

Access Statement

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all of our guests.

Introduction

Situated in the heart of the beautiful Hampshire countryside, Marwell Wildlife is a charity dedicated to the conservation of biodiversity and other natural resources and is a chance to get up close to the wonders of the natural world. It is 5 miles from Eastleigh, 8 miles from Winchester and 12 from Southampton.

Marwell Zoo covers 140 acres of countryside and your visit can be as relaxed or active as you would like. You should allow at least 5 hours to tour around the park at your own leisure to ensure you get to see everything you hope to. The park is located on relatively hilly land and varies with steep and gradual approaches. Marwell Zoo is a member of the Visitor Attraction Quality Assurance Scheme. We provide a wheelchair hire service, a land train, a rail train (round-trip service only), disabled accessible toilets, directions and signs for people with access needs. We also offer parking spaces for the disabled and free entry for a disabled guest's carer.

We look forward to welcoming you at Marwell Zoo. If you have any queries or require any assistance please call us on 01962777407 where your call will be directed to the appropriate department.

Pre-Arrival

For full details and maps of how to find us please see the directions page on our website www.marwell.org.uk. We recommend blind guests download our [sensory trail mp3](#).

- The nearest railway station is Eastleigh, which is 5 miles away.
- Eastleigh Co-operative Taxis are our preferred supplier and offer a 15% discount for passengers travelling to Marwell. They offer 4-8 seater vehicles as well as wheelchair accessible vehicles and can be reached on 02380 642321.
- [First Hampshire operates a seasonal bus service M1](#) that travels direct to Marwell Zoo from Eastleigh Train Station and Southampton City Centre, from 30 March to 2 September on school holidays, weekends and bank holidays. For bus timetable and details please see the directions page on our website www.marwell.org.uk.



We are committed to sustainable travel and if you possibly can leave your car at home and travel to us by bus we offer **10% off zoo entry** at admissions when you show your ticket.

- No collection service is offered.
- There are uneven paved parking bays in the car park. There are also some car parking bays which are not paved, these are gravel or grass.
- There are two disabled parking areas, one is paved with tarmac and the other is gravel.
- We do not currently offer alternative formats such as large print and audio.

Car Parking and Arrival

- Very large area for parking is available on site close to the entrance of the park. Although, during busy times, we open our overflow car park which is a longer walk to the entrance.
- Disabled parking spaces (pictured) are available much nearer the entrance to the park and these spaces are indicated by signage (pictured below right). No fee is charged.
- The car park surface varies from tarmac, to gravel and to grass. The surface from the car park to the entrance is level but at a slight descent.
- There is no lighting in the car park as parking when it is dark is not required. One exception to this is during evening visits to Christmas at Marwell when temporary flood lighting is provided.
- There is a drop off point available situated on the roundabout directly outside the entrance. However, there is no dropped curb.
- There are always meet & greet staff at admissions to let you into the park.
- There are no steps down to the entrance (pictured below) but there is a rail and a place to rest on the way down (pictured below).
- The entrance doors are gates (pictured below), which are always open during zoo opening hours.
- The gate opening widths are 3770mms, 790mms and 1020mms.





Main Entrance, Reception and Ticketing Area

- The main entrance is situated at the front of the zoo. There are no steps leading down to it but there is a gradual paved descent.
- There is a rail available to hold on to.
- The ground throughout this area is level and there is a long ledge for resting.
- All admission desks are suitable for wheelchair users even though they are at the standard height.
- The desks are glass fronted with 2-way microphones, but Gates 1 and 2 are open.
- We offer complimentary entry for one carer per disabled guest.
- There is wheelchair hire (pictured right) available at the entrance, if booked in advance on 01962 777407. This is a free service; however, there is a £20 refundable deposit to be paid in cash.
- Hearing loops are available at the admissions area, reception and in our gift shop. Please let us know if you find they are not working. We also have a mobile hearing loop available for our daily talks. Please let our admissions team know on arrival if you would like our team to provide this on the day of your visit.
- Our information cabin just inside admissions is open from 10am until mid-afternoon.



Attraction (Displays, Exhibits Etc.)

