



Accessibility Statement

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Welcome

Knowsley Safari Park was opened to the public in July 1971 by the 18th Earl of Derby. Then, the 'safari park' concept of having visitors in cages (cars) and the animals roaming free based on the drive-through game reserves of East Africa was unique.

Our 5-mile- (8 km) long route, includes herds of Camels, Buffalo and White Rhino, Lions, Baboons, Wolves as well as a group of tigers. Our Elephants have their own paddock in the walk around section at the end of the safari drive, along with our Giraffe. We also have a car friendly route around the outside of the monkey jungle for guests who do not wish to have a close encounter with our baboons. Knowsley Safari Park has become one of Merseyside's premier leisure attractions, winning several awards for tourism and its animal husbandry.

When designing any new exhibits or attractions within the Safari Park we adhere to DDA guidelines and work in accordance with current building regulations.

We work hard to provide the highest level of access to the whole site but in some instances, due to the historic nature of our buildings and gardens, this is not always possible.



Further details are available from Knowsley Safari:

t: +44 (0)151 430 9009

e: safari.park@knowsley.com

Visiting us

By Train.

Closest train station is Prescot Station which is location 1.6 miles away.

Wheelchair users may require assistance using car park equipment at this station.

Step free access note:

Level access to the Wigan bound platform - short walk to / from carpark

Open step foot bridge to Liverpool platform with 52 steps

Or step free access to Liverpool platform by walking through private housing estate on Hays Road which takes approximately 15 minutes.

We would advise you to plan your trip in advance with an online route planner or by phone with TrainTracker +44 03457 48 49 50

More information on the train station and its services and accessibility can be found here:

http://www.nationalrail.co.uk/stations_destinations/PSC.aspx

By Bus.

Arriva and Stagecoach run number 10 or 10A bus route travelling between St. Helens and Liverpool every 20 minutes at peak time, calling at Derby Street/Liverpool Road.

Please contact Arriva / Stagecoach to check whether your line is operated by wheelchair accessible buses.

T: +44 (0)344 800 4411

During peak times (see website or call for exact dates) Peoples Bus Ltd offer a service from Liverpool City Centre. 2016 prices (includes your bus fare, admission to the Safari Park & VAT @ 20%) Adults: £17:50 Children: £13.50 Family Ticket (two adults & two children): £55.00 - See more at:

<http://www.peoplesbus.com/timetable/safari-xpress/#sthash.QwzHWADz.dpuf>

By Taxi.

Taxis are available at Prescot Station.

Accessible Taxis can be pre-arranged via All Black Cabs a local company with wheelchair accessible vehicles.

For more information on All Black Cabs please contact them by phone on +44 (0)151 430 9555.



A local Taxi company Britannia based in Prescot have a pre-arranged rate to take guests around our Safari Drive. Please be aware they are not Accessible Taxis and do not go around our Baboon Enclosure. Prices currently are £25.00/4 seater vehicle and £40.00/5 seater vehicle.

By Car.

Full details and maps are available on our website <http://www.knowsleysafariexperience.co.uk>

Knowsley Safari is situated 8 miles from Liverpool City Centre, off the M62 Junction 6 to M57 Junction 2.

The car park situated within Knowsley Safari is free for all guests and is a mixture of tarmac and hardstanding with a thin layer of gravel. Further details can be found within this document.

Our Safari drive is 5 miles long, please ensure you have enough petrol to make the journey.

The nearest petrol station to Knowsley is located third exit off Prescot Bypass.

Address: St Helens Rd, Prescot L34 6HN

T: +44 (0) 151 431 0274

Wheelchair Hire.

Manual wheelchair hire can be arranged upon arrival or by calling in advance to your visit on 0151 430 9009, a small deposit may be required. Collection is from our Oasis Restaurant.

Assistance Dogs.

Assistance Dogs are welcomed within Knowsley Safari. When taking a trip through our Safari Drive in a vehicle be aware you will be unable to go through both our Lion and Baboon enclosures with the dog in the vehicle under any circumstances.

On your visit please ask in our Information Centre /Oasis Restaurant or Coach Reception for water bowls.

We do ask that Assistance dogs are kept on a lead at all times and refrain from visiting our more delicate animals such as Bird of Prey , Bats and Meerkats.

