of your visit, please ask in our Information Centre/Oasis Restaurant or Coach reception for water bowls. We do ask that service dogs are kept on a lead at all times, and please refrain from visiting our more delicate animals such as birds of prey, bats or meerkats



Car Parking + Arrival

Parking is free to ask Knowsley Safari guests, with the exception of special events.

The car park is central to all major attractions within the safari, with the furthest parking space being 200m from our Oasis Restaurant.

There are ten disabled spaces located very close to the main facilities, such as our Oasis Restaurant and central toilet block. These spaces are located on level, smooth tarmac with bays clearly marked. Each of these spaces are offered on a first come, first serve basis to blue badge holders only.

Cars are required to come down a slight slope to occupy a space in the car park. Once in the parking area, guests will notice that whilst the surface is concrete, it can be uneven in places.



Disabled parking spots



Overflow parking

The floor surface of the car park is a rough, loose substrate often found in car parks however the main path leading to the entrance is smooth tarmac.

Manual wheelchair hire can be arranged upon arrival, or by calling in advance of your visit. A small deposit may be required and chairs can be collected from the Oasis Restaurant.

☎ 0151 430 9009

Coach Reception + Kiosks

Kiosks

Our kiosks are set back approximately 200m from the public entrance, and can be reached via a series of drive up lanes.

Window height is 100cm from ground level.

Maximum vehicle height is 290cm.



View of entrance kiosks from vehicle



Window height 100cm

Pedestrian entrance, whilst unadvised, is safest on the left hand side of the drive up, leading to Coach Reception.

On very busy days, guests may be required to join a queue of traffic leading to our kiosks. The drive way is large enough to accommodate approximately 200 vehicles. Each kiosk has 2 tills with easy access for the vehicle driver or passengers. Larger vehicles are advised to stick to the left two lanes due to their improved height restrictions, which are large enough to accommodate a double decker bus.

The first set of toilets are located a few minutes' drive from the entrance kiosks to the left or 100m from coach reception – some wheelchair users may find the ground challenging at this point.

Coach Reception

Whilst our kiosks are adequately staffed and equipped to hopefully deal with any questions you may have on arrival, if you do wish to speak to the reception team this can be accessed on ground level with one step. At this time, coach reception doors do not meet minimum required DDA measurements. Our counter is not currently at low level, although a lower counter is viewable at the side window pictured below in our information centre.

Coach reception front door is 80cm wide, and accessible via a 25cm step.



Coach reception front door



Coach reception side window

Pathways

The main pathways around the foot safari are largely smooth tarmac, although some areas feature anti-slip wooden decking paths or bridges.

There are green areas around the foot safari, including the main lawns surrounding our Oasis Restaurant, the picnic area opposite our elephant paddock and the planted borders leading up to the safari drive. These areas are also reachable via alternative pathways.



Access to meerkats via bridge

The play area in the centre of the foot safari is made up of bark chippings; this is for the safety of the children using the play equipment. Nearby is a large sandpit area.

There is a long, winding stream that runs between the meerkat and amusement areas. The surface is passable by a 150+ wide checked bridge with only a slight incline.

This bridge may prove difficult for those using mobility scooters.



Access to meerkats via bridge

Oasis Restaurant, Coffee Shop **+ Ice Cream Hut**

The Oasis on-site restaurant can be accessed via wheelchair and is on one level with a wide queueing area on arrival.

The main entrance is located to the centre of the building, and is 170cm wide - these are propped open during the majority of the year although may be closed (and require push opening) during the colder months. There are two further doors to each side of the building – one opening onto the souvenir shop and toilet block pulling outwards and measuring 166cm wide, and one to the children’s play area and amusements measuring 132 cm wide.



Oasis restaurant front entrance doors

Once inside, our décor includes a large rock face on either side of the main doors that as it’s narrowest point is 145cm wide. The restaurant has a serving area where the food is purchased and placed on a tray. Members of the catering team will offer to carry trays for those who require assistance.



Oasis restaurant right hand doors by play area

Toilet Facilities

Located within the Oasis Restaurant are two general access toilets with 80cm push doors without handles.



Internal view of Oasis Restaurant toilets

Designated accessible facilities are located in the main toilet block opposite the disabled parking, near the Oasis Restaurant and the gift shop. There is a manual door which is 92cm wide, with forward and angled transfer to the WC. Offering sufficient turning space at the entry to the facility for wheelchair users. There is also a horizontal rail on the rear of the door for ease of access.

The facility is well lit with a level linoleum flooring, and lever taps on the basin.

We also offer an adult hoist and changing facility. Unfortunately, we don't have braille or tactile signage.



Disabled toilet entrance



Internal view of larger disabled toilet



Adult changing facility

Access to the two disabled toilets is by a 92cm wide door with forward transfer to the WC – this may be awkward for some wheelchair users, and may require further assistance. There is sufficient turning space at the entrance to the facility and a horizontal rail on the rear of the door.

