



West Midlands

**SAFARI
PARK**

West Midlands Safari Park

Accessibility Statement

Updated April 2025

Contents

Welcome	3
Booking	3
Essential Companions	3
Visual Impairments	4
Assistance Dogs	5
Wheelchair, Mobility Scooter & Ear Defender Hire	6
Getting to the Park	6
Arrival	7
Car Park	7
Toilet Facilities	8
Pathways	8
Catering	9
Souvenir Shops	9
Safari Walk	9
Virtual Reality Ride	9
African Walking Trail	10
African Village	10
Hippo Lakes	10
Daily Shows and Talks	10
Safari Drive	11
Minibus Tour	12
Explorers' Play Park	12
Land of the Living Dinosaurs	12
Ice Age	13
Adventure Theme Park Rides	13
Main Reception	21
Safari Academy	21
Safari Venues & Events	22

Welcome

West Midlands Safari Park opened in 1973 and is located in Bewdley, Worcestershire. The Park holds over 100 species of exotic animals, among other attractions such as a small theme park and private venue spaces.

The four-mile Safari Drive features species from all around the world including rhinos, giraffes, lions, tigers and elephants - and is generally conducted in the visitors' own vehicle, or in a coach as part of an organised group excursion.

The Adventure Theme Park has a variety of family rides and games. Guests can either purchase a multi-ride wristband or ride tickets. The area also features Explorers' Play Park, a multi-sensory outdoor play area for younger guests.

We work hard to ensure the highest level of access to the whole site however due to the natural contours of the land, this is not always possible. This document provides detailed information on access across the Park for all guests.

For any further information not detailed in this report, please contact us:

T: 01299 402114

E: info@wmssp.co.uk

Booking

Full details of our opening hours are available on our website as they vary depending on the season, as do our prices. Pre-booking online is essential during peak times and school holidays. Certain dates may offer an online discount if booked at least 24 hours in advance, please visit our website for prices and opening times.

Group prices

Groups must be booked in advance. Group prices are available for 10 or more paying guests arriving in a minibus/coach. For group prices, visit our website.

Essential Companions

West Midlands Safari Park is proud to partner with Nimbus Disability, operators of the Access Card scheme, who process all Essential Companion (previously 'Carer') eligibility.

We have always been proud to offer free carer tickets for guests who require additional assistance when visiting our Park and working with Nimbus means you will no longer need to bring confidential and sensitive documents with you on the day.

All applications must be completed online, at least 7 working days prior to your first visit. They are unable to accept any same day applications.

Nimbus Disability will individually assess your needs, with the help of your supporting documentation and statements through their detailed application process, to determine if you qualify for a free Essential Companion ticket. They will handle all

your details safely and securely, without WMSP viewing the reason why you require additional assistance.

Please note that you will only receive a free Essential Companion ticket when accompanying a paying guest. We will not issue a ticket if the guest is under 3 years of age as they do not pay admission.

It is important that we ensure our Essential Companion services remain beneficial for those who simply could not attend West Midlands Safari Park without them. Nimbus Disability is a leading provider of disability related advice and support, run by and for disabled people and is a recognised authority on accessible tickets in the UK.

Once your application has been approved by Nimbus, you can book your Essential Companion ticket online here: <https://site.wmsp.co.uk/nimbus>. You will need to provide your full name and Nimbus ID number. If you have not been awarded the +1/+2, you will not be able to book a free Essential Companion ticket.

Should you require more than 1 companion ticket (if you have been awarded +2 or more), please contact support@wmsp.co.uk with the name & Access ID number.

Please keep hold of your ticket as you will be able to show the Essential Companion admission ticket again at the Wristband Office to pick up a free Essential Companion wristband, provided you have paid for a wristband for yourself, and they will be assisting you on a 1:1 (or 1:2 depending on your award) basis.

Once your application has been approved, you will not need to apply again as both the Access Card and free Access Scheme are valid for 3 years. If you plan to visit once they have expired after the 3 years, you would need to apply again.

