



ACCESS STATEMENT

for Walby Farm Park,
Walby, Crosby-on-Eden, Carlisle, Cumbria
CA6 4QL

Introduction

Walby Farm Park offers a high quality 'family fun on the farm' and learning experience for all ages and abilities. We seek to be accessible by all visitors.

- ☘ Large variety of animals to hold, feed, touch and cuddle
- ☘ Indoor Play Barn (heated)
- ☘ Outdoor Play Area, Pedal Go Kart Track
- ☘ Ride-on Pedal Tractors
- ☘ 'Dig & Play' giant sandpit
- ☘ Crazy Golf
- ☘ Ride-on electric Quad Bikes
- ☘ Interactive Information and Activity Centre
- ☘ Barrel Train, mini-Land Rover rides for children
- ☘ Café to seat 150
- ☘ Gift Shop

Our team is friendly, welcoming, highly trained and motivated and ensures that each visitor is treated as someone special to go home with memories to treasure for many years to come. 4 of our core team have completed the Welcome to Excellence 'Welcome All' training.

Pre-Arrival

- ☘ A clearly worded leaflet is available describing the main facilities, attractions, directions, opening times and prices. The leaflet includes our contact numbers, email and web site addresses. The leaflet is widely distributed to other tourist venues, hotels, guest houses, caravan parks and Tourist Information Centres.
- ☘ Our leaflet is available in large print if requested.

Walby Farm Park - Access Statement 2016

- ☘ Our dedicated team is available to contact for any information before your arrival and can be contacted by telephone, e-mail and social media (Facebook, Twitter, YouTube).
- ☘ All the above information can be found on our website where the information is available in large font if required:
www.walbyfarmpark.co.uk
- ☘ Walby Farm Park is accessible by car. From Carlisle & the M6 - we are located just to the east of the M6. Please follow signs for Brampton A689 (E) from M6 (Junction 44) & turn off left to Walby. From Hexham & the A69 - find us off the A689, near Carlisle Airport, 35 miles from Hexham & 4 miles from Carlisle follow signs for Carlisle A69, at Brampton roundabout take the 2nd exit onto the A689 (signposted Carlisle - North) & turn off right to Walby.
- ☘ For satellite navigation systems our post code is CA6 4QL.
- ☘ There is a Border Rambler Bus to Crosby-on-Eden on Tuesdays and Fridays (please see <http://www.borderramblerbus.co.uk/bus-routes.html> for the up to date timetables). The Border Rambler has now been running twice a week on Tuesdays and Fridays since September 2015, from Dacre Road in Brampton to the centre of Carlisle and back. This has replaced the withdrawn scheduled bus services to and from villages along the A689. This is approximately 15 minutes' walk away.
- ☘ The nearest railway station is in Carlisle with the bus station located within approximately 10 minutes' walk.
- ☘ Accessible Taxi services are located in Carlisle (4 miles), Brampton (7 miles).
- ☘ We have a Bicycle Rack available at the entrance to Walby Farm Park. For more information on cycling in the area - <http://www.cycle-routes.org/hadrianscycleway/> .
- ☘ Walby Farm Park is also linked to the village of Crosby-on-Eden by public footpath – a short 1.5 mile walk, suitable footwear required.

Arrival & Car Parking Facilities

- ❁ Car Parking is free.
- ❁ The admission charges for Walby Farm Park are as follows: -
Adults £8.45
Children £8.95 (Under 1 year olds free)
Concessions (65 years & over) £6.00
Special rates are available for Groups of 15 or more. Please enquire prior to arrival. Special rates are only available if pre-booked. Small additional charges apply to Barrel Train rides, mini Land Rover rides and ride-on electric Quad bikes.
- ❁ Advance Online Tickets can be purchased to make savings of approximately 50p per head and must be purchased at least the day before you'd like to visit, further details available at <http://www.walbyfarmpark.co.uk/visit/tickets/> .
- ❁ The main car park has facilities for approximately 200 cars on hard standing plus a further 6 designated disabled spaces on concrete. The route to the main car park is lit.
- ❁ An overflow grass car park is used during peak times and has spaces for a further 500 or so cars.
- ❁ Vehicles can be parked to allow rear access and there are no dropped kerbs.
- ❁ Access to the main entrance is on concrete (from the designated disabled parking area) and from all other areas on tarmac or hard core.
- ❁ Large directional signs are located within the car parking areas.

Main Entrance, Reception & Ticketing Area

- ❁ Walby Farm Park is open every day except Christmas Eve, Christmas Day, Boxing Day and New Year's Day (24, 25, 26 December and 1 January).
- ❁ The opening hours for Walby Farm Park are 10.00am to 6.00pm.
- ❁ There are no steps and access is by double doors allowing easy wheelchair access.

- ☘ A portable Hearing Loop is available.

Public Areas - Hall, Stairs, Landing, Corridors etc

- ☘ All internal areas are located on the ground floor with no steps to negotiate allowing easy wheelchair access.
- ☘ Access to the Play Barn, Cafe, Education Room, Shop, Animal Barn, Pedal Go-Kart area and Tractor Tower is by concrete/tarmac paths with wide aisles.
- ☘ A stone chipped track leads to the Outdoor Play Area, access to the Land Rover area and Nature Trail from here is on mown grass.

