



Access Statement for Trotters World of Animals

Introduction

Trotters World of Animals is a wildlife park in the Western Lake District with conservation and preservation as the core of our ethos. We provide a high quality, “hands on” fun and educational experience for all ages and all abilities:

- Over 100 exotic species from Antelope to Zebra
- Daily Keeper talks to inform and enlighten
- Indoor heated play area
- Educational classroom
- Reptile Encounter room
- Pet show - promoting responsible pet ownership
- Tearoom/café to seat 75
- Large outdoor Adventure Playground
- Picnic area (plus outdoor covered picnic area)
- Farm tractor and trailer rides
- Gift Shop – offering educational games and exotic cuddly toys

Our staff are friendly, welcoming, highly trained professionals who are motivated to make certain that each and every visitor is treated as someone special - ensuring they go home with memories to treasure.

Pre-Arrival

- A clearly worded leaflet is available describing the main facilities, attractions, directions, opening times and prices. The leaflet includes our contact numbers, email and web site addresses. The leaflet is widely distributed to other tourist venues, hotels, guest houses, caravan parks and Tourist Information Centres
- Special leaflets are also produced covering:
 - Animal adoption
 - Birthday Parties
 - Experience the Wild
 - Special Events
- Full information can be found on our website www.trottersworld.com
- The Park is accessible by car. We are located on the A5921 which sits between the A591 and A66 in West Cumbria. It is approximately 8 miles west of Keswick and 7 miles east of Cockermouth.
The Park is clearly signed with brown tourist signs
- For satellite navigation systems our post code is
CA12 4RD
- The Park is also accessible by bus. (X4, X5) Service is hourly. The bus stop is located a short walk away, approximately 5 minutes walk

- The nearest railway station is Penrith with buses stopping at the station. There is also a rail station at Workington (12 miles) with a bus service just a few minutes walk into the town centre.
- Accessible Taxi services are located in Keswick (8 miles) and Cockermouth (7 miles)

Arrival & Car Parking Facilities

- Car Parking is free.
- The admission charges for the Park are as follows:-
 - Adults £7.95
 - Children 3-14 £5.95
 - Concessions £6.95
 - Children aged under 3 free of charge
 - Specials Needs Children & Adults (1 to 1 carers go free)
 - Special rates are available for Groups of 10 or more. Please enquire prior to arrival. Special rates are only available if pre booked.
- There is no admission charge for using the
 - Gift Shop
 - Tea Room
- The main car park has facilities for approximately 150 cars on gravel plus further designated disabled spaces on tarmac at the entrance to the park. The disabled car park is lit.
- An overflow car is used during peak times and has spaces for a further 500 or so cars.
- Vehicles can be parked to allow rear access and there are no dropped kerbs
- Access to the main entrance is on gravel and tarmac (from the designated disabled parking area it is level Tarmac)
- Large directional signs are located within the car parking areas

Main Entrance & Reception

- The Park is open every day except Christmas Day and New Year's Day
- The opening hours for the Park are as follows:-
 - 10.00 am to 5.30pm (or dusk if earlier)
- There are no steps and access is by double doors allowing easy wheelchair access

Public Areas - General

- All internal areas are located on the ground floor with no steps to negotiate allowing easy wheelchair access (café does have upstairs seating also)
- Access to all areas is by concrete/tarmac/gravel paths with wide aisles
- Tarmac paths lead into the Adventure Playground areas and then onto mown grass.
- Seating is available in
 - Tearoom
 - Indoor Play area
 - Classroom
 - Numerous benches and picnic benches are available through the site

Public Areas - WC

- There is one WC area situated next to the entrance and cafe
- There is also a separate disabled toilet with baby changing facilities

- Baby changing facilities are also located within the family toilets inside the Green Barn
- Hand-washing facilities are located in all toilets
- Hand sanitisers are located all round the park, especially at
 - Reptile House
 - Farm pet area
 - Gift Shop

Tearoom

- The eating areas are located centrally on the site. There are no steps to negotiate to any area
- The furniture is all moveable and is of sturdy pine or metal and wood construction.
- Food in the Tearoom is ordered at the counter and brought to the table or served cafeteria style.
- High chairs are available in the Tearoom
- We are able to cater for visitors with special dietary requirements
 - Vegetarian
 - Vegans
 - Gluten free
 - Dairy intolerance
 - Diabetics

Please ensure we are aware of any special requirements prior to ordering your food

- There are separate picnic areas with ample seating both outdoor and indoor (subject to some restrictions at busy times)

Shop

- Gift Shop
 - See Main entrance and Reception above
 - Fully accessible for wheelchairs
 - All items are clearly priced; many items are at low level, we are happy to provide assistance if required

Outdoor Facilities

- Adventure Playground,
 - All play equipment has safety surfacing where required and is maintained to the current European Standard
 - Access is by a level concrete path on to level mown grass

Indoor Play Facilities

- All areas have easy access on concrete paths, wide doorways and aisles
- The heated indoor play area is on the ground floor and accessible by wheel chairs.
- All facilities and games within the school room have easy access

Conference & Meeting Rooms, Banqueting, Clubs, and Entertainment

- Are available. Please telephone for details

Attractions (Displays, exhibits, rides etc)

- Our animals are both outdoors and under cover with easy access, wide doors and wide aisles
- All signage is large format
- We have hourly keeper talks which include key information as set out in our Education Article 30 Review, including imparting knowledge on geography, feeding breeding. Animal talks include:
 - Reptile encounter
 - Lemur talk
 - Cat talk
 - Bird of Prey flying Demonstrations
 - Otter talk
 - Meerkat talk
- During the Easter holidays, visitors can Pet Goat kids, rabbits, Guinea pigs and chicks between 12pm & 3pm. The area is flat and accessible by wheelchair.
- Tractor and Trailer rides are available during busy periods. Please see 'Today's Presentations' board located outside Reception for times

Additional Information

- There is no smoking permitted inside any buildings or anywhere throughout the park.
- We regret we only allow guide dogs into the Park.
- First Aid facilities are located at the Admissions Desk in the Main Entrance or by contacting any member of staff. Trained First Aider's are always on site

Contact Information

- Address: Coalbeck Farm, Bassenthwaite, Keswick, Cumbria CA12 4RD
- Telephone: 017687 76239
- Fax: 017687 76220
- Email: info@trottersworld.com
- Website: www.trottersworld.com
- Travelline 08712002233
- Accessible Taxi Numbers - Keswick 01768772676

We welcome your feedback to help us continuously improve if you have any comments please telephone Richard Robinson on 017687 76776 or email richard@trottersworld.com

Amended on: 22/02/2012