If you have any concerns about applying through Nimbus when accompanying residents/clients, we will instead accept a signed, dated and headed letter from the manager/company to show at the ticket office, along with staff ID. We will not accept staff ID on its own. Please email support@wmsp.co.uk for further support.

Visual Impairments

We offer free admission for guests who are blind or visually impaired. You will not be able to book a ticket online but will need to pick up a ticket from the Ticket Office on the day. You will need to bring with you a Certificate of Visual Impairment (CVI) or similar (issued by your local council).

You will also be entitled to an Essential Companion ticket, you will not need to apply in advance for this provided you are able to show your CVI for your own admission. All other guests in your party must book online in advance or pay on the day.

To use the rides in the Adventure Theme Park, you will need to purchase a full price ride wristband and we would issue an Essential Companion wristband free of charge. You will need to show your CVI and admission ticket at the Wristband Office again.

Assistance Dogs

Assistance dogs are welcome in the Safari Walk pedestrianised areas, but are not permitted in certain animal habitats/viewing areas for safety reasons.

Please ensure assistance dogs are wearing an identifiable harness or jacket denoting their working status. Our staff are trained to approach all guests with dogs/pets; by wearing a jacket/harness this will help our staff identify working animals from pets. Emotional Support Animals are not recognised as assistance animals and as such will be treated the same as all other pets/dogs brought to the Park, where guests will be asked to leave the premises with their animals.

Assistance Dogs are not allowed in the Safari Drive for safety reasons and would constitute a breach of Zoo Licensing Regulations. Kennels are available for assistance dogs only, please visit Main Reception on the day before heading to the Safari Drive. In all cases, the owner of the assistance dog must:

- **Only access the Safari Walk areas:** Ice Age, Land of the Living Dinosaurs, Explorers' Play Park and Theme Park.
- Leave dogs in our purpose-built kennels, if accessing the Safari Drive. Bedding, food, bowls, any toys and a small padlock will need to be provided by the animal's owner. A key and padlock are available from Main Reception when checking the dog in, a £5 returnable cash deposit will be required. There is a water tap available to fill up water bowls.
- Leave dogs in our purpose-built kennels, if staying in our Safari Lodges. You must make your own adjustments to ensure their safety (such as have a companion with them) to meet their needs. We suggest, where possible, that dogs are left at home if staying overnight with us.
- **DO NOT ENTER/VISIT:** Twilight Cave, Aquarium, Creep Crawlies, Reptile World, Sea Lion Theatre, Lorikeet Landing, African Village (Meerkat Mayhem, Lemur Woods, Lion Ridge), African Walking Trail (including all viewpoints) or Tiger Tropics.
- **KEEP AT LEAST 2M DISTANCE FROM GLASS:** Penguin Cove, Red Panda Retreat, Marmoset Mischief – these areas are not avoidable to walk past so we ask you keep at least 2m distance from the glass where possible.
- **DO NOT ATTEND:** any VIP sessions, any of our talks/shows or any other situations where the presence of the dog may distress animals or affect their behaviour.
- Always keep the dog on a lead and under control.
- If the assistance dog starts barking or growling, move their dog to an area where no Safari Park animals are present until the assistance dog stops vocalising.
- Only allow the dog to urinate or defecate on the grassy areas in the car park, near to the owner's vehicle, before entering the Safari Walk and to clean up after.
- Ensure your dog is fit and healthy and has not shown any signs of illness (including vomiting/diarrhoea) within 24 hours of your visit. They must have received all annual vaccination and anthelmintic treatments.

The Park accepts no liability for the welfare, health, or safety of dogs left in the kennels or assistance dogs brought on site. Use of the kennels is at the owner's sole risk, and owners remain fully responsible for their assistance dogs while on-site.

Wheelchair, Mobility Scooter & Ear Defender Hire

We have a limited amount of **manual wheelchairs and mobility scooters (ECV's)** available to hire. These must be pre-booked online and are on a first-come first-served basis. There is a hire charge, the hire charge is non-refundable. You will have use of equipment for the whole day and they must be returned 30 minutes before the park closes. To book online please visit: <https://www.wmsp.co.uk/accessibility>

We also have **ear defenders** available to hire, these can be hired with either a £5 cash returnable deposit or by leaving your driving license. There are all collected from and returned to Main Reception on the day.

