

www.thebigsheep.co.uk



Contact for accessibility enquiries: Laura Holt



Welcome

The BIG Sheep is North Devon's best all-weather family attraction and perfect for family fun. We aspire to be accessible to families and individuals of all ages and abilities. All of our team are trained and enabled to recognise the individual needs of our guests and will do everything possible to ensure all guests with additional needs have a safe and memorable visit.

We are a farm park, and we recognise that some areas are more accessible than others. We are constantly striving to improve, and we welcome your feedback.

At a Glance

Level Access

- There is level access from the main entrance to:
 - The Barn Café and dining tables
 - Bo Peeps Café and dining tables
 - Animal Barn
 - Rampage Roller Coaster
 - The Ewetopia Play Barn
 - Daily Shows in the Show Arena, Duck Arena and Dog Trials Field
 - Twister Ride
 - Train Ride
 - Pony Rides
 - Main Reception
 - Reception Toilet
 - Ewetopia Toilet
 - The Sheepy Shop
- We have viewing areas for wheelchair users to watch the daily shows

Visual

- The menu is available in large print in both Barn Café and Bo Peeps Cafe
- We have our daily information guide available in large print from reception

General

Guests who have the following documentation are entitled to discounted entry and one free carer ticket. Please show the relevant paperwork at the ticket kiosk when you buy or collect your ticket.

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months).
2. Personal Independence Payment letter (dated within the last 12 months).
3. A current and valid Blue Badge.
4. Letter from GP or consultant (dated within the last 12 months) confirming the need for a full time carer. This does not need to be a letter of diagnosis.

Unfortunately, we will not be able to issue carers tickets without seeing the above documentation.

- Customers with accessibility needs can request a Fast Pass at reception. This gives them priority boarding and additional assistance on rides.
- There are two accessible toilets for disabled visitors.

Getting here

The Big Sheep, Abbotsham, Bideford, Devon, EX39 5AP



Travel by public transport

- You can get to The Big Sheep by bus.
- Bus route 319, Hartland to Barnstaple bus stops at main entrance to car park which is 100m from the main entrance. The bus is operated by Stagecoach and there are stops in Bideford.
- You can get a taxi with Number 6 Taxis by calling 01237 666666. The taxi company has a wheelchair accessible vehicle. This service covers the whole North Devon area.



Parking

- We have a car park with 6 accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. It has a dropped kerb.
- From the car park to the entrance, turn left for accessible parking spaces.



Bus stop by main car park



Disabled parking spaces

Arrival

From Disabled Parking to main entrance

- From the disabled parking bays there is level access laid mainly to concrete.
- The path is 3657mm wide, or more.



Pathway from disabled parking to main entrance



Main entrance

Main entrance

- The main reception door is side hung and manual.
- The door is 785mm wide.
- The reception kiosk (open during busy days) is 10m away from the reception entry and adjacent to the disabled car parking bays.
- Reception kiosk door is 1010mm wide

Getting around inside

Ticket/ information desk

Main Reception

- The route is 785mm wide.
- The door is 785mm wide.
- Once in the park the information desk is easily accessed via double doors with no step or ramp.



Reception area and information desk



Double doors from reception to park

Things to See and Do

Animal Barn

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2435mm wide, or more. The door is 2435mm wide.
- Some display information is low, for wheelchair users.
- Tractor Safari Ride and Train Ride and Pets Corner are accessed via the Animal Barn.



Animal Barn



Entrance to barn

Rampage Roller Coaster

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1190mm wide, or more. Some display information is low, for wheelchair users. There are seats.
- The pathway from the main entrance to the Roller Coaster is concrete and paving slab with a slight incline. This pathway leads to a wooden bridge with two turns, then a gravel path with another incline. Wheelchair users access the Roller Coaster via the exit ramp and board the coaster from the exit platform.

- Customers can ride the Roller Coaster providing they have the upper body strength and control to be safely extracted from the ride in the event of an emergency. Children over 90cm in height and over four years old can ride the rollercoaster when accompanied by an adult. We have a no single child rider policy on Rampage, so children aged between seven (or over 1.2 metres tall) and 16 must ride with another child or an adult.



Path from reception to bridge



Bridge from path to Roller Coaster



Path from bridge to roller coaster



Wheelchair access route

Ewetopia Play Barn

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1115mm wide, or more. The door is 1495mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Bo Peep's Cafe and seating area faces a children's indoor play area, with slides, ball pits and climbing tunnels. An upstairs area is wheelchair accessible via the picnic terrace doors.
- Children's play area is not supervised. Children are their parent's responsibility. No shoes are allowed in this play area and socks must be worn. Socks can be purchased from Bo Peep's Café.