Regarding public transport to Knowsley Safari Park there are the above options, but please be aware that we are situated on a busy dual carriage way which may not be suitable for those with difficulty walking. **We strongly suggest a short taxi to our Coach Reception.**



Car parking and Arrival

Parking is free to all Knowsley Safari guests, except for special events.

The car park is situated within and central to all major buildings in Knowsley Safari. The furthers car parking space to our Oasis Restaurant is 200m.

There are ten disabled car parking spaced located very close to the main facilities such as our Oasis Restaurant or main toilet square.

These spaces are located on level, smooth tarmac and bays are clearly marked. These spaces are offered on a first come first served basis to blue badge holders.

Cars are required to come down a slight slope to occupy a space in the car park. Once in the car park, guests will notice that whilst the surface is concrete it can be uneven in places.



Disabled parking



Disabled parking



Overflow carparking



Overflow carparking

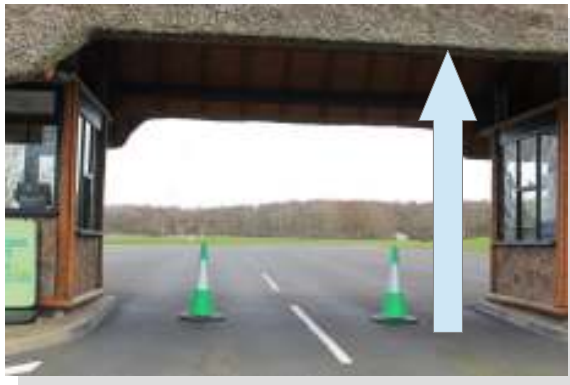
The floor surface of the car park is a rough loose substrate often found in car parks however the main path leading to the entrance is smooth tarmac.

Coach Reception + Kiosks

Our Kiosks are reached from approx. 200m of drive up lanes.

Window height is 100cm from ground level.

Max vehicle height 290cm.



View of entrance kiosks from vehicle



View of entrance kiosks



Window height 100cm

Pedestrian entrance (whilst unadvised) is safest on the left hand side leading to Coach Reception.

On very busy days guests may be required to join a queue of traffic leading to our kiosks, the drive way is large enough to accommodate approx. 200 vehicles.

Each kiosk has 2 tills with easy access for the vehicles driver or passenger. Larger vehicles are advised to stick to the left two lanes with higher height restrictions (suitable for a double decker bus).

The first set of toilets are situated a few minutes' drive from the entrance kiosks to the left or 100m~ from Coach Reception, some wheelchairs users may find the ground challenging at this point.

Coach Reception

Whilst our Kiosks are adequately staffed and equipped to hopefully deal with any questions you may have on arrival if you do wish to speak to the Reception team this can be accessed on ground level with one step. At this time Coach Reception doors do not meet minimum required DDA measurements. Our counter is not currently at low level, a lower counter is viewable at the side window pictured below or in our Information Centre.

Coach Reception front door is 80cm wide and accessible by a 25cm step.



View of Coach Reception



Coach reception front door



Coach reception side window

Pathways

The main pathways around the Zoo are mainly smooth tarmac.

Some areas have wooden anti-slip decking pathways or wooden decked bridge.

There are green areas around the Walkaround area including the main lawns surrounding our Oasis Restaurant, the picnic area opposite our Elephant paddock and the planted borders leading upto the Safari Drive. These areas are reachable by pathways.

The play area in the centre of the Walk-around area is made up of bark chippings; this is for the safety of the children using the play equipment. Nearby is a large sandpit area.

There is a long winding stream which runs through the centre of the Meerkat and Amusements. The surface is passable by a 150cm+ wide decked bridge with a slight incline.

This bridge may prove difficult for those using mobility scooters



Access to Meerkats via bridge



Access to Meerkats via bridge

Oasis Restaurant Coffee Shop Icecream Hut

The Oasis on-site restaurant can be accessed via wheelchair and is on one level with a wide queueing area on arrival.

There is a main entrance to the centre of the building that is 170cm wide. There are two doors that need to be pushed to open during the colder months but are propped open for the majority of the year. Once inside our theming has a rock face that at it's narrowest point is 145cm wide.

The restaurant has a serving area where the food is purchased and placed on a tray. Members of the catering team will offer to carry trays for those who require assistance.