Getting to the Park

By Car

You can plan your journey by visiting sites such as www.google.co.uk/maps or www.theaa.com/route-planner/index.jsp. Simply enter your postcode and ours - DY12 1LF. Signage towards the Park is frequent and is clear on all major roads leading towards the Park. The entrance to the Park is recognised by its two distinctive large rock entrance signs.

By Bus

The bus service that runs past the Safari Park is as follows:

125 - Stourbridge to Bridgnorth via Kidderminster and Bewdley

292 - Kidderminster to Ludlow via Bewdley

To plan your journey, please visit www.tfwm.org.uk, or visit www.diamondbuses.com

By Train

Kidderminster Train Station is the nearest to the Safari Park but is an 11-minute drive from the Park. For train times and prices, please visit www.nationalrail.co.uk or call 03457 48 49 50. Kidderminster has a lift and also step-free access via a ramp.

Kidderminster Station is not staffed all the time; if you require assistance, it is recommended to book with a member of staff in advance via the London Midland Assisted Travel line on 0800 024 8998 or visit their website to fill in a form: www.westmidlandsrailway.co.uk/travel-information/accessible-travel

Taxis are available at the train station and can be pre-booked. Taxi companies are usually willing to drive round the Safari Drive and would cost the price on booking.

By Taxi

Taxis may not have wheelchair/accessible access, this can be requested when booking. It costs approximately £10 from Kidderminster Train Station to the Safari Park. Taxi companies in the area include:

Regency Taxis, in Kidderminster on 01562 66666

Bewdley Taxis, in Bewdley on 01299 405050

Arrival

By Car

Guests arriving by car enter the car park first. If you are purchasing tickets on the day, park up and walk down to the Ticket Office, located at the Safari Walk entrance at the end of the Blue Badge parking bays/lodge parking bays. Follow the signs for Blue Badge parking if required, please ensure your blue badge is displayed at all times. If you have already booked your tickets online, you can head to the Safari Drive during your chosen timeslot or park up and enjoy the Safari Walk first.

By Coach or Minibus

Guests arriving by coach or minibus follow the signage for Coach Parking. The driver/organiser will need to visit Main Reception to check in, it's only a short walk to Main Reception from coach parking, down a mild gradient.

On Foot

There is a modest incline from the main road up to the Park entrance, and a further modest decline from top of the drive into the Park. There is no pedestrian path from the main road so please use the grassy bank or the side of the road. Guests can purchase tickets from the Ticket Office or head to the Safari Walk entrance to redeem your tickets purchased online. If you have booked onto a Minibus Tour, your collection point will be Main Reception, a single-story building located on its own by the Safari Drive admission kiosks. Please arrive 5-10 minutes before your minibus timeslot.

Car Park

We have free on-site parking for all vehicles, with **41 dedicated Blue Badge parking spaces** located adjacent to the entrance to the Safari Walk. It is a tarmac area on a decline towards the pedestrianised area. Parking bays are clearly marked, and spaces are on a first-come first-served basis. A valid **Blue Badge must be displayed** in this area, although special arrangements can be made for guests who do not have a Blue Badge but still need priority parking.

The nearest toilets from the Blue Badge parking bays are 100 to 200 metres up a modest incline and over the zebra crossing.

The rest of the car park has a mixture of tarmac surfaces and loose substrate, often found in car parks. The car park is built on natural slopes with small to modest inclines when returning to your car from the Safari Walk.

Toilet Facilities

There is only one Changing Places Toilet (pictured) which is located in the car park. To access this Changing Facility, a RADAR key is required. The room is fitted with an adjustable changing table, WC and fixed wash basin. Unfortunately, there is no shower facility. There is an XY track system and powered hoist with a Standard 2 point spreader bar – no harnesses are provided.