Public Areas - Sitting room, lounges, lobbies etc

- ☘ Seating is available in:
The Curly Tails Café
Play Barn
Area adjacent to Pedal Go-Karts and Tractor Tower, Decking, Outdoor Play Area.
Numerous benches and picnic benches are available through the site.

Public WCs

- ☘ There is one WC area.
- ☘ There are two disabled toilets, one adjacent to the male toilets and one adjacent to the female toilets.
- ☘ Family Rooms with baby changing facilities and separate WCs are located in the main WC area.
- ☘ Hand-washing facilities are located in all toilets, at the entrance / exit to 'Meet the Animals', the entrance to the Main building next to the Go-Kart yard and at the entrance to the Play Barn from the decking area.

Restaurant / Dining Room, Bar & Bar area, Take Away & Café

- ☘ The Curly Tails Café & Piglet's Pantry.
The Curly Tails Café is located centrally on site with no steps to negotiate and has easy access to the Decking Area.
- ☘ Piglet's Pantry is located to the rear of the Play Barn with no steps to negotiate and has easy access to the Decking Area.
- ☘ The Curly Tails Café serves Hot and Cold drinks, ice-cream, cakes and also Hot food. The Hot food is ordered at the servery and served to your table.
- ☘ Piglet's Pantry is cafeteria style and serves Hot and Cold drinks, ice creams and cakes.
- ☘ The furniture is moveable and is of sturdy wood construction.
- ☘ High chairs are available in the Curly Tails Café and at the Piglet's Pantry.
- ☘ There is a microwave available for heating up your own baby food.
- ☘ We are able to cater for visitors with special dietary requirements:
Vegetarian
Gluten free
Dairy Intolerance
Nut allergy
Diabetics
- ☘ Please ensure that we are aware of any special dietary requirements before you order your food. If you can't see anything on the menu that suits your needs, please ask a member of staff at the servery. We will always endeavour to try to accommodate your needs.
- ☘ All food is sourced locally where possible and prepared fresh daily by our experienced catering team.
- ☘ There are separate picnic areas with ample seating outdoors (some under a marquee in the high season) (subject to some restrictions at busy times).

Gift Shop

- ☘ Gift Shop
- ☘ There are no steps and access is open allowing easy wheelchair access.
- ☘ All items are clearly priced; many items are at low level; we are happy to provide assistance if required.
- ☘ Exit is through the shop with a swing door opening one way.

Leisure Facilities

- ☘ Indoor Play Facilities located in the Play Barn.
- ☘ All areas have easy access with wide doorways and aisles.
- ☘ Some elements within the Play Barn are on the ground floor and are accessible by wheel chairs. Other elements on the 1st floors are more challenging and require climbing etc.
- ☘ Some elements within the Play Barn equipment area are easily accessible others are more challenging and require climbing through tubes etc.
- ☘ All facilities within the Education room have easy access.

Outdoor Facilities

- ☘ Outdoor play area, Barrel Train Rides, Land Rover Rides, Pedal Go Karts and Pedal Tractors.
- ☘ All play equipment has safety surfacing where required and is maintained to the current European Standard.
- ☘ Access is by reasonably level mown grass and / or stone chipping track.
- ☘ Tractor & Trailer Ride (coming Summer 2016).

Conference & Meeting Rooms, Banqueting

- ☘ Education Room.
- ☘ There are no steps and access is by double doors allowing easy wheelchair access.
- ☘ Available. Please telephone for details.

Attractions (Displays, exhibits, rides etc.)

- ☘ All our indoor animals are under cover with easy access, wide doors and wide aisles.
- ☘ All signage is large format black or green on white.
- ☘ We have Daily Farm Activities, again with easy access, and often have varied Events at weekends and in the Cumbrian school holidays. Viewing may be limited at busy times and some activities are seasonal / weather-permitting.
- ☘ Bottle-Feeding of lambs / Goat Feeding / Ferret Racing / Animal Handling take place daily at various times between
 - 10.30 am &
 - 5.15 pmdepending on the season and is fully accessible.
- ☘ Electric mini-Quad rides are available every day. Barrel Train and mini-Land Rover Rides are available every day, subject to ground conditions. Please see our Welcome Team or Reception area for times.

Additional Information

- ☘ There is no smoking within any of the buildings or within Walby Farm Park. A designated Smoking Area exists near the Entrance.
- ☘ We regret we only allow assistance dogs into Walby Farm Park.
- ☘ A First Aid room is located in the Main Building, contact our Welcome Team at Reception or any member of our team.

Walby Farm Park - Access Statement 2016

Trained General First Aider's are always on site.



Contact Information

Address: Walby Farm Park, Walby, Crosby-on-Eden, Carlisle Cumbria CA6 4QL

Telephone: 01228 573056

Email: enquiries@walbyfarmpark.co.uk

Website: www.walbyfarmpark.co.uk

National Rail Enquiries 03457 48 49 50
National Rail Enquiries (for those with hearing impairment)
Text phone 0345 60 50 600.

Carlisle Bus Station 01228 822 028

Accessible Taxi Numbers - (Brampton) 'Airbus 2000'
01697 73735
- (Carlisle) Radio Taxis
01228 527575

Hours of operation: 10am til 6pm every day except 24, 25, 26 December and 1 January.

Future Plans



We are a relatively new attraction (opened July 2008) and so are constantly developing.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone Neil or Katie Milbourn on 01228 573056 or email: enquiries@walbyfarmpark.co.uk