There are also horizontal and vertical grab rails either side of the WC. The toilet is well lit with a linoleum level flooring. Assistance may be required by some users.



Internal view of disabled toilets

General toilets are situated opposite via paving stones, both entrances are by a 74cm wide doorway. The gentleman's toilets have a small 8cm step into the building.



Access to ladies' toilets



Access to men's toilets

Discovery Centre

This building, located just off the disabled parking, is home to our Learning and Discovery sessions. There are two entrances to the front, both of which can also be used as an exit. The door ways are 90cm wide, accessed by a slight incline with a handrail on one side.

There is sufficient turning space once inside the facility as well as a fire exit 90cm wide, that may be used if required.



Discovery Centre entrance ramp

Within the Discovery Centre there is an angled entrance to the WC, which may pose difficulty to some wheelchair users, however there is sufficient turning space if needed.

There is a horizontal rail on the rear of the door, as well as both horizontal and vertical grab rails either side of the WC. Level flooring through-out with the WC area featuring linoleum finish.



Main door access



WC interior

Gift Shop

Located next door to the Oasis Restaurant and accessed from the car park via dropped kerbs, our spacious and light gift shop can be accessed by pull doors 169cm wide.



Shop front door entrance

Once inside the gift shop, wide aisles allow for sufficient turning space for wheelchair users, and the store includes low level counter tops for ease of use.



Internal view of shop

Sea Lion Auditorium + Surrounding Area

Surrounding Area

Surrounding our sea lion auditorium are the outside pool and viewing areas. The glass barriers surrounding the pool are near to ground level and provide excellent views of our animals swimming.



Boardwalk to viewing platform



Steps to underwater window

A viewing platform can be accessed by a wooden decking area with ample space to turn. While we provide steps with a handrail, our underwater viewing window is accessible via a shallow ramp at its narrowest point, 140cm wide.



Ramp to underwater viewing window

Sea Lion Auditorium

Access to our sea lion auditorium is by 150cm wide fire doors, which our staff open and close. On ground level at the front of the stand seating is a space reserved for those who require wheelchair access or seating with backs can be provided.



Internal view of access door



Front access disabled seating area

Regrettably, pushchairs and prams are not permitted in the sea lion auditorium. Our staff will advise guests where to sit safely. Maximum capacity for wheelchair access is 26 wheelchairs or 13 if one to one carers are required to sit at the front also.

Seating is strictly first come first serve- those positioned at the centre of the stage maybe find they will get wet at the end of the show from the sea lion high ball jump. Assistance may be required.



Internal grandstand seating

Birds of Prey Centre

Our indoor aviaries can be accessed by a large slide doorway allowing plenty of movement and turning space once inside.



Entrance to indoor aviary



Seating for indoor displays

We will advise guests where to sit safely in the bird of prey arena depending if the show is inside or outside. It is our staffs' discretion on placement when shows are in progress.

Due to the flight paths and arrangement of our Bird of Prey displays, wheelchair accessibility may require assistance on uneven ground.



Wheelchair seating on uneven ground



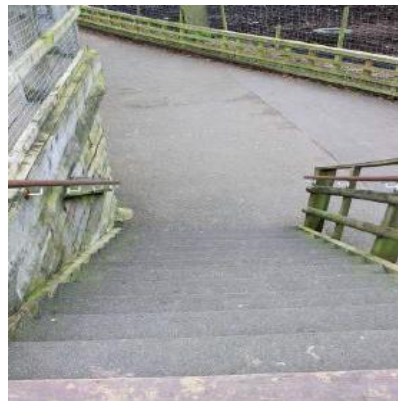
Steps to outdoor seating, ramp access available

Giraffe House + Platform

Access through and around our giraffe house is by tarmac pathways firstly leading to our giraffe viewing platform comprising of 13 steps (170cm wide) with handrails on both sides with gripping material.



View of giraffe platform



13 step access to platform

Our giraffe house entrance thorough-fare is by two double doors 170cm wide with heat protection flaps which may require some assistance to navigate.



Giraffe house entrance from Equatorial trail

Equatorial Trail

Surrounding our giraffe house leading to our equatorial trail viewing platform is bark chip walk ways which wheelchair users may find difficult to navigate, but in most cases the giraffe house doors will allow easy access.



Wood chip pathway to Equatorial Trail

An incline leads to our viewing platform overlooking our tapir/sitatunga and Mizzy lake, with decking allowing plenty of room for turning around.



Incline leading to viewing platforms

Wild Trail + Toilets

Wild Trail

A newer addition to our foot safari is a picturesque wooded area, known as the Wild Trail, teeming with native wildlife and our European Moose.



