



## Accessibilty Statement for Wildwood Trust - Kent

This 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 our visitors.

### Introduction

Wildwood Trust is Kent's best British wildlife park where visitors can see and learn about British wildlife past and present, all housed in near-natural enclosures set in 40 acres of beautiful ancient woodland.

Wildwood is situated on the main road between Canterbury and Herne Bay, Kent. Access to the attraction is through a small industrial/retail complex.

- We open at 10 am daily.
- Closing time varies with last admission at 3 pm, 4 pm (depending on season).
- Open every day except for Christmas Day and Boxing Day.

You should allow a couple of hours to go around the park, taking in the animal talks which are held throughout the day during weekends and school holidays.

- Gold memberships are available for special needs groups.
- We also have a *carer goes free* policy for each visitor requiring a carer.

### Dogs

No dogs, including guide dogs, are allowed in the park owing to the nature of our business. If you are visually impaired and use a guide dog, please contact the Wildwood office prior to your visit so we can make alternate arrangements. We can provide a staff member or volunteer to escort you during your visit. Please make your own arrangements for your dog while visiting the park. They should not be left in a vehicle in the car park.

Wildwood receives a *very good* quality experience rating and fully merits the award of VisitEngland's accreditation of *Quality Assured Visitor Attraction*.

If you have any queries or require any assistance please call **01227 712111** or email **info@wildwoodtrust.org**. We look forward to welcoming you.

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#### WILDWOOD KENT

☎ 01227 712111  
✉ info@wildwoodtrust.org  
🌐 wildwoodtrust.org  
📍 Wildwood Trust, Herne Common,  
Kent CT6 7LQ

#### WILDWOOD DEVON

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Protecting, Conserving  
& Rewilding British Wildlife



Registered Charity No. 1093702

## Facilities at Wildwood

- **Woodland** – enjoy walking through our ancient semi-natural woodland.
- **Mobility scooters** – available to Wildwood customers with walking difficulties. A donation towards maintenance is appreciated.
  - Contact the Wildwood Shop on 01227 712111 in advance to arrange.
  - 21 stone (133 kg) weight restriction.
  - 24 hours' notice required.
  - Limited availability.
  - You will be required to sign the scooter in and out.
- **Wheelchair** – available free of charge (book in advance).
- **Animal enclosures** – large low-level viewing windows and ramps at enclosures where necessary, suitable for wheelchair users.
- **Accessible toilet facilities** – available just through the main entrance to the park, and at the bear enclosure. Adult change facilities available on request (please phone in advance).
- **Play area** – separate play areas for under 5's and bigger children.
- **Café and shop** – single-storey buildings with step-free access, accessible pathways or ramps.
- **Parking** – space for coaches, extensive car parking, and a large Blue Badge parking area. No parking for coaches during peak seasons.

## Pre-Arrival

- Full details and maps: see the *Visitor Information* and *How to Get Here* sections on our website.
- Journey planning: use [www.transportdirect.info](http://www.transportdirect.info) (postcode CT6 7LQ).
- **Railway stations:**
  - Herne Bay (10 minutes' drive to the north)
  - Sturry (2.1 miles to the south)
  - Accessible taxi available (e.g. Kent Wheelchair Taxi Service – 07710 378 396).
- **Bus stop:** Herne Common (ask for the Wildwood stop). Entrance is about a one-minute walk. No seats or shelter at this stop.

## Satellite Navigation Systems

Some SatNav systems can misdirect travellers. Wildwood is situated on the **A291 between Canterbury and Herne Bay**. Postcode: **CT6 7LQ**.

## Car Parking and Arrival

- Spacious gravel car park, clearly marked with lanes and spaces.
- 14 Blue Badge spaces (50–100 metres from the main entrance).
- Possible to park directly outside entrance gates by prior arrangement if necessary.
- Parking is free (no ticket/payment machines).
- Car park surface: gravel on compacted mud.
- Entrance path: clearly marked with good signage.
- Wheelchair access available through entrance and shop.
- No car park lighting (opening hours follow daylight hours).

### **Main Entrance, Reception and Ticketing**

- Single-storey building with concrete ramp to the door.
- Inward opening, light door (clear width: 950 mm).
- Picnic tables outside the entrance.
- Floor surface: lino (admissions), carpet (shop).
- Step-free, level access throughout.
- Area evenly lit with overhead fluorescent lighting.
- Lowered section of ticket desk (910 mm).
- Glass screens at pay booths fully open for lip-reading/visual aid.
- Mobility scooters and wheelchairs available (see Facilities).
- Pen and pad of paper available to aid communication.
- Complimentary ticket policy for carers.
- Signage clearly displays opening hours and ticket prices.

