

The Big Sheep - Accessibility Guide

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THE BIG SHEEP ATTRACTIONS



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Welcome to The Big Sheep

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. 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 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 Peep's Café and dining tables
 - Animal Barn
 - Rampage Roller Coaster
 - The Ewetopia Play Zone
 - Daily Shows in the Show Arena and Duck Arena
 - Twister Ride
 - Train Ride
 - 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 Peep's Café.
- We have our daily information guide available in large print at Reception.
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General

Visitors who have the following documentation are entitled to discounted entry. We also offer discounted rates for carers as well, please see our ticket options on our website for prices. 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. 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 offer discounted entry 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 the main entrance to car park which is 100m from the main entrance. The bus is operated by Stagecoach and there are stops in Bideford. Please check service times/prices on the Stagecoach website.
- You can get a taxi with Rayners Taxis in Bideford by calling 07718482803. The taxi company has a wheelchair accessible vehicle.

Parking

- We have a Car Park with 6 accessible/disabled parking spaces. The car park 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 curb.
- Accessible parking spaces are located on the left side of the Car Park as you drive down towards the main entrance.



Bus stop by main Car Park



Disabled Parking spaces

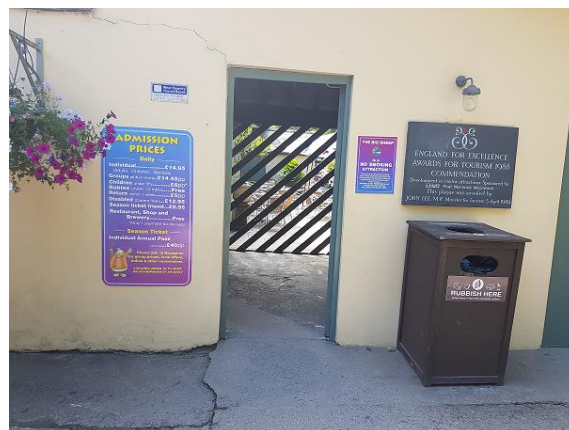
On Arrival

Disabled Parking to main entrance

- From the disabled parking bays there is level access to Reception.
- 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.
- The 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 accessible via double doors with no step or ramp.



Reception and Information desk



Double doors Reception to park

Things to See and Do

Animal Barn

- There is access from the main entrance to this area. 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, Train Ride and Pets Corner are accessed via the Animal Barn.



Animal Barn



Entrance to the Animal Barn

Rampage Roller Coaster

- There is access from the main entrance to the roller coaster. The route is 1190mm wide or more. Some display information is low for wheelchair users.
- The pathway from the main entrance to the bridge is concrete and paving slab with an 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 roller coaster when accompanied by an adult. We have a no single child rider policy on the 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



Path to roller coaster bridge



Path from bridge to roller coaster



Wheelchair access route

Ewetopia Play Zone

- There is access from the main entrance to this area. 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 the 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 to Ewetopia Play Zone

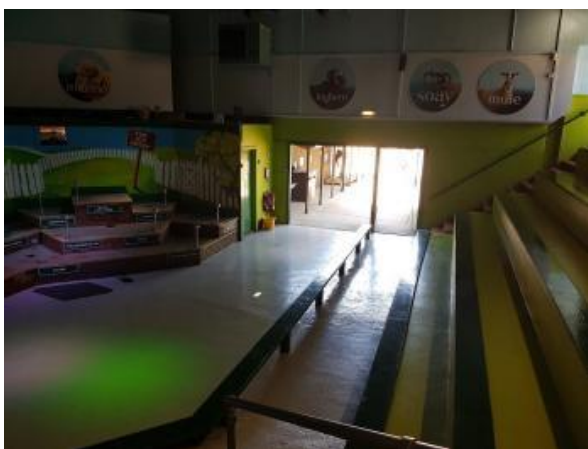


Cafe seating area

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.
- Wheelchair access to the main Show Arena is via the 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 The Twister Ride



The 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

Swan Pedalos

- 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 deck.
- Swan Pedalos are not wheelchair accessible. This attraction is accessed via 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 Pedalos



Swan Pedalos

Giant Jumping Pillows

- 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

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.
- Staff 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/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. Because 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 you must return via the ramp.



Ramp to shop



Entrance to the shop

|| Places 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, the staff can help you.
- 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.
- The Barn Cafe serves pasties, sausage rolls, baguettes, paninis, freshly made sandwiches, kids' meal boxes and chips. There are a selection of delicious cakes along with a range of snacks, drinks and freshly brewed tea and coffee.



The Barn Cafe



Barn Café Patio tables

Bo Peeps Café (Ewetopia Play Zone)

- 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 on 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 in the Ewetopia Play Zone and can be very noisy at peak times. The cafe serves fast food, Chips, 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 the site.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.

Smoking and vaping is not permitted on site

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 The Big Sheep on 01237 472 366.
- 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 859 144.

Emergency evacuation procedures

- We have an 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. If first aid is required, please notify a member of staff.

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