Entrance to Wild Trail

Accessibility is not suitable for those in a wheelchair as the ground conditions can get muddy and inaccessible. This area can be particularly difficult to navigate during wet weather.

Half way around our Wild Trail (allowing for great views of our European Moose) you will come to a series of small steps or bridges.



Wild Trail – shallow steps



Wild Trail – steps and bridge

Toilets

Opposite our bird of prey centre are a set of toilets accessible by some hard standing/gravel to a wooden ramp with handrails on both sides. Comprising of two regular and one disabled toilet block. Doors are 80cm wide with a small ground level lip.



Woodland picnic and café area

Unfortunately, we currently do not have braille or tactile signage.

The entry door to the facility is 80cm wide, with angled transfer to the WC. This may be awkward for some wheelchair users.

There are also horizontal and vertical grab rails either side of the WC. Cubicles are well lit with a linoleum level flooring. Assistance may be required by some users.



Ramp access to toilets



Internal view of disabled toilets

Information Centre

Information Centre

Access to our information centre is via a ground level doorway 80cm wide. There is sufficient turning space once inside the facility. A lowered 90cm counter can be found inside.



Information centre front door

Amusements



BUSY BEES IN GATE



BUSY BEES OUT GATE



SWINGS IN GATE



SWINGS OUT GATE



PIRATE SHIP IN & OUT GATE



IN QUEING GATE PIRATE SHIP



MINI PIRATE SHIP IN & OUT GATE



IN & OUT BEARS & ROUNDABOUT



RATTLESNAKE OUT GATE



RATTLESNAKE IN GATE



JUNGLE SAFARI IN GATE



JUNGLE SAFARI OUT GATE



RIDE	HEIGHT RESTRICTIONS	STEPS/NO STEPS
LARGE PIRATE SHIP	ALL RIDERS MUST BE OVER 1.1m	THERE ARE STEPS LEADING UP THE PLATFORM, AND ALSO STEPS ON THE OTHER SIDE WHEN GETTING OFF
SWING CHAIRS	ALL RIDERS MUST BE OVER 1.1m	THERE ARE NO STEPS ON THIS RIDE
BUSY BEES	ALL RIDERS MUST BE OVER 0.9m, NO ADULTS	THERE ARE NO STEPS ON THIS RIDE
ROUNABOUT	RIDERS UNDER 0.9 MUST BE WITH AN ADULT	THERE IS A SMALL STEP UP TO GET ON TO THE RIDE
HONEYPOT BEARS	RIDERS UNDER 0.9 MUST BE WITH AN ADULT	THERE IS A SMALL STEP UP TO GET ON TO THE RIDE
MINI PIRATE SHIP	RIDERS UNDER 0.9 MUST BE WITH AN ADULT	THERE ARE 4 OR 5 STEPS UP TO GET ON THIS RIDE
RANGER PATROL (Jeeps)	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE ARE NO STEPS ON THIS RIDE
RATTLESNAKE	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE IS AT LEAST 5 STEPS UP ON TO THE RIDE THEN A SMALL STEP UP ONCE ON PLATFORM, DOWN GETTING OFF
JUNGLE SAFARI	ALL RIDERS MUST BE OVER 0.9m, NO ADULTS	THERE ARE 2 STEPS UP FOR THIS RIDE, DOWN GETTING OFF
CAROUSEL	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE IS A SMALL STEP UP TO GET ON TO THE RIDE, DOWN GETTING OFF
STARDANCER	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE ARE QUITE A FEW STEPS UP AND DOWN WHEN GETTING OFF THIS RIDE
JUNGLE DODGEMS	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE ARE 2 STEPS UP FOR THIS RIDE, DOWN GETTING OFF
EQUATORIAL EXPRESS (Train)	RIDERS UNDER 1.1 MUST BE WITH AN ADULT, ALL RIDERS MUST HAVE A TICKET OR W/BAND	THERE ARE NO STEPS ON THIS RIDE

Safari Party Rooms

Our exciting new party rooms can house classroom sessions and birthday parties. Access is by ground level doors of which there are two 76cm wide doors or double 150cm doors.



Internal view of Rainforest room



Internal view of Habitats room



Double door access

Big Baboon Bus

Our larger 33-seater Baboon Bus has a retractable wheelchair ramp allowing easy access for one wheelchair user. We ask for 48+ hours notice when wishing to book on our Baboon Bus with wheelchair facilities.



Wheelchair access on bus

Our Baboon Bus can take between 1 and 2 hours to go around the safari drive, with a current option for toilet breaks for leaving the vehicle.



Side view of Baboon Bus

Contact Information

Address: Knowsley Safari Park,
Prescot
Merseyside
L34 4AN

Telephone: 0151 430 9009

Email: safari.park@knowsley.com

Website: www.knowsleysafariexperience.co.uk

Grid Reference: SJ 46082 93489

Hours of Operation: 10:00 – 3:30pm

