

## Access Statement

# BRISTOL ZOO PROJECT

This access statement does not contain personal opinions as to our suitability for those with disabilities, it aims to accurately describe the facilities and services that we offer all our visitors.

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## **Introduction**

Bristol Zoo Project is a fun, family attraction that provides outdoor adventure, play and learning.

Visitors to Bristol Zoo Project can meet amazing animals from across the world from the mischievous lemurs of Madagascar to the striking grey wolves of Europe.

Bristol Zoo Project was opened by the Bristol Zoological Society with an emphasis on protecting threatened habitats on our doorsteps and around the globe.

The Bristol Zoo Project takes our responsibilities for providing universal access very seriously and adheres to the Equality Act 2010 accordingly. We work hard to provide the highest level of access to the whole site, however due to the rugged nature of the site, this is not always possible.

We look forward to welcoming you. If you have any queries or require any assistance, please phone 0117 428 5602 or email [info@bzsociety.org.uk](mailto:info@bzsociety.org.uk)

## **Pre-Arrival**

- For full details and maps of how to reach us, please see the directions section of the 'Plan Your Visit' section on our website. <https://www.bristolzoo.org.uk/visit/find-us>
- Alternatively, you can plan your journey by car or public transport using <http://www.transportdirect.info>; simply enter your post code and ours, which is BS10 7TP.
- The nearest bus stops are Cat Brain Lane and Cavendish way which are approximately 0.7 miles away.
- The nearest train station is Patchway approximately 3 miles away.
- Pedestrian and Cycle access requires crossing some dual carriageway using lighted crossings.
- Assistance dogs that are highly trained and have up to date vaccinations are welcome to visit the Bristol Zoo Project when accompanied by, and under the control of their owners. Please see information on our website for more information.

## **Car Parking and Arrival**

- The Bristol Zoo Project car park is open every day during the parks open hours. There are twenty blue badge spaces next to the entrance gate. The carpark is rough gravel, and the surface can be uneven.
- Entrance to the park is on the north-west side of the car park and is marked by a large Bristol Zoo Project welcome sign.



The pedestrian and cycle entrance is clearly signposted from the road.



Once you are through the pedestrian gate there are signs directing you to the main entrance via the car park. The cycle and pedestrian pathways are clearly marked as you approach the admissions booth.



## **Admissions**

- The admissions building is accessed via a hard packed gravel path which can become muddy after prolonged periods of rain.
- During peak opening hours, three admissions windows are available for ticket purchase and entry.
- One window is lowered at a height of 100cm that is accessible for wheelchair users. This window is on the right-hand side of the admissions building.



Entrance and path to admissions



Admissions building – two front windows



Lowered window on the right-hand side of admissions

### **Guest Village (Main entrance area)**

- The Guest Village area of Bristol Zoo Project includes the shop, café and Visitor information. This area has a closely packed cobbled surface, which is relatively flat.
- There are two entrances to the café: one via guest village and one near admissions. The doors are 103cm wide. The café desk is lowered.
- Inside the café is a lowered table area and seating.
- The Café has several rooms, most of which have tables with movable seats. Some of them have fixed benches or are up a step.
- The seating in the courtyard features fixed benches. There is open space on either end of the tables
- There are also accessible benches to the side of the Cafe

- On the right side of the Guest Village is Visitor Information. Access is through a 136cm wide door and requires going up a small incline. The Visitor Information desk is lowered.
- Entrance and exit for the shop is through non automated double doors
- The till desk is not lowered in the shop.





Visitor Information



Café interior



Café seating



Café outside area



**Seating to the side of the Café**



**Example of accessible bench**

### **Central Seating Area**

- The central seating area is surfaced with loose wood chips. There is a small edge around the area with a break for assisted wheelchair access.



Central seating area.

### **Fun fort**

- The Fun Fort is to the right as you leave Guest Village. The path leading to it has an asphalt surface. The fun fort itself has a surface made of a mix of concrete and soft asphalt.
- There is seating in the Fun Fort in the form of tables and chairs.
- Three sides of the Fun Fort are boarded with half rounds which provide some protection from the wind and rain.



## **Toilets**

- There are both male and female toilets available inside the Fun Fort.
- There are also toilets on the outside of the Fun Fort. Each of these have baby change facilities. They include one accessible toilet, which is located on the outside section of the fun fort toilets. The toilets' surfaces are all concrete and the surrounding area is asphalt.
- The toilet door is 90cm wide and is only locked when in use.



Accessible toilet. Other toilets to the left and right.

## **Fun Fort cabin toilet block**

- The cabin toilet block includes Male and Female toilets which are accessed via a wooden step. These steps can become slippery in wet or icy conditions. Each section contains a baby changing table.
- There is also a gender-neutral toilet on the end that includes a baby change table, which is accessed via a wooden step.