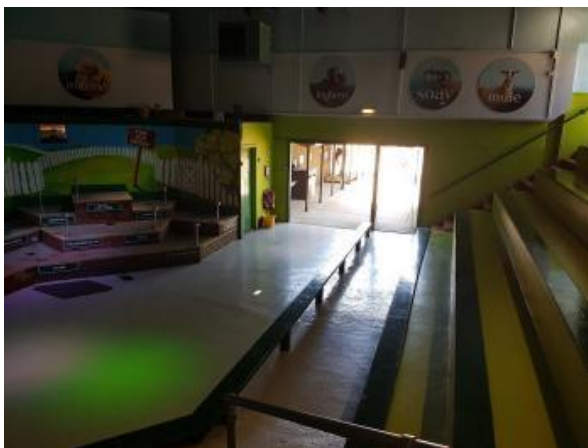
Entry doors



Cafe seating area

Daily Shows

- From the main entrance to this area, there is level access. There is a permanent ramp. The door is 2900mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There are four show areas. In the main Show Arena, the Shearing Show, Sheep Show, Lamb Feeding Show and Beer Show take place.
- Wheelchair access is via main doors and a dedicated seating is to the front side of the stage.
- The Dog Trials Show takes place in the trials field behind the show arena; there are two areas to view this and one is perfect for wheelchair access.
- The Duck Trials take place in the Duck Arena beside the show arena; there is level wheelchair access surrounding this arena.
- The World Famous Sheep Race takes place to the side of the Duck Arena, and benefits from excellent wheelchair access and visibility.



Show Arena



Duck Arena

Twister Ride

- From the main entrance to this area, there is level access. The route is 1115mm wide, or more. The door is 820mm wide.
- Some display information is low, for wheelchair users. There are seats.
- This attraction is approached via a sloping pathway. Twister ride is accessed via an operator manned gate. The twister is a fast swing ride that starts and stops gradually and lasts around 2 minutes.
- Passengers must be 3ft tall to ride the twister.
- The ride can be slowed for younger or more nervous passengers upon request.



Pathway to Twister Ride



Twister Entry Gate

Train Ride

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1115mm wide, or more. The door is 1450mm wide.
- Some display information is low, for wheelchair users.
- The train ride station is located in the animal barn. The train ride has a dedicated wheelchair carriage which is accessed via a ramp to a separate queue line.



Ramp wheelchair access



Wheelchair carriage on train

Pony Rides

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1115mm wide, or more. Some display information is low, for wheelchair users. There are seats nearby.
- Pony rides operate daily during the school holidays. Customers can enjoy a pony ride providing that they can sit unaided in the saddle and have carer assistance to help them on and off the pony. Riders must be aged 3 and over and be at least 3ft tall.



Pathway leading to Pony rides



Pony Ride Arena

Swan Pedallos

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1115mm wide, or more. Some display information is low, for wheelchair users. There are seats on the swan decking.
- Swan Pedallos are not wheelchair accessible. This attraction is accessed via a wooden steps.
- Children under the age of 16 must be accompanied by an adult.

- We supply life vests from babies to adult sizes.



Steps to Swan Pedallos



Swan Pedallos

Jumping Pillows & Splash Zone

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1115mm wide, or more. Some display information is low, for wheelchair users. There are seats in this area.
- There are two jumping pillows, one for children and adults and one for under 5's.



Jumping Pillows



Splash Zone

Spectator/ Audience viewing areas

- There are stewards to help disabled visitors.
- We have a viewing area for wheelchair users.

Duck Trials Arena

- From the main entrance to the viewing area, there is level access. There is a permanent ramp. The route is 111.00 wide, or more. The door is 3045 wide.

- The wheelchair spaces are sheltered. Wheelchair users can sit with their own fans.
- Stewards can bring food and drink to wheelchair users.
- There are two wheelchair accessible viewing areas to the Duck Arena, one either side. These are on level concrete with clear front row views of the duck arena.