There are additional toilet facilities in the Discovery Trail, Dino Diner, Theme Park and Explorers' Play Park, each with dedicated disabled and baby change facilities. All toilets are accessible to wheelchairs from hard standing surfaces. There are lever arm taps and handrails in all disabled toilets.

Pathways

The natural contours of the land means that some areas have differing gradients, these have been minimised wherever possible.

African Village, Lemur Woods and Lion Ridge are accessible by a compressed, gravel surface with wheelchair access. Assistance may be required during adverse weather conditions.

The slope from the zebra crossing leading towards the Adventure Theme Park may cause issues, particularly for mobility scooter users. Wheelchair users may need assistance due to its steepness.

The Safari Walk has a mix of surfaces including tarmac and compressed gravel. Due to the differing gradients, wheelchair users may require assistance in some areas. Some areas feature anti-slip wooden decking paths and bridges.

The path leading to the African Walking Trail has a steep incline with a compressed gravel surface, we do not recommend this route for wheelchair or mobility scooter users. Guests with pushchairs may also find this section difficult to navigate. You can instead use the tarmacked road past Marmoset Mischief to access the African Walking Trail by keeping right, taking the 2nd exit road and up a smaller incline. This is a shared route so please keep to the side and beware of vehicles.

Catering

West Midlands Safari Park caters for all, with a choice of 2 restaurants and plenty of takeaway and refreshment kiosks situated across the Park. All are free from steps and easily accessible to wheelchair users, please visit our website for more details on the food and drink outlets available.

Dino Diner is also equipped with toilets, including disabled and baby change facilities.

Souvenir Shops

Souvenir shops are located at the Safari Walk entrance, Land of the Living Dinosaurs, Discovery Zone, Theme Park and African Village, which offer a large variety of gifts for all ages and pockets. All retail outlets are accessible to wheelchairs, with either wide single doors or double doors propped open.

Safari Walk

The Safari Walk surface is a mix of tarmac and printed concrete which is generally flat. Access to the Discovery Zone, which houses our indoor/covered animal habitats, has an incline where assistance may be of benefit to manual wheelchair users.

When entering the Discovery Zone, there is a slight incline on tarmac to access it. Once there, visitors can access the Twilight Cave containing free flying bats. Access to the Aquarium and Creepy Crawlies is adjacent to the Twilight Cave. Exit from the Discovery zone building is along a wheelchair friendly ramp, exiting to tarmac ground floor surfacing.

The Safari Walk topography will require caution for mobility scooter users, manual wheelchair users may benefit from assistance.

Penguin Cove (with the exception of 1 viewing window which has a small incline down to view under the water level of the pool), Reptile House, Lorikeet Landing and Red Panda viewing areas are all wheelchair friendly.

All reptiles can be viewed from a low height to provide easy viewing for wheelchair users, as well as young children.

Virtual Reality Ride (VR)

Tickets are available to purchase online in advance or on the day, subject to availability. This ride is ambulatory, requiring guests to be able to enter the ride themselves by walking up 2 steps. All guests must be able to sit up unaided and hold on to the ride.

All children under 7 years old must be accompanied by an adult. Children under 3 cannot wear the headsets but will be able to watch the video on the screen, we do ask that an adult responsible for the children under 3 also not wear a headset. We advise

guests who suffer from dizziness, epilepsy, headaches, motion sickness or are pregnant do not wear the headsets.

African Walking Trail

The surface throughout is compacted crushed stones. Due to the natural contours of the land and the differing gradients, there are some sections within the trail with mild to moderate gradients.

The path leading to the African Walking Trail has a steep incline with a compressed gravel surface, we do not recommend this route for wheelchair or mobility scooter users. Guests with pushchairs may also find this section difficult to navigate.

You can instead use the tarmacked road past Marmoset Mischief to access the African Walking Trail by keeping right, taking the 2nd exit road and up a smaller incline. This is a shared route so please keep to the side and beware of vehicles.

The Savannah & Grassland viewing areas are a flat surface with varying height wooden posts as fencing, the minimum height of the posts is 1.08m. There are benches situated in the viewing areas and a couple along the trail. The trail will take approximately 20 minutes to complete.