- There is an accessible toilet stall at the end of the block. This has a wooden access ramp.



Image above is of the accessible toilet found in the additional toilet block which includes a shelf.

## The Tropical House



- Please be aware that the Tropical house temperature is approximately between 18-30' degrees centigrade however this temperature may increase on hot days, it has a humid climate.
- The Tropical house may be closed if there is a concern that temperature has exceeded what is deemed to be acceptable for visitors.
- Exercise caution if you are sensitive to sudden temperature fluctuations due to underlying health conditions, age or pregnancy or if you are on a medication that may cause temperature sensitivity.
- A covered seating area is located in front of the entrance which has 5 picnic tables.



- As this is a walkthrough experience there will be free flying birds and free roaming animals in this area, be aware that animals may be crossing the pathways
- The entrance is a push door- volunteers will be on hand to assist if required.
- There are double doors at both the entrance and exit of the Tropical house. They are push doors. The total width including both doors is 2 metres 46cms.
- The entrance and exit both have 2 layers of rubber strip curtains. There is a foot dip mat in between the layers of curtains as shown in the image below. This is part of Avian Flu measures and can also be crossed by prams and wheelchairs with relative ease.



- Mobility scooters, wheelchairs and prams are welcome in the Tropical House walkthrough.
- The pathways are packed gravel, gravel mix that has some loose stone. This may become slippery when wet.
- There is a one way system in force throughout the Tropical House.
- There is no seating inside the Tropical House, there is a picnic table outside the exit of the tropical house. There are more picnic tables in the play area to the right hand side of the exit pathway.
- The fence posts of the animal habitats are of varied height. They are between 83cms -90cms. The signage height throughout is approximately 85cms from ground level.

- There are gaps between the fence for ease of viewing, the gaps are between 8 and 10cms wide. Please see image below



- There are three glass vivariums at one end of the Tropical House near the Exit. 2 are raised and begin at a height of 83cms the third vivarium is larger and begins just above floor height.
- There are double doors at both the entrance and exit of the Tropical house which are push doors. The total width including both doors is 2 metres 46cms.
- There is a water refill station available to the side of the courtyard café should you require a beverage to cool down after visiting.

## **Butterfly Maze**

- The Butterfly Maze has a fine gravel surface that is generally level but there are some areas that are uneven and dipped. This surface can become quite muddy after prolonged periods of rain.
- The information in the Butterfly Maze is at a medium height and is accessible by wheelchair users. The type is in high contrast and large font.
- 



Path to the maze.

As the maze is made from natural hedgerow on occasion there may be low hanging areas or protruding twigs, below are some examples from inside the maze.



Above are some images taken inside the Butterfly Maze.

## **Gelada Rocks**

- The surface of the Gelada Rocks path is made of a hard packed mix which provides a relatively smooth surface but can become quite muddy after periods of prolonged rain.
- The undercover viewing area is accessed through a door 120cm wide



The entrance to the undercover viewing area

- There are two climbing rocks which are surrounded by matting with a 2cm lip

- The information in this is displayed on the fence at a height of approximately 1.5 meters.
- There is seating at Gelada Rocks in the form of circular picnic tables.



The Gelada Rocks play area



The Gelada Rocks viewing area

### **Webbs Brake**

- Webbs Brake has two paths. The main path is made of a hard packed mix which provides a relatively smooth surface but can become quite muddy after periods of prolonged rain. The path to the bird hide is compacted dirt and stone and can be uneven in places.

- The bird hide has one step up to get into it which is 13cm high. The bird hide has a door 73cm wide. Inside the bird hide there is only natural light. There is seating within the bird hide in the form of a fixed bench. The hide has a lower viewing window.



Main Webbs Brake path



Webbs Brake Path to Bird Hide

## **Bear Wood**

- Bear wood is accessed via a sloping path and steps down to the time chamber entrance to the exhibit. The paths are made up of hard packed mix and can become flooded or damaged during prolonged periods of heavy rain.
- Information boards are posted alongside the path.
- Automatic doors to the time chamber are left on the open setting. Entrance is 118cm wide. There is a small drainage dip before the door to the time chamber.
- Inside the time chamber is a large clear space with a clock sound playing followed by a short video introducing you to the exhibit.



Path and Steps into Bear Wood



Path into time chamber



Entrance to Time Chamber and Bear Wood



Wooden walkways through Bear Wood

- The raised wooden walkways throughout Bear Wood provide a level surface: however, it may become slippery when wet.
- There are regular perspex windows along the sides which allow viewing through the wooden sides of the walkways- the windows are approximately 78CMs high. The wooden sides of the walkway are 106 cms high.
- Off the main wooden walkway is a hard packed mix path along with steps to a concrete viewing chamber looking out over the bear and wolf habitat
- Two metal gates at the top of the chamber can be opened, space is available at the top of the steps for pushchairs or wheelchairs. Steps/concrete seating inside viewing chamber area.
- Four accessible toilets can be found at the end of Bear wood. All doors to accessible toilets are 90cm wide. The two toilets accessed directly from outside have a small 2cm lip in the doorway.



