

Wye Valley Visitor Centre
Symonds Yat West, Ross-on-Wye, HR9 6DA
Access Statement

Introduction

The Jubilee Park in Symonds Yat West is a great place for families and friends to be together, and fantastic fun for reunions and coach trips.

The main attractions are:

- **Wye Valley Butterfly Zoo;**
- **aMazing Hedge Puzzle;**
- **Wye Valley Miniature Golf**
- **Wye Valley Warfare LASER OPS.**

Wye Valley Butterfly Zoo has held the title Midlands Best Small Attraction, and the aMazing Hedge Puzzle has won awards since it was created over 30 years ago.

Other facilities include:

- **The Tearoom Café (seating for café users only);**
- **Rose's Picnic Refuge (eat your own food inside);**
- **Two outdoor picnic areas (one shaded, one sunny);**
- **A Country Promenade to a riverside church.**

All this is on level ground with accessible facilities.

Save money with our concession rate and joint tickets. Constant one-to-one companions (e.g. needed to push a wheelchair or translate to sign-language) are admitted free (up to one per person) to assist with evacuation and must remain with their charge at all times while in attraction enclosures.

Pre-Arrival

- Phone/fax: 01600 890360
- Email: havefun@mazes.co.uk or seeus@butterflyzoo.co.uk
- Websites: www.mazes.co.uk and www.butterflyzoo.co.uk
- Public transport: Nearest bus stop is Whitchurch, 100m away
- Bus Services: Any bus between Monmouth and Ross-on-Wye
- Postcode for routing and satnav: HR9 6DA
- RADAR-key accessible toilets: next to accessible parking and cafe on-site
- Working Guide Dogs are welcome in all areas except the Butterfly Zoo and Laser Ops enclosures (Secretary of State's Guidelines for Modern Zoo Practice, hygiene).
- Severe visual impairment limits appreciation of the Butterfly Zoo and Laser Ops for some people.
- Pets are not allowed in any attraction enclosures or the café. Dogs suffer in cars – RSPCA advice is not to take dogs on day-trips.

Ingestion of some butterfly species or plants in the Butterfly Zoo, aggression with clubs and balls for Miniature Golf, or a fall from the platform in the Maze can result in critical injury. Carers should consider constant one-to-one attendance of (and whether the venue is appropriate for) any individual unable to exercise restraint in respect of:

- *Compulsively placing things in their mouths;*
- *Extreme emotional lability or self-harm;*
- *Impulsive physical lability or violence;*
- *Inappropriate behaviour in a public place.*

The venue cannot guarantee to meet the health and safety needs of any individual who needs a higher level of constant attendance than one-to-one.

Arrival & Car Parking Facilities

- Tarmac parking for 5 coaches + coach drop-off by cafe;
- 76 car spaces on tarmac with 11 for family with child and 9 designated for disabled + taxi drop-off;
- Parking for all vehicles is metered (full vehicle registration number required), voucher issued by parking meter is refundable against admission on the same day, meter by toilet block;
- No barriers or speed bumps;
- Dropped kerbs and rear access to vehicles available;
- Paths widths to attractions 175-300cm and level -
- surfaces are concrete slab and paviour, hoggin, cellular paviour, tarmac;
- Distances to Reception entrances from disabled bays 15-60 metres.

Main Entrance & Reception

- aMazing Hedge Puzzle reception sells all admission tickets, access via small exterior ramp
OR
- Butterfly Zoo reception sells all admission tickets, interior ramp;
- Wye Valley Butterfly Zoo & Miniature Golf open from 10 am;
- aMazing Hedge Puzzle open from 11 am;
- No entry after 5 pm (3pm in winter), closing 45 minutes later;
- Prices displayed outside Reception entrances;
- All facilities on ground floor

Public Areas - General (Internal)

- Not available

Public Areas - WC

- Toilets are adjacent to aMazing Hedge Puzzle reception;
- The unisex baby-change and accessible WC is next to main block of accessible parking - grab-rails, seat, tile floor, door is single-leaf, taps are lever, lock is RADAR.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- Tearoom Cafe is independently operated, next to accessible WC and parking, with one low step at entrance – ramp assistance available (seasonal availability);
- Indoor Picnic Refuge has exterior ramp for wheelchairs (concrete with handrail), and facilities for vending snacks, and hot and cold drinks (all year availability). Surface is hard, stain-resistant and waterproof.