African Village

African Village is located through the Adventure Theme Park, next to Explorers' Play Park. The pathway throughout is compacted crushed stone with some gradients in Lemur Wood but still accessible to all. This area may get a little muddy in bad weather conditions but should not cause any issues for guests using wheelchairs or mobility scooters and is maintained frequently. The glass enclosures at Meerkat Mayhem start at approximately 60cm from the ground.

Hippo Lakes

Hippo Lakes can be viewed from the ground level, from a compacted stone-based advantage point or up a small accessible non-slip wooden ramp to a viewing deck.

Daily Shows and Talks

All talk and show times are given on our website, please visit for all up to date information. Members of staff are always on hand to help when requested.

The **Penguin Feed, Red Panda Talk & Meerkat Feed** take place next to the glass viewing areas on level surfaces, there is no seating available for these talks.

The **Friendly Animal Encounter** has terraced wooden benches on a loose gravel ground. Wheelchair users can park next to the benches, opposite the stage. There are benches at the front opposite the stage if you have access needs.

The **Reptile Talk** has terraced wooden benches, down a small decline towards the stage on painted concrete. Wheelchair users can park towards the rear/entrance of the seating area.

The **Hippo Talk** takes place at the viewing deck, up a small accessible non-slip wooden ramp. There is no seating for this talk.

The **Lemur Feed** takes place inside Lemur Woods, the place of the talk changes depending on where the Lemurs currently are at the time. The keeper will be in park uniform, please ask a staff member if you need assistance. There is no seating for this talk.



The **Sea Lion Theatre** (pictured left) has a small number of allocated seating for wheelchair and mobility scooter users in the far side of the theatre. There is a decline into the theatre, manual wheelchair users may need assistance. Please note that Sea Lions are only on view in the theatre when there is a show on.

Safari Drive

Whilst guests are in the Safari Drive, there are no places to stop. **Guests are not allowed to exit their vehicles at any time.** The Safari is fully accessible in guests' own vehicles via a tarmac road surface.

There is one off-road track in the African lions reserve, we do not recommend this route if you are not comfortable driving on uneven surfaces with the potential for dips in the road.

There are no maximum height restrictions on vehicles. Guests will be required to remove protruding objects such as ladders and spare tyres before entering the Safari Drive.

The Safari Drive also has individual large print species information boards.

If you need assistance in an emergency, please pop your hazard lights on, press your horn at intervals and our rangers will come and assist. **DO NOT** exit your vehicle.

Minibus Tour



A guided Safari Minibus Tour is available however, these buses **do not have wheelchair access**. Guests with access needs are advised that they would need to be able to access the Minibus themselves, which will include a step up into the vehicle and walk/transferring to a seat. There is a step stool available upon request, please speak to the minibus driver.

If you have booked onto a Minibus Tour, your collection point will be Main Reception, a single-story building located on its own by the Safari Drive admission kiosks. Please arrive 10 minutes before the start of your minibus timeslot.

Explorers' Play Park

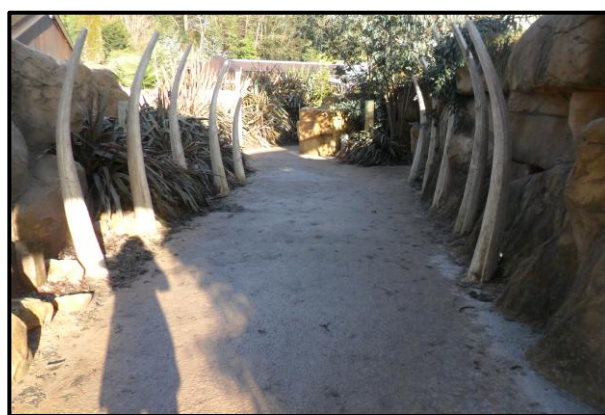
Explorers' Play Park is a multi-sensory play area, with interactive zones aimed at younger visitors. It is located at the back of the Adventure Theme Park, opposite African Village. The play park area is accessible to guests in wheelchairs and mobility scooters.