Walkway at the Wolf and Bear habitat and viewing den.



One set of accessible bathrooms next to the Bear Wood classroom



There are two sets of two accessible toilets at the end of the Bear Wood exhibit. Two at the end of the Bearies and nuts unit and two next to the classroom.



## **Explorers Basecamp**

Explorer's Basecamp is a three-storey play area with slides, climbing walls and more. It is based on a field station, which you'd find at one of our conservation project sites.

It features a companion slide, floor trampolines, family swing, zip line and other interactive features. The lower level of play also features sign language (BSL) engravings.

- Explorers basecamp also has a ground level roundabout. It is accessible for wheel chairs to enter, but does not have a break and there aren't bars to hold the wheel chair in place.
- This area is made up of small gravel, it can become muddy after prolonged periods of rain.
- Seating is made up of picnic benches, with clear spaces at the ends. Some benches have a wheelchair space available.



## Explorers Basecamp Entrance



## Explorers Basecamp play rules



## An aerial image of Explorers Basecamp



Picnic seating at Explorers Basecamp



Explorers Basecamp- Ground Level



Interactive British Sign Language board



Companion slide and ground level trampoline

### **Benoue National Park**

- The surface of most paths in Benoue National Park area are made of a hard packed mix which provides a relatively smooth surface but can become quite muddy after periods of prolonged rain.
- Next to the giraffe house is an amphitheatre area with rows of seating, the bottom level is accessible while others are accessed via steps.



Amphitheatre seating overlooking Benoue National Park area and Giraffe House.

## **Cheetah Viewing Area**

- The paths throughout the cheetah viewing area are surfaced with small gravel. There are no steps or doorways.
- Information is fixed to the wall and in large font.
- The Benoue School House is accessed through one of two doorways which are 128cm wide. This area is usually closed to the public and only open when a staff member is present.



Cheetah viewing area



Path the rest of Benoue National



Benoue classroom area

### **Basecamp Pizzeria**

- Is situated on the other side of the Cheetah habitat, near the entrance to Bear Wood.
- It is open during peak visitor hours such as weekends and school holidays- Please ask for the opening hours of the day.
- This area is made up of small gravel, it can become muddy after prolonged periods of rain.
- Seating is made up of picnic benches, with clear spaces at the ends. Some benches have a wheelchair space available.
- The till area here is not lowered.



### **Giraffe House & Benoue National Park**

- The downstairs area of the Giraffe house can be accessed via one of two sets of doors.
- There is a long corridor inside the house with a standoff barrier between visitors and Giraffe.
- The upstairs viewing area can be accessed via steps or a ramp which provides access for pushchairs and mobility aids.
- Perspex windows allow viewing through wooden standoff barrier.
- There is an outside balcony overlooking the Benoue national park with the Giraffe and Zebra.
- The ramp and steps can become slippery in wet or icy weather.



Door to downstairs viewing on left and steps up to the higher viewing area



Upstairs viewing area



Viewing Balcony



Ramp up to the higher viewing area of Giraffe House

There is picnic seating available near the bottom of the Giraffe ramp.

There is a cabin toilet block including an accessible cubicle to the right of the picnic area and spotted deer habitat.

## **Discover Madagascar**

- Before entering the Lemur Walkthrough there is an area of stone for pushchairs to be left outside.
- The lemur walkthrough has two sets of gates to get into each section, some of these gates can be heavy. There are volunteers on hand to assist if needed.
- Buggies and pushchairs should be left outside. Mobility equipment including specialist buggies and pushchairs are welcome in the walkthrough.
- All the paths within the Walkthrough are made of hard packed mix and form a level surface. These paths can become muddy after periods of prolonged rain.
- There is bench seating within the lemur walkthrough.
- Outside the walkthrough there is a covered viewing area with one individual picnic table, this is up a slight incline.



Lemur Viewing picnic table

- A path runs alongside the lemur enclosures and is made of packed gravel mix but can become muddy after prolonged periods of rain. There are viewing windows into the indoor enclosures.



Buggy Park and Lemur Walkthrough Entrance



Across from the Lemur walkthrough is our Philippine Spotted Deer habitat. The ground here is level hard packed gravel.



Incline up to covered lemur viewing area



Ringtail Lemur viewing area with seating.



There is a standoff rope to the right hand side at the Blue Eyed Black Viewing area.



