

WORLD OF JAMES HERRIOT ACCESSABILITY STATEMENT 2020

Website: www.worldofjamesherriot.com

Email: mail@worldofjamesherriot.com

Telephone: 01845 524234

- Free admission for carer of visitor with disabilities.
- Wheelchair access to all floors and gardens with the exception of the Air Raid Shelter.
- Accessible toilets on ground floor and in café area.
- We regret **NO DOGS ARE ALLOWED**. Assistance dogs only.
- Information and photographs of the Air Raid Shelter available in the ticket/retail shop from our well-informed staff.
- Parking is available close to the front of the building on disc parking or disabled parking discs.
- Free wheelchair loan – We have a wheelchair available if you would like to use it, please telephone 01845 524234 first to reserve.
- Coaches may park a short distance from the attraction in the council-owned free coach park for 3 hours.
- Access to the attraction and shop/ticket counter is via a ramp provided to assist visitors in wheelchairs, those with pushchairs or using crutches or a walking stick.
- Toilets – A fully accessible toilet is provided in the toilet block in the shop/ticket counter area, with a red cord to activate an alarm in the shop/ticket counter where a member of staff or volunteer is always to be found during opening hours. Ladies and Gents toilets are available on the first floor, accessed from the first floor landing area and is clearly signposted.

- Access to the first floor is by a lift and a further lift is provided to access the higher level (3 stairs) by means of a self-operated wheelchair lift.
- The ground floor of World of James Herriot is on one level, with no steps or ramps, with the exception of the air raid shelter.
- For visitors who cannot gain access to the air raid shelter photographs are available in the shop/ticket office and the staff will be on hand to answer any questions about the shelter.
- Access to the gardens, statue and refreshment area for users of wheelchairs and pushchairs is via a level, paved footpath.
- Fully accessible toilets are in the refreshment/garden area, again with a red cord to activate an alarm in the shop/ticket counter where a member of staff or volunteer is always available during opening hours.
- Access to the attraction and grounds is free-of-charge for one carer accompanying a visitor with disabilities.
- Seating around the garden is limited, but there is good seating in the refreshment area adjacent to the garden, with limited number of benches available to compliment the tables and chairs.
- If, due to visual impairment, a visitor requires assistance, a guide book in Braille is available and all rooms have descriptive information boards at the entrance to each room for the carers to read.