
















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)
	Undercover ‘Milecastle 62’ with accessible areas and ramps
	Outdoor Play Area, Pedal Go Kart Track
	Ride-on Pedal Tractors
	‘Dig & Play’ giant sandpit
	Walby’s Wacky Golf
	Ride-on electric mini-Quad Bikes
	Interactive Information and Activity Centre
	Barrel Train (seasonal) 3 years & up
	Tractor & Trailer Ride (seasonal)
	Café - The Cowshed Café to seat 150
	Gift Shop – The Gift Shed

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

-  Our website describing the main facilities, attractions, directions, opening times and prices with our contact number and email address.

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- 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, Instagram).
- All the above information can be found on our website: 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.
- Unfortunately, the bus service serving the villages along the A689 including the nearby village of Low Crosby / Crosby on Eden has been withdrawn.
- The nearest railway station is in Carlisle.
- 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 across fields, suitable footwear required.

Essential Carers

- ONLY visitors who have any of the below documentation are entitled to one free essential carer ticket when presenting a paper copy of the documentation on arrival. The visitor with the disability and any further members of their party will pay full price. Unfortunately, you will be charged the full, prevailing entry price if you are not able to show a paper copy of your documentation to a member of our Welcome Team on arrival. Please have the documentation ready. You will need

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one of the following documents:

- Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months).
- Personal Independence Payment letter (dated within the last 12 months).
- 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.

Please note that for visitors who require more than one essential carer we ask that you bring documentation (as above) to support this. Unfortunately, you will be charged the full, prevailing entry price if you are not able to show a paper copy of your documentation to a member of our Welcome Team on arrival. Please have the documentation ready.

Arrival & Car Parking Facilities



Car Parking is free.



Tickets are best value by buying them online, door prices are more expensive. Ticket prices vary for Events. Ordinary online day tickets are subject to change but are currently:

Adults £10.95

Children £12.45 (Under 1 year olds are free)

Senior (65 years & over) £8.95

Special rates may be available for Groups of 15 or more, please enquire prior to arrival and only available if pre-booked.

Small additional charges apply ride-on electric mini Quad bikes.



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.

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- ☘ 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 Day, Boxing Day and New Year's Day (25, 26 December and 1 January).
- ☘ The opening hours for Walby Farm Park are 10.00am to 5.30pm.
- ☘ 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, Milecastle 62, Cafe, Education Room, Shop & Animal Barn is by concrete/tarmac/play surface paths with wide aisles.
- ☘ A stone chipped track leads to the Outdoor Play Area, access to the Pedal Go-Kart area and Tractor & Trailer ride from here is on mown grass. The surfaces have bark chippings for Walby's Wacky Golf with access to concrete for the electric mini-Quads.

Public Areas - Sitting room, lounges, lobbies etc

- ☘ Seating is available in:
The Cowshed Café
Play Barn
Milecastle 62

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Decking, Outdoor Play Area.

Numerous benches and picnic benches are available through the site on grassed areas and within our picnic marquee (seasonal).

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' and at the entrance to the Play Barn from the decking area.

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

- ☘ The Cowshed Café & Piglet's Pantry.
The Cowshed 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 Cowshed Café serves Hot and Cold drinks, ice-cream, cakes and also Hot food. The Hot food is currently ordered via an online food ordering website using a QR code with a Collection point at the Servedy
- ☘ 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 Cowshed Café and at the Piglet's Pantry.
- ☘ There is a microwave available for heating up your own baby food.

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- ☘ We are able to cater for visitors with special dietary requirements:
 - Vegetarian/Vegan
 - 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

- ☘ The Gift Shed
- ☘ 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 wheelchairs. Other elements on the 1st floors are more challenging and require climbing etc.
- ☘ Some elements within the Play Barn equipment area are easily

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accessible others are more challenging and require climbing through tubes etc.

- ☘ All facilities within the Education room have easy access.
- ☘ Milecastle 62 is a wooden play structure undercover with accessible access to ground and first floor facilities.

Outdoor Facilities

- ☘ Outdoor play areas, Sledge Slides, Trampolines, JCB Dig & Play Giant Sandpit, Barrel Train rides (seasonal, 3 years & up), 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 (seasonal)

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.
- ☘ First floor theatre – Event space only, with accessible lift when required.

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

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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 &

- 5.00 pm

depending on the season and is fully accessible.



Electric mini-Quad rides are available every day. Barrel Train rides are seasonal & 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. 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: info@walbyfarmpark.co.uk

Website: www.walbyfarmpark.co.uk

National Rail Enquiries [National Rail Enquiries - Official source for UK train times and timetables](#)

Telephone - 03457 48 49 50

Accessible Taxi - (Brampton) 'Airbus 2000'

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Numbers 01697 73735
- (Carlisle) Radio Taxis
01228 527575

Hours of operation: 10am til 5.30pm every day except 25, 26 December and 1 January.

Future Plans

- ☘ We opened Walby Farm Park in 2008 and 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: info@walbyfarmpark.co.uk