Path alongside lemur habitats with viewing windows on the right

## **Red River Hogs**

- The paths are made of a hard packed mix and form a level surface. These paths can become muddy during periods of prolonged rain.
- The signage in the area is posted behind the standoff barriers at a height of around 2 metres. The information is in large font. There is another sign in the middle area which is at a height of around 1 metre.



Path and information boards

### **Congo Play Area**

- The Congo play area is surfaced with loose wood chips.
- There is picnic bench seating in the Congo play area.



### **Walled Garden area**

- The Walled Garden paths are made of a hard packed mix that forms a level surface. This surface can become muddy when wet.
- The interior of the Meerkat enclosure can be accessed through two sliding doors which are 105cm wide. It is surfaced with loose sand.
- The signage is posted at around 1.5 metre height and is in large font.
- There is seating in the Walled Garden in the form of a stone circle.

- There is sometimes a foot dip mat that you must cross in order to view the aviaries and outdoor Meerkat viewing area. This is part of Avian Flu measures and can also be crossed by prams and wheelchairs without difficulty.



Meerkat viewing area



Stone Circle area

### **Walled Garden Toilets**

- In the walled garden there are semi-permanent universal toilets.
- The toilets are accessed up one step.



## **Barefoot Trail**

- The Barefoot Trail is comprised of a series of boxes which contain various materials. The boxes are 13cm high.
- The path alongside the boxes is formed of compacted dirt and form a relatively flat surface.
- The shelter by the Barefoot Trail is on a platform 12cm high. There is seating in the shelter in the form of benches.
- There is seating at the Barefoot Trail in the form of picnic tables.
- A tap is situated at the end of the trail to wash feet, hands or muddy wellies.



Shelter, seating and tap.



Barefoot trail with example of box

## **Red Panda**

- The paths around the Red Panda habitat are made of a hard packed mix that forms a level surface. This surface can become muddy when wet.
- There is wooden panelling at the ground level of the red panda habitat, please see the images below as an example
- A variety of benches are available including one that has a space for a wheelchair to access.



## **Tower Meadow**

- The Tower Meadow is a field with some uneven ground and some areas of long grass. The long grass can be slippery when wet.
- There is seating in the form of picnic tables near the southern entrance to Tower Meadow.
- The meadow is accessed via a track which is on a slight incline that has some loose stone.



## **Play Tractor**

There is a wooden play tractor opposite the entrance to Tower Meadow there are also two picnic tables available in this area. The area is surfaced with loose wood chips. Access to the tractor is gained only by using the small wooden stairs which can be slippery when wet.



## **African Forest**

The African Forest area is our newest habitat.

The pathways are a hard mixed surface with loose gravel on top.



Map at entrance



There are benches dotted around the area, there are also 2 shelters next to the Gorilla and Mangabey viewing area which house spotting scopes. Including a lowered option.



Spotting scopes facing the island.



The fence posts of the animal habitats are between 83cms -90cms. The signage height throughout is approximately 85cms from ground level.



The Crocodile house

Double doors into the crocodile house are activated using a push pad to the side for both entrance and exit of the building.



It can be warm in the crocodile house, exercise caution if you are sensitive to sudden temperature fluctuations due to underlying health conditions, age or pregnancy or if you are on a medication that may cause temperature sensitivity



There is viewing available of both the outside and inside areas of the African Grey parrot habitat

Moat surrounding gorilla and mangabey island



African forest classroom/ pop up shop

Next to the indoor gorilla viewing there is a multi use space. Access to this area will be restricted on days that it is in use as a classroom for our education sessions.

During School holidays and weekends this space houses a pop up shop selling items of the animals from the African Forest



## **Gorillas**



Viewing area showing inside gorilla house. The viewing window is angled to attempt to minimise glare.

Outdoor viewing areas for Gorilla and Mangabey can be seen below





## **Mangabeys**



Access to the Mangabey viewing is via a bridge



A large family seating area is available on the mangabey side of the moat



Small outdoor play area at mangabeys

### **Toilets in the African Forest**

- Attached to the Gorilla house there are 2 toilets available.
- 1 standard toilet and 1 accessible.
- There is an automatic door to access the toilets, this can be activated by using the push button to the right side of the door.



Once you enter the corridor the accessible cubicle is directly in front at the end of the corridor



There is both an electric hand drier and paper towel option available.

## **Mobility scooters**

We have five mobility scooters (3 adult, 2 child) and three manual wheelchairs available to hire free of charge at Bristol Zoo Project. The smaller mobility scooters can transport a person weighing up to 18 stone (114 KGs)

These must be booked in advance due to limited resource and high demand. We suggest contacting us at least 3-5 working days prior to your visit to reserve a scooter by emailing [info@bzsociety.org.uk](mailto:info@bzsociety.org.uk) or calling 0117 428 5300.

A Refundable deposit is required for hiring a mobility scooter, and users are asked to complete a safety briefing and sign a disclaimer.