- The natural landscape over the zoo is undulating and some areas require significant effort in order to climb.
- There is a guidebook available to purchase that includes a map and various information about the zoo and the animals.
- There are currently no audio tours or Braille available but there is an [mp3 sensory trail](#) available to download.
- Throughout the day there are animal talks and different feeding times.
- Signs located around the park are clear, colourful, informative and easy to read (examples pictured right).
- There is no background music around the park or flashing lights, although sound effects are used at admissions, in our gift shop and at Wild Explorers.
- There are two small televisions that play videos on repeat at Savannah Tracks, two large display screens in Wild Explorers, and also in Tropical House.
- There is an interactive map situated at Fur, Feathers & Scales available to use by touch but are set at a standing height and so may be inaccessible to a wheelchair user.
- There are few doors in the zoo but these are easily opened and some are automatic and operated by buttons.
- Many benches can be found located around the grounds as well as various catering outlets with lots of seating all on one level. Indoor picnic areas are also available; however, these are accessed via gravel.
- Most exhibits are lit by daylight.
- Formal Gardens, a handful of enclosures and the Fur, Feathers & Scales toilets are accessible via gravel.
- Most raised wooden walkways are suitable for wheelchairs but the majority use an anti-slip surface which may cause a bumpy ride.



Public Toilets

- There are five different locations in the park for public toilets. The toilets are the Penguin toilets, the Cafe Graze toilets, the Tiger toilets, the Fur, Feathers & Scales toilets and the snow leopard toilets.
- In addition to this, toilets are available at our main gift shop on request.
- Marwell Wildlife is the UK's first



zoological park and Hampshire's first ever visitor attraction to open a '[Changing Places](#)' toilet (pictured). This is located at the snow leopard toilets and is accessible with a Radar key.

- There is an accessible toilet at each location, with wider doors. At the Cafe Graze disabled toilet there is a cord to pull which raises an alarm in the event of an emergency.
- Most entries to the public toilets are on level ground with no steps but some are on gravel. The toilets by Penguin Cove are at the top of a hill. There are no steps, lift, or escalators for this.
- The width for the public toilet doors are 950mm – tiger toilets may be a little narrower.
- The height between the floor and the seat in the WC is 450mm.
- There are vertical and horizontal grab rails located in all the disabled WC's.
- The WC's are well lit with phosphorescence.
- The types of taps that are used in the WC's are lever taps and push taps, easily turned on and off.

Catering

- At Marwell Zoo, there are seven catering outlets located around the park and one main restaurant.
- The catering outlet sizes vary and some are simply smaller kiosks for the purchase of snacks and drinks
- [Cafe Graze is the main restaurant](#) (pictured) and it is situated approximately a third of the way in to the park near the meerkat enclosure. It has a completely step free access to the entrance.
- It can get busy during peak lunchtime hours (12pm-1.30pm) so it's best to enjoy a late lunch to avoid any crowds.
- We encourage pushchairs to be left outside to reduce congestion.
- The entrance doors to Cafe Graze are wide glass concertina doors that can be opened even wider to allow access for large wheelchairs and pushchairs.
- The entrance doors are automated with large push buttons at wheelchair accessible height
- The layout is level throughout and there are no ramps or steps. There are two spaces left on either side of the restaurant between the tables to allow access for wheelchairs and pushchairs. There are spaces outside to leave a wheelchair or pushchair.
- The decked area outside uses an anti-slip surface and may cause a bumpy ride for wheelchair users.
- There are various types of seating in the restaurant. There are low tables with easy chair and no arm rests. There are 2 bars at either end of the restaurant with high stools to sit at. We also provide children's high chairs to be sat at the low tables. The height underneath the tables is 730mm.
- In the cafe there are different types of lighting. It is well lit by daylight as it has large windows; however, there are ceiling spot lights and light shades that hang from the higher ceiling.
- The floor surface is a poured resin.



- Cafe Graze offers a variety of hot and cold food which can cater for different dietary needs such as gluten and dairy allergies.
- Upon entering the cafe, the guest is free to claim a table, pick up any products they like and pay for them. Hot food is served by catering staff which the guest then takes to their seat once it has been paid for. Catering staff will clear any tables that are left untidy. Staff are available to transport food from the canteen on request.
- There is one large print menu located on the outside wall of the Cafe entrance. There is also a smaller menu by the hot food service area and staff can read this to guests if necessary.
- Crockery does contrast with the table. All crockery is white and all tables are dark grey/black.
- The nearest WC and accessible WC is located inside the restaurant.