It can be accessed under a colourful archway through a fenced gate, using a sliding gate bolt, to deter children from leaving the area. Wheelchair users may need assistance opening the gate from the inside if the bolt is across.

The ground surface is made of rubberised bark, artificial grass and is mostly level. The only area not accessible is the underground mound.

Land of the Living Dinosaurs

Land of the Living Dinosaurs is located between Lorikeet Landing and the Reptile House. There are minor gradients just after entry. The surface is compacted crushed stone but accessible for wheelchairs. Several benches are located along the walkway.



Ice Age

Ice Age is located between the Sea Lion Theatre and Lorikeet Landing. Its entrance is marked by a sabre-toothed tiger.



To enter the exhibit, guests will have to use non-slip decking (pictured below) leading to the volcano, which is wide enough for a wheelchair to manoeuvre around and has a concrete and glass flooring.

The decking continues after the volcano and leads guests around to a crushed stone pathway. Some natural gradients are a little steep in this area.

There is a long path and a short path. The longer path is the steeper one, manual wheelchair users might benefit from assistance. All paths lead to the cave and exit.

Adventure Theme Park Rides

Terminology Definitions:

Ambulatory: the guest needs to be able to walk and climb steps to gain access to the ride.



Wheelchair Transfer: access to the ride is level or via ramp, however there will still be an element of climbing into carriages or 1-2 steps onto the ride. Some rides will require assistance both into and out of the carriages, dependent on your mobility.


Important notice:










ALL GUESTS MUST BE ABLE TO SIT UP AND HOLD ON UNAIDED ON ANY RIDE.









"Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, certain rides/attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides/attractions should we feel there is a danger to a particular individual or individuals for whatever reason. We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety."








BALPPA Statement on Public Safety for Disabled People

African Big Apple Coaster			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m accompanied	Ambulatory Guest will need to climb 6 steps to enter and descend 6 steps on exit.		

Black Fly			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.4m	Ambulatory Guest will need to climb 6 steps to enter and descend 6 steps on exit.		
Congo Carousel			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 0.8m if accompanied	Ambulatory Access is flat. Requires a climb up 2 steps onto the ride. Must be able to sit up and hold on unaided.		
Desert Convoy			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 0.8m	Ambulatory Guest will need to climb 5 steps or use the exit ramp.		
There is level access to the ride via the exit ramp. It will require a step up onto the ledge (approx. 40cm from ground) and another step into the carriage (pictured).			
Dino Dashers			
Height Restrictions	Accessibility	In Gate	Out Gate

<p>Minimum 1.0m or 0.8m if accompanied</p>	<p>Ambulatory Access is flat. Max. weight of 165kg per carriage/1 adult only.</p>		
<p>There is level access to the ride. It will require a step up onto the ledge (approx. 40cm from ground) and another step into the carriage (pictured).</p>			
<p>Dr. Umboto's Catacombs</p>			
<p>Height Restrictions</p>	<p>Accessibility</p>	<p>In Gate</p>	<p>Out Gate</p>
<p>Minimum 0.8m</p>	<p>Wheelchair Transfer Guest can use the exit for flat access.</p>		
<p>There is level access to the ride via the exit. It will require a step up into the carriage, approx. 40cm from ground. WARNING: Flashing lights.</p>			
<p>Flying Lion Kings</p>			
<p>Height Restrictions</p>	<p>Accessibility</p>	<p>In Gate</p>	<p>Out Gate</p>
<p>Minimum 0.8m</p>	<p>Wheelchair Transfer Access is flat.</p>		
<p>There is level access to the ride. It will require a step up into the carriage, approx. 45cm from ground.</p>			



Hurling Hippos			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2 or 1.0m if accompanied	Wheelchair Transfer Access is flat.		
There is level access to the ride. It will require a step up into the carriage, approx. 50cm from ground. CAUTION: Intense Ride			
Jumbo Parade			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied	Wheelchair Transfer Access is flat.		
There is level access to the ride. It will require a step up into the carriage, approx. 50cm from ground.			
Jungle Cat Dodgems			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied	Ambulatory Access is flat. There is a step down onto the floor and onto the rides. CAUTION: Intense ride.		