The Oasis restaurant has a right hand side entrance by doors that are 166cm wide and pull outwards. The left hand side entrance is accessible by 132cm wide doors.

Attached to the right of our Oasis Restaurant is the Coffee Shop open during peak times accessed by 170cm wide doors pulling outwards.



Oasis Restaurant Front entrance doors



Internal rock decoration



Oasis Restaurant left hand doors by toilet block



Oasis Restaurant right hand doors by play area



Coffee House doors



Internal view of Oasis Restaurant 'Grab and Go'



Internal view of Oasis Restaurant toilets

Located within the Oasis Restaurant are two general access toilets with 80cm push doors without handles.

Toilet Facilities

Adult changing room/hoist facilities.

Designated accessible facilities are located in the main toilet block by our disabled parking.

We currently do not have Braille or tactile signage.

There is a manual door which is 92cm wide and assistance may be required.

There is forward and angled transfer to the WC.

This may be awkward for some wheelchair users .

There is sufficient turning space at the entrance to the facility. There is a horizontal rail on the rear of the door.

There are also horizontal and vertical grab rails either side of the WC.

The toilet is well lit with a linoleum level flooring. Assistance may be required by some users.

There are lever taps on the basin.



Disabled toilet entrance



Internal view of larger disabled toilet



Changing facilities



Changing facilities

Access to the two disabled toilets is by a 92cm wide door and assistance may be required.

There is forward transfer to the WC. This may be awkward for some wheelchair users .

There is sufficient turning space at the entrance to the facility. There is a horizontal rail on the rear of the door.

There are also horizontal and vertical grab rails either side of the WC. The toilet is well lit with a linoleum level flooring. Assistance may be required by some users.



Internal view of disabled toilet



Internal view of disabled toilet

General toilets are situated opposite via paving stones, both entrances are by a 74cm wide doorway. The gentleman's toilets has a small 8cm step into the building.



Ramp down to main toilets



Access to gentlemens toilets 8cm step



Access to ladies toilets

Top toilets first seen by guests on entering Knowsley Safari.

Designated accessible facilities are located in the main toilet block by our disabled parking.

We currently do not have Braille or tactile signage.

There is a manual door which is 80cm wide on a slight incline ramp without hand rails. Assistance may be required. There is angled transfer to the WC. This may be awkward for some wheelchair users .

There is sufficient turning space at the entrance to the facility. There is a horizontal rail on the rear of the door. There are also horizontal and vertical grab rails either side of the WC. The toilet is well lit with a linoleum level flooring. Assistance may be required by some users.



Internal view of disabled toilets



Ramp access

Discover Centre

Building is home to our Learning and Discovery sessions.

There are two entrances to the front both of which can also be used as an exit. The doorways are 90cm wide accessed by a slight incline with handrail on one side.

There is sufficient turning space once inside the facility. A fire exit 92cm wide can used if required.



Discover Centre fire exit door



Discover Centre ramp access



Discover Centre door access



There is angled transfer to the WC. This may be awkward for some wheelchair users .

There is sufficient turning space at the entrance to the facility.

There is a horizontal rail on the rear of the door.

There are also horizontal and vertical grab rails either side of the WC.

The toilet is well lit with a linoleum level flooring. Assistance may be required by some users

Bee Centre

Used as a secondary classroom and special events room our Bee Centre can be accessed by 168cm wide doors with a fairly steep ramp.

There is sufficient turning space once inside the facility.

A side fire exit 170cm wide can be opened with push bars, it has a steep ramp leading onto a pavement area so assistance may be required.



Bee Centre front access



Side fire exit access

Shop

Accessed from the car park via dropped kerbs our spacious and light shop can be accessed by pull doors 169cm wide.

There is sufficient turning space once inside the facility. Lowered counter tops are provided at the tills.



View of shop from main car park



Shop front door entrance



Internal view of Shop



Internal view of Shop

Sealion Auditorium surrounding area

Surrounding our Sea Lion Auditorium are the outside pool and viewing areas. The glass barriers surrounding the pool are to near ground level and provide excellent views of our Sea Lions swimming.

A viewing platform can be accessed by a wooden decking area with ample space to turn. While we provide steps with a handrail our underwater viewing window is accessible via a shallow ramp at it's narrowest point 140cm wide.