Laundry

- Not available

Shop

- Puzzle Shop is located at aMazing Hedge Puzzle reception - see above;
- Wildlife Shop is located at Butterfly Zoo reception - see above

Treatment room/s

- Not available

Leisure Facilities

- Not available

Outdoor Facilities

- Picnic Areas have grass or concrete slab surfaces
- Bridge for "pooh-sticks"
- Country Promenade to Riverside Church: surface is level tarmac, distance to Church 200 metres (off-site) along a single-track lane.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Not available

Bedrooms

- Not available

Bathroom, Shower-room & WC [en suite or shared]

- Not available

Self-Catering Kitchen

- Not available

Caravans, Holiday Homes & Twin Units

- Not available

Touring Facilities (Holiday Parks)

- Not available

Boats - Narrow Boat, Cruiser & Hotel Boat

- Not available

Attractions (Displays, exhibits, rides etc.)

- **Wye Valley Butterfly Zoo entry** - access via reception, by ticket only
- **aMazing Hedge Puzzle entry** - access via reception and guide, by ticket only.
- **Wye Valley Miniature Golf entry** - equipment from Butterfly Zoo reception, access limited to players and Attendants Admitted Free of Charge by ticket only.
- **Wye Valley Warfare Laser Ops** – equipment and access via reception at Event Trailer with Directing Staff, by ticket only.
- Seating is available inside all attraction enclosures.

Wye Valley Butterfly Zoo (enclosures):

- path widths 75-175 cm (floor-gauge in reception),
- surfaces are ribbed wood and steel, tile, concrete, or cellular paviour;
- reception issues magnifiers, carry-round information and netted hats for lepidopterophobes;
- large illustrated interpretive displays at several levels.

aMazing Hedge Puzzle (enclosure):

- enclosure path widths 80-300 cm (alternate route available),
- surfaces are concrete paviour and hoggin;

- Wide paths in maze mitigate claustrophobia;
- Hedge Puzzle viewing platform accessed by stairs -
- 16 steps, 1 metre wide, handrails both sides;
- Museum of Mazes exhibits include tactile and audio

Wye Valley Miniature Golf (enclosure):

- green and path widths 80-200 cm with two 5 cm steps
- surfaces are artificial turf, concrete and cellular pavements;
- Golf-ball lifting and scoring aids, short and soft putters available

Wye Valley Warfare Laser Ops (enclosure):

- level natural meadow and wooded terrain
- Rough grass (10 cm cut) and woodland understorey;
- Taggers can be programmed for positive discrimination

Grounds and Gardens

- Terrain is level throughout, grass surfaces may be uneven;
- Paths are hoggins, concrete slab or pavement or cellular pavement.
- There is running water adjacent to the footbridge.

Additional Information

- Up to one responsible adult Attendant Admitted Free of Charge for assistance of and constant attendance to a specific individual in an attraction or activity enclosure (e.g. to push a wheelchair, direct fire for a visually impaired Laser Tag Player, or to escort a person with diminished responsibility).
- Guide Dogs are prohibited from the Laser Ops and Butterfly Zoo enclosure but welcome in all other areas when working.
- A Dog Dip is next to the footbridge.

Contact Information

- Address:

Wye Valley Visitor Centre,
Symonds Yat West,
ROSS-ON-WYE,
Herefordshire
HR9 6DA

- Telephone: 01600 890360

- Fax: 01600 890360 (call first)

- Email:

havefun@mazes.co.uk OR seeus@butterflyzoo.co.uk

- Website: mazes.co.uk OR butterflyzoo.co.uk

- Grid reference: SO 553 174; Postcode: HR9 6DA

- Hours of operation: 10 am to 6 pm

- Emergency number: 01600 890360

- Local carers: Not available

- Local equipment hire companies: Not available

- Local public transport numbers: Not available

- Local accessible taxi numbers: Not available

Future Plans

- None

We welcome your feedback to help us continuously improve. If you have any comments please phone 01600 890360 or email seeus@butterflyzoo.co.uk or havefun@mazes.co.uk .

Last updated: 24th January 2017