Jungle Jeeps			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 0.8m if accompanied	Ambulatory Access is flat. There is a step down onto the floor before steps onto the ride. There is ramp access to exit via the shop, 80cm door width and a ramp to exit the shop.		
There is a 20cm step down from the platform, to the ground before the ride steps or a 25cm gap between the platform and ride step. It will require a step into the carriage, approx. 23cm from the ground and a 2 nd step into the carriage, approx. 20cm. The carriage entry is 50cm across at the widest part.			
Jungle Swings			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m	Ambulatory Guest will need to climb 6 steps to enter and descend 6 steps on exit.		
Kong			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m	Ambulatory Accessed via ramp and 1 step onto the ride. Seats are outward facing.		



Monkey Mayhem			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.4m or 1.2m if accompanied	Ambulatory Guest will need to climb 5 steps to enter and descend 5 steps on exit.		
Pirate Ship			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied	Ambulatory Guest will need to climb 3 steps to enter and descend 3 steps on exit.		
Rescue Fire Rangers			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 0.8m	Ambulatory Access is flat, ability to stand unaided required for all over 1.2m.		
Rhino Rollercoaster			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied	Wheelchair Transfer Accessed via ramp. Guests would need to grab onto handrails.		

<p>There is level access to the ride. It will require a step down into the carriage, recessed below the decking & step back up to decking on exit. The access is narrow with the safety bars.</p>	
---	--



Serengeti Gallopers


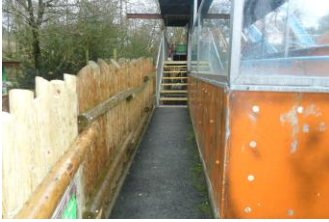

Height Restrictions	Accessibility	In Gate	Out Gate
<p>Minimum 0.8m</p>	<p>Ambulatory Access is flat. Requires a climb up 2 steps onto the ride. Must be able to sit up and hold on unaided.</p>		

Slippery Snake Ride

Height Restrictions	Accessibility	In Gate	Out Gate
<p>Minimum 1.2m or 0.8m if accompanied</p> <p>LONG SLEEVES MUST BE WORN</p>	<p>Ambulatory Access to ride is flat. Guest will need to climb 30+ steps to the top of the slide.</p>		

Venom Tower Drop

Height Restrictions	Accessibility	In Gate	Out Gate
<p>Minimum 1.4m</p>	<p>Wheelchair Transfer Access is flat. Guests would need to grab onto handles.</p>		

<p>There is level access to the ride. There are no steps as seats are outward facing, at approx. 55cm from the floor.</p>			
Zambezi Water Splash			
Height Restrictions	Accessibility	In Gate	Out Gate
<p>Minimum 1.2m or 1.0m if accompanied by an adult (18+).</p>	<p>Ambulatory Guest will need to climb 8 steps to enter and descend 8 steps on exit.</p>		

We suggest anyone wanting to use the rides at a quieter time, plan a later Safari Drive timeslot and visit the Safari Walk first. The theme park opening hours vary across the year, generally they open anywhere between 10.30am-12.00pm, please see our online calendar for up to date opening times.

If a guest struggles with queues, we do have limited provision to allow queuing at the ride exit. Please speak to a staff member at the wristband office when collecting/purchasing your bands. We will only consider guests for this service who have been assessed by Nimbus Disability as having Standing/Queuing requirements, you will need to show your access card or Nimbus account details for our staff to check your access requirements.

If we are able to accommodate you at the ride exits, the supervisor will issue you with a sticker to pop on both wristbands. This will be on a 1:1 basis (guests awarded +2 essential companions can be accompanied on a 1:2 basis), on quieter days we may be able to allow the family group to go on together. Please note that there may still be an element of queuing and you may need to wait a cycle or two of the rides, the operator will load a number of guests who arrived before you onto the ride first where required.

If a guest is unable to wear their wristband, their adult companion can wear it on their wrist instead, our team will just write a brief clothing description on the band.