### **Attraction (Displays, Exhibits, etc.)**

- Animal talks during peak times.
- Roaming educators often available with artefacts (e.g. antlers).
- Interpretation boards with illustrations throughout the park.
- Majority of attractions outdoors; some indoor buildings dimly lit:
  - Beaver building – dark, entry/exit doors 1 m wide.
  - Nocturnal house – dim red light, 2 m wide corridor, soft plastic drapes.
  - Rat barn – low light, uneven cracked concrete floor, doors 1 m wide.
- Woodland paths – uneven, natural surfaces with tree roots/mud.
- Picnic benches scattered throughout.

### **Visitor Toilets**

- Single-storey building (level access or small ramps, no steps).
- Accessible toilets:
  - In ladies' toilet block.
  - Unisex accessible toilet.
- Open during park hours.
- Adult change facilities (request in advance).
- Light, easy open doors (min width: 730 mm).
- Transfer space to the right of toilet.
- Toilet heights: 430 mm (ladies), 400 mm (unisex).
- Vertical rails to the right, diagonal rail adjacent.
- Well lit with fluorescent lighting, low-level pull cord switch.
- Non-slip laminate flooring.
- Lever taps on sinks.
- Emergency evacuation: staff will assist and escort visitors.

### **Catering (Café)**

- Approximately 75 m from main entrance.
- Single-storey building, step-free access.
- Ramp onto deck and into café.
- Double entrance doors (175 cm wide).
- Tables spaced apart (clear height 66 cm), wooden chairs without arms.
- Natural daylight and overhead lighting.
- Flooring: wood-look laminate.
- No background music.
- Food ordered at counter (91 cm high), delivered to tables.
- Staff happy to assist with menus or signs.
- Nearest accessible toilet: 100 m from café (near main entrance).

### **Gift Shop**

- Part of main entrance building (step-free access via ramp).
- Single-storey, level throughout.
- Outward opening manual door (light, usually propped open).
- Door width: 90 cm.
- Counter height: 90 cm.
- Wheelchair manoeuvring possible (restricted during peak times).
- Staff available to assist.
- Mix of tall racks and low tables.
- May be noisy during busy times.

### **Grounds and Gardens**

- Woodland trail: wide, unobstructed path (gravel on compacted mud).
- Path narrows to 2 m in some places.
- Wooden plank walkways with wire mesh, no steps (ramps where needed).
- Surfaces: natural debris, tree roots, potholes, puddles, mud.
- Low viewing windows and post fencing suitable for seated viewing.
- Picnic tables and benches at regular intervals.
- Walk-through aviary: double gates, lightweight, easy-grasp handles.
- *Shortcut to exit* signs displayed around park.

### **Additional Information**

- Activities can be adapted for special needs groups.
- Gold memberships available for special needs groups.
- Emergency procedures: staff escort visitors to evacuation points.

- Bee hives on site (area marked with warnings).
- Assistance dogs not permitted (staff/volunteer escort can be arranged – please contact in advance).

### Contact Information

**Address:**

Wildwood Trust  
Herne Common  
Herne Bay  
Kent  
CT6 7LQ

**Telephone:** 01227 712111

**Email:** [info@wildwoodtrust.org](mailto:info@wildwoodtrust.org)

**Website:** [www.wildwoodtrust.org](http://www.wildwoodtrust.org)

**Hours of Operation:**

- Open daily (363 days per year. Closed Christmas Day & Boxing Day).
- Open 10 am.
- Close 4–5 pm depending on season (last admission 1 hour before closing).

**Local Information**

- **Equipment Hire:** Herne Bay Mobility ([www.hernebaymobility.co.uk](http://www.hernebaymobility.co.uk)) – located on the Wealden Forest Park complex. Scooters can also be borrowed directly from the Wildwood Shop (book in advance).
- **Accessible Taxi:** Kent Wheelchair Taxi Service – 07710 378396 (covers Sevenoaks, Tonbridge, Tunbridge Wells and surrounding villages).
- **Public Transport:**
  - Wildwood is on the bus route between Canterbury and Herne Bay (buses 4 or 6).
  - Ask for the Wildwood stop.
  - With a valid travel ticket (bus or train), visitors receive **50% off standard tickets**.