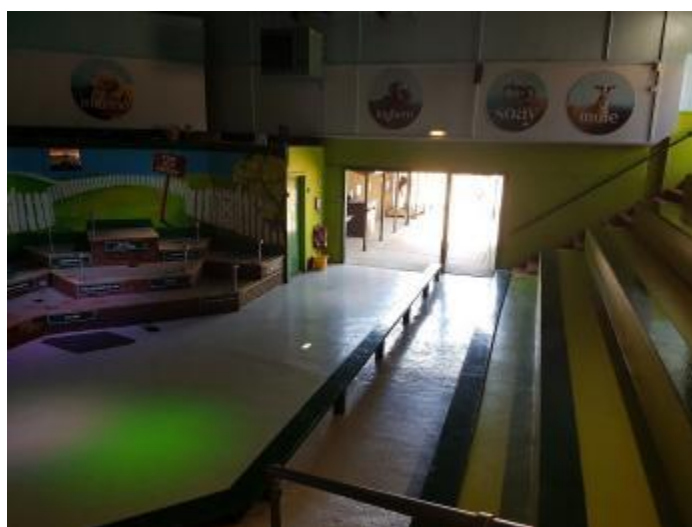
Covered walkway and viewing area



Accessible route to Duck Arena

Show Arena

- From the main entrance to the viewing area, there is level access. There is a permanent ramp. The route is 1115mm wide, or more. The wheelchair spaces are sheltered.
- The Sheep Show, Shearing Show, Beer Show and Lamb Feeding Show take place in the show arena. Wheelchair access is via double doors at ground level and a dedicated seating area is to the right of the stage. Due to the fact that the shows are with animals, food and drink are not allowed in the Show Arena.



Show Arena

Public toilets

Reception Accessible Toilet

- The accessible toilet is within 30m of Reception.
- From the main entrance to the public toilet, there is level access. The route is 1115mm wide, or more.
- The toilet door is 850mm wide.
- The direction of transfer is to the right.
- There is 720mm at the side of the toilet. There is 1450mm in front of the toilet. The toilet seat is 500mm high. The toilet has handrails.
- There is a basin with a lever tap. There is no emergency pull cord.
- This toilet is also used as a second baby change toilet.



Accessible toilet at Reception



Accessible toilet in Ewetopia

Ewetopia Toilet

- There is an accessible toilet at the entrance to Ewetopia.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1115mm wide, or more.
- The toilet door is 850mm wide.
- The direction of transfer is to the right.
- There is 820mm at the side of the toilet. There is 1450mm in front of the toilet. The toilet seat is 500mm high. The toilet has handrails.
- Basin with lever tap, baby changing table. There is no emergency pull cord.

Shop

The Sheepy Shop

- From the main entrance to the shop, there is level access. There is a permanent ramp. The route is 1115mm wide, or more. The entrance door is 1700mm wide.
- The route around the shop is 800mm wide, or more.
- To return to the reception area wheelchairs must return via the ramp.



Ramp to shop



Shop entrance

Place to eat and drink

The Barn Café (by Reception)

- From the main entrance to the dining area, there is level access. The route is 1115mm wide, or more. To get to a table, there are no steps.
- The menu is offered in large print.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for vegetarian and gluten free (celiacs) specific diets.
- The Barn Cafe serves home cooked food and handmade cakes along with a range of snacks, drinks and freshly brewed tea and coffee.



The Barn Cafe Interior



Outside tables

Bo Peeps Café (Ewetopia Play Barn)

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 1115mm wide, or more. The door is 1700mm wide.
- To get to a table, there are no steps.
- The menu is offered in large print.
- The dining area is self-service. Table service is available upon request.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- We cater for vegetarian and gluten free (celiacs) specific diets.
- Bo Peeps Cafe is located in the Ewetopia Play Barn and can be very noisy at peak times. The cafe serves fast food, freshly made baguettes, pasties and a range of snacks, drinks along with freshly brewed tea and coffee



Bo Peep's Café Seating area

Getting around outside

Picnic Areas

- There are several picnic areas around site.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.

Smoking

Tractor Smoking Area

- From the main entrance to the smoking area, there is level access. The route is 1115mm wide, or more.

Customer care support

Accessibility equipment

- We provide wheelchairs upon request. These are limited to first come first served and should be booked in advance by calling 01237 472366.
- We can provide a charging facility for mobility scooters and battery powered wheelchairs. Details available upon request from reception.
- You can hire mobility equipment from Bideford Mobility by calling 01271 859144.

Emergency evacuation procedures

- We have emergency evacuation procedure in place and all staff are trained to assist visitors with accessibility requirements.

Customer care support

- Some staff have received disability awareness training.
- We have information in large print.
- We have first aid personnel on site. In the event that first aid is required please notify a member of staff.