

Access Statement for Owl & Monkey Haven

Introduction

Located on the outskirts of the Isle Of Wight's county town Newport, the Owl & Monkey Haven is a sanctuary for rescued primates and birds of prey. The park is on a very gradual slope although all pathways are flat and easy to navigate.

The Haven is decorated with various information boards and signs to introduce our visitors to the animals we care for and the work that we do. Information is also presented by our animal keepers during the regular daily keeper talks.

Refreshments and souvenirs are available in our tea room and gift shop, respectively. Each building is easy to access.

Staff throughout the Haven are trained to provide assistance if and when it is required.

We look forward to your arrival at the Haven. Please phone 01983 530885 or email info@owlandmonkeyhaven.co.uk if you have any queries.

Pre-arrival

- Directions to the Owl & Monkey Haven are available in the *How to Find Us* section of our website. You can also plan your journey at www.transportdirect.info by using our postcode: PO30 2NB.
- There is a bus stop located within 100m of the Haven's entrance and a wide gravelled pathway has been created in the roadside verge that accommodates it. Catch the number 9 (via Staplers/Owl & Monkey Haven – not via Fairlee) bus from either Newport or Ryde and ask the driver to stop at the Owl & Monkey Haven. For more information on bus routes and times visit www.islandbuses.info.

Arrival

- The Haven's car park is free and can accommodate up to 60 vehicles. During busy periods, the overflow car park is also utilised which can hold a further 40 vehicles.
- Parking spaces closest to the Haven's entrance are signposted as disabled parking. These spaces are within 30m of the entrance and have been positioned next to a flat level concrete walkway to optimise accessibility.
- There is a drop-off point directly outside the entrance.
- The doors on the entrance are held open for the duration of the Haven's opening hours and are 1900mm wide.

Reception

- The admissions area is flat and step-free with a tiled floor surface.
- Disabled adults and children receive discounted admission whilst carers are not required to pay.
- There is another door before entrance to the park. Staff are trained to hold the door open for disabled customers.
- Pen and paper is available at the desk on request.

Attraction

- Regular keeper talks throughout the day provide audio and visual information on the various animals housed at the Haven.
- Interpretation boards feature relatively large text, bright pictures and consistent symbols. They also decorate all but a few of the animal enclosures.
- Flat, wide pathways (1800mm across) allow close access to exhibits and are found throughout the entire park.

- A free guidebook (given at admissions) provides detailed information on many of the Haven's animals and facilities, and shows their respective locations on a map.
- There are a few steps at various areas within the park, though the same areas are always accessible via a ramp or slope.
- Benches and seating areas are situated at regular intervals throughout the park.

Toilet facilities

- Public toilets are located near the entrance to the park. Facilities for ladies, gentlemen and baby-changing are immediately accessible via a set of steps (also accessible via a slope from a higher area of the park). Disabled facilities are situated in the same building, although a gradual ramp provides access to these.
- Dimensions of the disabled facilities are approximately 2m x 2.5m.
- The height of the toilet is approximately 450mm.
- There are vertical and horizontal bars strategically positioned to allow for easy access.
- An emergency alarm pull cord is situated next to the toilet.

Tea room

- Tea room access is step free and is situated next door to the admissions building.
- The viewing conservatory is accessible via a set of steps in the tea room or by a decking area from outside.
- Tables and chairs are well spaced apart and are not affixed to the floor.
- A wide variety of refreshments are available to suit many different dietary requirements. All food and drink items are sourced locally.

Shop

- The gift shop is situated in the entrance building although it is not directly accessible from the admissions corridor. Customers exit through the gift shop which is flat throughout with a tiled floor surface.
- There are single doors into and out of the gift shop measuring 950mm each.
- There is plenty of room within the gift shop for a wheelchair to move and manoeuvre.
- Staff are trained to hold doors open for wheelchair users if necessary. They will also provide additional assistance if required.

Additional information

- Evacuation procedures have been designed to accommodate persons with access needs. Staff will offer assistance if necessary.
- Unfortunately, dogs are not often permitted in the Haven as they may distress the animals. Assistance dogs may be permitted under certain conditions if notification is given in advance. Water bowls are available at reception.
- Staff are happy to provide information on bus routes/times and nearby accommodation or facilities.

Future developments

- We currently have plans to print large versions of our leaflet and guidebook which will be given out in the required circumstances.
- We will be redesigning our website in the near future, and will pay particular attention to increasing its accessibility.
- As the Haven expands and develops we will continue to utilise the same wide, flat pathways which our customers appear to appreciate.

Contact information

Address: Owl & Monkey Haven, Staplers Road, Newport, Isle Of Wight, PO30 2NB

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