Ramp access to under water viewing window



Boardwalk to Sea Lion viewing



Step access to underwater viewing window

Sea Lion Display

Access to our Sea Lion Auditorium is by 150cm wide fire doors which our staff open and close. On ground level at the front of the grand stand seating is space reserved for those who require wheelchair access or seating with backs can be provided.

Regrettably pushchairs and prams are not permitted in the Sea Lion auditorium. Our staff will advise guests where to sit safely. Maximum capacity for wheelchair access is 26 wheelchairs or 13 if one to one carers are required to sit at the front also.

Seating is strictly first come first serve – those positioned at the centre of the stage may find they will get wet at the end of the show from the Sea Lion high ball jump. Assistance may be required.



Access to Sea Lion auditorium



Internal view of access to Sea Lion auditorium



Front access disabled area



View of grandstand seating from disabled seating area

Bird of Prey building

Our indoor aviaries can be accessed by a large slide doorway allowing plenty of movement and turning space once inside.



Pathway leading to Bird of Prey



Entrance to indoor aviaries and indoor displays



View of seating for indoor displays



Example of area for wheelchair placement

We will advise guests where to sit safely in the bird of prey arena depending if the show is inside or outside. It is our staffs discretion on placement when shows are in progress.



Step access to outdoor seating



Example of area for wheelchair placement



Example of area for wheelchair placement

Under development and due to the flight paths and arrangement of our Bird of Prey displays , wheelchair accessibility may require assistance on uneven ground.



Ramp access over gravel to outdoor seating



View of outdoor seating from front

Giraffe House + Platform

Access through and around our Giraffe House is by tarmac pathways firstly leading to our Giraffe viewing platform comprising of 13 steps (170cm wide) with handrails on both sides with gripping material.

Our Giraffe House entrance through-fare is by two double doors 170cm wide with heat protection flaps which may require some assistance to navigate.



Giraffe House entrance from Equatorial trail



Heat retention flaps



13 steps access to Giraffe Viewing Platform



View of Giraffe Viewing Platform

Elephant Platform + Equatorial Trail

Surrounding our Giraffe House leading to our Equatorial trail and Elephant viewing platform is bark chip walk ways which wheelchair users may find difficult to navigate but in most cases the Giraffe House doors will allow easy access.

An incline leads to our viewing platform over looking our Tapir/Sitatunga and Mizzy lake, with decking allowing plenty of room for turning around.



Bark pathway



Incline leading to viewing platforms



View of Equatorial Viewing Platform

Wild Trail + Toilets

A Newer addition to our walk-around area is a picturesque wooded area teeming with native wild life and our European Moose.

Accessibility is not suitable for those in a wheelchair as the ground conditions can get muddy and inaccessible. This area can be particularly difficult to navigate during wet weather.



Wild Trail



Wild Trail



Wild Trail – shallow steps



Wild Trail – steps and bridge

Half way around our Wild Trail (allowing for great views of our European Moose) you will come to a series of shall steps or bridges.

Opposite our Bird of Prey centre are a set of toilets accessible by some hard standing/gravel to a wooden ramp with handrails on both sides. Comprising of two regular and one disabled toilet block. Doors are 80cm wide with a small ground level lip.



We currently do not have Braille or tactile signage.

The door is 80cm wide. There is angled transfer to the WC. This may be awkward for some wheelchair users .

There is sufficient turning space at the entrance to the facility. There is a horizontal rail on the rear of the door.

There are also horizontal and vertical grab rails either side of the WC.

The toilet is well lit with a linoleum level flooring. Assistance may be required by some users.

Hard standing access to toilets and facilities



Ramp access to toilets



Internal view of disabled toilets

Bat House

Access to our Bat House is via heat retention flaps to a corridor with windows allowing viewing without having to be in with our Bats. The door is 80cm and apart from cold days is left open.

Once inside access to the Bat Cave itself is via two 80cm pull doors with minimal visibility. We recommend assistance in navigating this building. Inside the building is a double door system – both doors pull outwards, low visibility and heat retention flaps mean this will be difficult for those unsteady on their feet.