If a guest has **loose articles** they would like to wear on the rides, like ear defenders or a cap/hat, they must inform a member of staff at the Wristband Office, who will issue

you with a sticker to denote the authorisation of the items on the ride. We cannot allow loose items on the ride unless you have been issued with this sticker.

Essential companions are only allowed preferential access when accompanying a guest with a disability. Essential Companions will be responsible for communicating all safety information and are required to sit in the same gondola, boat, carriage seat or row as the disabled guest they are supporting.

On very rare occasions, rides may need to be evacuated. This can sometimes mean that guests will have to negotiate steps and walkways. In some cases, the companion will have to aid the staff in the evacuation of disabled guests.

Height restrictions will always apply. In some circumstances, it is possible for the management to measure a guest once to save time and still comply with the various height restrictions set at each ride. All guests using our rides should have the ability to sit upright, hold on and brace themselves. Height restrictions are there in the interest of safety.

Some rides are unsuitable for those with heart, neck or back conditions and expectant mothers. We advise guests to view the rides and make a sensible decision whether it is safe to use them. Each ride has its own operating requirements that all guests using them must meet. The attendants' role should not be compromised.

You must wear appropriate clothing at all times. T-shirts and shoes must be worn by all guests wishing to ride. They must be worn at all times unless advised otherwise by the ride operator in the case of loose articles on certain rides.

Main Reception

Main Reception is located in the car park, across the grass from the Safari Walk entrance. The single entrance door is wide enough for wheelchairs, opened by door handle. The door is often secured open during our warmer months.

Main Reception is also where you can collect your reserved Manual Wheelchair, Mobility Scooter (ECV), Pushchairs and ear defenders.

If you have booked onto a Minibus Tour, your collection point will be the parking bays outside Main Reception. Please arrive 5-10 minutes before your minibus timeslot.

Safari Academy

Our Safari Academy is fully wheelchair accessible with wide decking, large doors to access the classrooms and has disabled toilets. Please note that the academy is not open to day visitors to the Park unless we are using the space for an event, the closest toilets are located near the Reptile House.

Safari Venues & Events

West Midlands Safari Park has three venues which all hold their own public events, but also can be hired out privately.

Spring Grove House

Spring Grove House is a beautiful Georgian Manor set in the heart of the Safari Park and boasts a private parking area, reception & bar area, landscaped gardens, a large patio area and a wide variety of rooms to suit all event types.

Blue Badge parking for Spring Grove House is located outside the front of the building, usually either side of the main entrance, although other arrangements can be made if requested. The parking surface is loose gravel substrate on top of tarmac. The main entrance to the building does have 5 steps, guests using wheelchairs and mobility scooters can use the elevator entrance, to the left side of the front door (Cellarz main entrance).

The ground surface throughout the building is either tiled or carpeted. All rooms can be accessed by wheelchair or mobility scooter however, assistance may be required when opening doors due to their weight. The majority of doors are push doors without handles on one side and pull doors with handles on the opposite.

There are disabled toilets on every floor of the building, which all have the same features, including forward & angled transfer to the WC and a horizontal rail on the rear of the door rails to the side of the toilet. The basin and lever taps are low.

Fire exits for Spring Grove House are located at the back and front of the ground floor.

Cellarz

On the lowest floor of Spring Grove House is our venue Cellarz. Enter this venue using the main and side entrances heading downstairs or using the passenger lift or stairs. The area is spacious, and the ground surface is smooth with level bricks.

Toilets are located opposite the elevator and include disabled and baby changing facilities.

Treetops Pavilion

Treetops is a large canvas Pavilion, able to seat 350 guests. Visitors can park in the large car park and use the 41 disabled parking spaces, displaying their blue badge.

Access to the Pavilion is via the Safari Walk tunnel entrance and through large wooden gates, which are propped open for events. Adjacent to Treetops are toilets, including a disabled access toilet. Treetops is wheelchair friendly, offering access to all areas.



Exterior: Spring Grove House



Interior: Treetops Pavilion