Shop(s)

- The location of the [gift shop](#) (pictured) is by the entrance of the park, opposite Penguin Cove.
- Entrance to the shop is via one main automatic door. The ground is level at the entrance and there are no ramps or steps.
- The width of the gift shop entrance door is 889mm.
- It is a level floor throughout the gift shop. There is a small ramp that leads to the coffee shop inside the gift shop.
- Throughout the park we use numerous boardwalks to get different viewpoints but these are not essential to guests and there are alternatives.
- There are large spaces in the gift shop for wheelchairs and pushchairs.
- Music or sound effects are played quietly in the gift shop.
- The display racks are of different heights but they are all reachable. Staff are always on hand to assist if necessary.
- There is no induction loop system.



Grounds and Gardens

- The grounds and gardens at Marwell Zoo are relatively hilly throughout. Most paved areas are level but there are a few hills. The grounds and gardens behind Marwell Hall consist of a large lawn with a steep grass hill, great for picnics on warm, sunny days with open access to the [Formal Garden](#).
- The widths of the footpaths vary. They are all wide but some are much wider than others, more like that of a road.
- Most surfaces of the footpaths are paved, although some are gravelled.
- There is lots of seating available throughout the park such as picnic benches, viewing benches, tables and chairs.

Assistance Dogs

- Marwell Zoo welcomes assistance dogs. Access is restricted in a few areas due to the sensitive nature of our animals. We respectfully ask you to:
 - Ensure your dog is fully vaccinated and receives regular worming treatments. You may be asked for proof of this during your visit
 - Ensure your dog is uniformed and remains this way and under control, on its harness or lead at all times
 - Clean up after your dog should this be necessary and please notify a member of staff so that we can ensure the area is thoroughly cleaned
 - We strongly suggest you take advantage of the free carer admission to identify locations where dogs are not allowed and to assist during your visit
 - On arrival you will be provided with a map showing the areas where regrettably dogs are not permitted, these include:
 - Giraffe & okapi house
 - Tropical House
 - Lemur, aviary and wallaby walkthrough exhibits (and any future walk through exhibits)
 - Sorry, no vet assistance is available for your dog on site. Our nearest vets are:
 - Fairfield Veterinary surgery, Fair Oak 023 8060 1900
 - Shield Veterinary Centre, Bishops Waltham 01489 896734
 - Riverside Vets, Bishopstoke 023 8062 0607
 - Please hand the map back in on departure.
 - **Please note we do not accept assistance dogs and puppies in training.**



Guide Dogs ✓
 Hearing Dogs ✓
 Assistance Dogs ✓

Additional Information

- We have a number of fire assembly points that are visually sign posted and a set of evacuation procedures that all staff are trained to assist guests with.
- We do not permit pet dogs in the zoo. Don't leave any dogs or pets in your car – we suggest you don't bring them with you. We care for the welfare of your pets. Please ensure your pet will not suffer in your car. The RSPCA / Police will be called in instances of perceived suffering.
- There is a variety of signage used around the park and these vary in size, font size and colour.
- The nearest local accommodation is [Marwell Hotel](#) (pictured) situated directly opposite the zoo.



Future Plans

As part of our ongoing investment plans for developing new exciting exhibits here at Marwell, design work has already started on our next big project. Planned to open in 2020, we promise to get you closer to some of the wonders of nature and the plants and animals that inhabit 'Water and Wetlands'.

All new developments at Marwell will be compliant with current legislation, to ensure accessibility.

Contact Information

Address (Inc Postcode):

Marwell Wildlife, Thompsons Lane, Colden
Common, Winchester, Hampshire, SO21
1JH

Telephone:

01962 777407

Email:

marwell@marwell.org.uk

Website:

www.marwell.org.uk

Hours of Operation:

Open every day all year except Christmas
Day and Boxing Day from 10am until 4pm,
5pm or 6pm depending on the time of year.

We hope you enjoy your visit!