Bat House entrance

Information Centre

Access to our Information Centre is via a ground level doorway 80cm wide. There is sufficient turning space once inside the facility. A lowered 90cm counter can be found inside.



Information Centre front door

Amusements



BUSY BEES IN GATE



BUSY BEES OUT GATE



SWINGS IN GATE



SWINGS OUT GATE



PIRATE SHIP IN & OUT GATE



IN QUEING GATE PIRATE SHIP



MINI PIRATE SHIP IN & OUT GATE



IN & OUT BEARS & ROUNDABOUT



RATTLESNAKE OUT GATE



RATTLESNAKE IN GATE



JUNGLE SAFARI IN GATE



JUNGLE SAFARI OUT GATE



TRAIN OUT GATE



TRAIN IN GATE



DODGEMS OUT GATE



DODGEMS IN GATE



STARDANCER OUT GATE



STARDANCER IN GATE



CAROUSEL OUT GATE



CAROUSEL IN GATE

RIDE	HEIGHT RESTRICTIONS	STEPS/NO STEPS
LARGE PIRATE SHIP	ALL RIDERS MUST BE OVER 1.1m	THERE ARE STEPS LEADING UP THE PLATFORM, AND ALSO STEPS ON THE OTHER SIDE WHEN GETTING OFF
SWING CHAIRS	ALL RIDERS MUST BE OVER 1.1m	THERE ARE NO STEPS ON THIS RIDE
BUSY BEES	ALL RIDERS MUST BE OVER 0.9m, NO ADULTS	THERE ARE NO STEPS ON THIS RIDE
ROUNABOUT	RIDERS UNDER 0.9 MUST BE WITH AN ADULT	THERE IS A SMALL STEP UP TO GET ON TO THE RIDE
HONEYPOT BEARS	RIDERS UNDER 0.9 MUST BE WITH AN ADULT	THERE IS A SMALL STEP UP TO GET ON TO THE RIDE
MINI PIRATE SHIP	RIDERS UNDER 0.9 MUST BE WITH AN ADULT	THERE ARE 4 OR 5 STEPS UP TO GET ON THIS RIDE
RANGER PATROL (Jeeps)	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE ARE NO STEPS ON THIS RIDE
RATTLESNAKE	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE IS AT LEAST 5 STEPS UP ON TO THE RIDE THEN A SMALL STEP UP ONCE ON PLATFORM, DOWN GETTING OFF
JUNGLE SAFARI	ALL RIDERS MUST BE OVER 0.9m, NO ADULTS	THERE ARE 2 STEPS UP FOR THIS RIDE, DOWN GETTING OFF
CAROUSEL	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE IS A SMALL STEP UP TO GET ON TO THE RIDE, DOWN GETTING OFF
STARDANCER	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE ARE QUITE A FEW STEPS UP AND DOWN WHEN GETTING OFF THIS RIDE
JUNGLE DODGEMS	RIDERS UNDER 1.1 MUST BE WITH AN ADULT	THERE ARE 2 STEPS UP FOR THIS RIDE, DOWN GETTING OFF
EQUATORIAL EXPRESS (Train)	RIDERS UNDER 1.1 MUST BE WITH AN ADULT, ALL RIDERS MUST HAVE A TICKET OR W/BAND	THERE ARE NO STEPS ON THIS RIDE

We regret currently our Equatorial Express does not have a wheelchair accessible carriage.

Party Rooms

Our exciting new party rooms can house classroom sessions and birthday parties. Access is by ground level doors of which there are two 76cm wide doors or double 150cm doors.



Internal view of 'Rainforest' room



Internal view of 'Habitats' room



Double door access

Big Baboon Bus

Our larger 33 seater 'Baboon Bus' has a retractable wheelchair ramp allowing easy access for one wheelchair user. We ask for 48+ hours notice when wishing to book on our Baboon Bus with wheelchair facilities.

Our Baboon Bus can take between 1 and 2 hours to go around our Safari Drive with no current option for toilet breaks or leaving the vehicle.



Contact Information

Address (Inc postcode): Knowsley Safari Park Prescot Merseyside L34 4AN

Telephone: 0151 430 9009

Email: safari.park@knowsley.com

Website: knowsleysafariexperience.co.uk

Grid Reference: SJ 46082 93489

Hours Of Operation: 10:00 - 3:30pm

