

World of James Herriot Accessibility Statement 2023

- Accessible toilets on ground floor and in café area.
- We regret **NO DOGS ARE ALLOWED**. Assistance dogs only.
- 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.
- 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.
- Access to the gardens and statue for users of wheelchairs and pushchairs is via a level, paved footpath.
- Fully accessible toilets are in the 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.
- There is seating in the garden, with a 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.