

Wye Valley Visitor Centre
Symonds Yat West, Ross-on-Wye, HR9 6DA
Access Statement

Introduction

The Jubilee Park in Symonds Yat West is a great place for families and friends to be together, and fantastic fun for reunions and coach trips.

The main attractions are:

- **Wye Valley BUTTERFLY ZOO**
- **aMazing HEDGE PUZZLE**
- **Wye Valley MINIATURE GOLF**
- **Wye Valley Warfare LASER OPS**

Other facilities include:

- **Izzie's Café (seating for café users only)**
- **Rose's Picnic Refuge (eat your own food inside)**
- **Two outdoor picnic areas (one shaded, one sunny)**
- **A Country Promenade to a riverside church**

All this is on level ground with accessible facilities.

Save money with our concession rate and joint tickets. Constant one-to-one escorts (e.g. needed to push a wheelchair or translate to sign-language) are admitted free (up to one per person) to assist with evacuation and must remain with their ward at all times while in attraction enclosures.

Pre-Arrival

- Phone: 01600 890360
- Email: seeus@butterflyzoo.co.uk
- Website: www.wyevalleyvisitorcentre.co.uk
- Public transport: Nearest bus stop is Whitchurch, 100 metres away
- Bus Services: Any bus between Monmouth and Ross-on-Wye
- Postcode for routing and satnav: HR9 6DA
- Accessible gender neutral toilet with adult changing lift and ceiling track hoist
- Ambulant toilets in designated male and female washrooms
- Working Service Dogs welcome in all areas except the Butterfly Zoo and Laser Ops enclosures (Secretary of State's Guidelines for Modern Zoo Practice, hygiene).
- Severe visual impairment limits appreciation of the Butterfly Zoo and Laser Ops.
- Pets are not allowed in any attraction enclosures or the café. Dogs suffer in cars – RSPCA advice is not to take dogs on day-trips.

Ingestion of some butterfly species or plants in the Butterfly Zoo, aggression with clubs and balls for Miniature Golf, or a fall from the platform in the Maze can result in critical injury. Carers should consider constant one-to-one attendance of (and whether the venue is appropriate for) any individual unable to exercise restraint in respect of:

- *Compulsively placing things in their mouths;*
- *Extreme emotional lability or self-harm;*
- *Impulsive physical lability or violence;*
- *Inappropriate behaviour in a public place.*

The venue cannot guarantee to meet the health and safety needs of individuals who need a higher level of constant attendance than one-to-one and so does not admit more

than one escort free of charge.

Arrival & Car Parking Facilities

- Tarmac parking for 5 coaches + coach drop-off by cafe;
- 70 car spaces on tarmac with designated disabled, family with child, and taxi drop-off spaces;
- 70 car spaces on grass with designated disabled bays;
- Parking for all vehicles is metered (full registration mark required), meter close to main rank of disabled bays;
- No barriers or speed bumps;
- Dropped kerbs and rear access to vehicles available;
- Paths widths to attractions 175-300cm and level -
- surfaces are concrete, slab, cellular paviour, hoggin, tarmac;
- Distances to Reception entrances from disabled bays 15-60 metres.

Main Entrance & Reception

- Wye Valley Butterfly Zoo has the main site reception;
- Wye Valley Butterfly Zoo & Miniature Golf open from 10 am;
- aMazing Hedge Puzzle open from 11 am;
- No entry after 5 pm (3pm in winter), closing 45 minutes later;
- Tickets can be reserved online;
- Prices displayed outside Reception entrances;
- All facilities on ground floor

Public Areas - General (Internal)

- Not available

Public Areas - WC

- Toilets are adjacent to the Cafe;
- The designated female and designated male washrooms have baby changing and extended cubicles;
- The gender neutral washroom is next to the main block of accessible parking. It is equipped with an electrically operated door, privacy screen, peninsular disabled toilet with grab and support rails, ceiling track hoist, height adjustable adult changing bench, height adjustable washbasin, and alarm cord. Borrow the key fob from Reception or the café.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- Izzie's Cafe is independently operated, next to the washrooms and parking, with ramp access from the car park side, and is open seasonally;
- Izzie's Ice Cream Parlour is independently operated, next to the washrooms and parking, with ramp access from the car park side, and is open seasonally;
- Indoor Picnic Refuge has exterior ramp for wheelchairs (concrete with handrail). Surface is hard, stain-resistant and waterproof.

Laundry

- Not available

Shop

- Wildlife Shop is located at Butterfly Zoo reception - see above

Treatment room/s

- Not available

Leisure Facilities

- See attractions below

Outdoor Facilities

- Picnic Areas have grass or concrete slab surfaces
- Bridge for "pooh-sticks"
- Country Promenade to Riverside Church: surface is level tarmac, distance to Church 200 metres (off-site) along a single-track lane.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Not available

Bedrooms

- Not available

Bathroom, Shower-room & WC [en suite or shared]

- Not available

Self-Catering Kitchen

- Not available

Caravans, Holiday Homes & Twin Units

- Not available

Touring Facilities (Holiday Parks)

- Not available

Boats - Narrow Boat, Cruiser & Hotel Boat

- Not available

Attractions (Displays, exhibits, rides etc.)

- **Wye Valley Butterfly Zoo entry** - access via reception, by ticket only
- **aMazing Hedge Puzzle entry** - access via gate, by ticket only.
- **Wye Valley Miniature Golf entry** - equipment from Butterfly Zoo reception, access limited to players and non-playing escorts by ticket only.
- **Wye Valley Warfare Laser Ops** – equipment and access via reception at Event Trailer with Directing Staff, by ticket only, grassy paddock.
- Seating is available inside all attraction enclosures.

Wye Valley Butterfly Zoo (enclosures):

- path widths 120-175 cm,
- path surfaces are hard;
- reception issues magnifiers, carry-round information.

aMazing Hedge Puzzle (enclosure):

- enclosure path widths 80-300 cm (alternate route available),
- surfaces are paviour and hoggin;
- Wide paths in maze mitigate claustrophobia;
- Hedge Puzzle viewing platform accessed by stairs - 16 steps, 1 metre wide, handrails both sides;
- Museum of Mazes exhibits include tactile and audio

Wye Valley Miniature Golf (enclosure):

- green and path widths 80-200 cm with two 5 cm steps
- surfaces are artificial turf, concrete and cellular pavements;
- Golf-ball lifting and scoring aids, short and soft putters available

Wye Valley Warfare Laser Ops (enclosure):

- level natural meadow and wooded terrain
- Rough grass (10 cm cut) and woodland understorey
- Taggers can be programmed for positive discrimination.

Grounds and Gardens

- Terrain is level throughout, grass surfaces may be uneven
- Paths are hoggins, concrete slab or cellular pavement
- There is running water adjacent to the footbridge

Additional Information

- Up to one responsible adult Escort admitted free of charge for assistance of and constant attendance to a specific individual in an attraction or activity enclosure (e.g. to push a wheelchair, direct fire for a visually impaired Laser Tag Player, or to escort a person with diminished responsibility subject to proof of carer award or if designated by Centre staff).
- Guide Dogs are prohibited from the Laser Ops and Butterfly Zoo enclosure but welcome in all other areas when working.
- A Dog Dip is next to the footbridge.

Contact Information

- Address:

Wye Valley Visitor Centre,
Symonds Yat West,
ROSS-ON-WYE,
Herefordshire
HR9 6DA

- Telephone: 01600 890360
- Email: seeus@butterflyzoo.co.uk
- Website: wyevalleyvisitorcentre.co.uk
- Grid reference: SO 553 174; Postcode: HR9 6DA
- What3words: ///stag.relatives.love
- Hours of operation: 10 am to 6 pm
- Emergency number: 01600 890360
- Local carers: Not available
- Local equipment hire companies: Not available
- Local public transport numbers: Not available
- Local accessible taxi numbers: Not available

Future Plans

- Disability scooter accessible indoor adventure golf.

We welcome your feedback to help us continuously improve. If you have any comments please phone 01600 890360 or email seeus@butterflyzoo.co.uk .

Last updated: April 2022