

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 our guests/visitors.

## **Access Statement for Redwings Horse Sanctuary: Redwings Aylsham**

### **Introduction**

Redwings Aylsham is set in beautiful countryside in North Norfolk. It is home to dozens of rescued horses who are looking forward to your visit! Entry to the centre is free

We look forward to welcoming you. If you have any queries or require any assistance please phone 0870 040 0033 or email [info@redwings.co.uk](mailto:info@redwings.co.uk).

### **Pre-Arrival**

- For full details of how to reach the centre by car please have a look at our website [www.redwings.co.uk](http://www.redwings.co.uk)
- Several buses stop within half a mile of the centre. Please see [www.traveline.info](http://www.traveline.info) for more information. 18, 18A, 44, 44A, 44S, 291, CH4, X44 stop on Norwich Road (Stop: Aylsham opp. Motel). Redwings Aylsham is approximately 0.5 miles from this stop. The pavement is quite narrow and you will have to cross a busy road.
- The closest train station is North Walsham, which is 8.5 miles away. You can pre-book an accessible taxi with NJE Taxis who are based in North Walsham.
- The next closest train station is Norwich, which is 14 miles away.

### **Car Parking and Arrival**

- There are two Blue Badge spaces
- The path to the Information Centre is a sloping surface
- The car park is hardcore material.



*Pathway to the Information Centre*

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

- The main entrance is a gently sloping concrete surface
- The doors are very wide heavy sprung doors and are fully glazed with opaque markings to highlight glazing for partially sighted people. It is 1030mm wide with a flush threshold.
- The flooring of the Information Centre and café is slip resistant and non-reflective. The Information Centre, café and gift shop are open plan and easily negotiated.
- The reception desk is 910mm tall and has dropped corner sections at 600mm.
- Walls and flooring are colour contrasted.



*Reception Desk*

### **Attraction (displays, exhibits, rides etc.)**

- The outdoor section of the Visitor Centre is accessed via an outward opening double glass door, each section being 800mm wide; the door is not sprung and currently has a stepped threshold 30mm deep.
- This leads to a gently sloping concrete pathway 1750 mm wide with areas wide enough for passing in several places; this is fenced on both sides.
- Steeper grass tracks lead to the first paddock sections up to Paddock 9, thereafter a wide roadway with hardcore surfaces leads to the main paddock areas.



*Steeper grass track*



*Hardcore surface leading to paddock areas*

- This roadway is fenced on both sides with post and rail fencing, which gives adequate view lines at all heights.
- Interpretation panels are in large print with pictorial representation where relevant, and diagrammatic images set at an appropriate height.
- Information panels about the resident animals in each paddock are located at the paddock gateways and are accessible.
- Additional information folders are available at the reception desk with colour images; staff will be available to offer any assistance with these.
- Hand sanitiser dispensers are currently available at 2 points.

### **Public Toilets**

- Toilets are located on the ground floor with level access from the main entrance, restaurant/café areas.
- These toilets have a unisex accessible toilet.



*Unisex accessible toilet*

- Access is via an inward opening sprung passage door which may require assistance leading into a wide lobby area.
- The toilet door – 890mms wide-opens outwards and is not sprung; it has lever handles and lock, and also an internal grab bar.
- 800mm transfer space to the left of the ground floor toilet, when facing the toilet.
- The toilet height is 470mm.
- There are vertical rails either side of both basin and toilet.

- There is a horizontal rail on the side wall adjacent to the toilet, and a hinge-down rail on the left hand side.
- A flashing light when the fire alarm sounds.
- An alarm pull cord is provided with external sounder.

## **Catering**

- The café is situated on the ground floor and has step free level access from the main entrance, and reception area. Tables in the café are well spaced, with a clear height from the floor of 730mm, with upright chairs without arms having a seat height of 440 mms. Lighting in all areas is natural daylight with overhead lighting used.
- There is a smooth, non slip vinyl flooring, which distinguishes the café area from the Retail / Reception areas.
- Where possible all our food produce is locally sourced. We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have.
- The café is self-service, however, staff can assist on request.
- Tariffs and Specials of the day are shown on a blackboard. Staff can assist by running through menus with you.
- Crockery is colour contrasted with the table where possible.
- The nearest toilet with an accessible WC is located at the left hand rear corner of the retail area.
- Counter height is 920 mm and the tray slide is 760mm high, currently no dropped counter area, but a portable debit/credit card machine is available for these transactions.
- There is also an outside block paved seating area accessed via two wide doors which are open when the weather is appropriate.
- The viewing gallery platform is only accessible via a staircase.

## **Shop**

- There is a shop with a range of souvenirs and books etc. which can be accessed directly adjacent to the main entrance/ticketing area and café.
- The shop is level throughout with a cord carpet surface.
- There is ample room within the shop for a large wheelchair to move around and turn.
- There are tall display racks and low tables accessible from a seated position.
- Staff can offer assistance if required.



*The gift shop*

## **Grounds and Gardens**

- There are several acres of beautiful paddocks for visitors to explore.
- The paddock walkways are very wide. Some are grassy and others are hardcore track.
- There are nature walks around the site too, but these can become boggy in wet weather.

- There are picnic tables outside and a children's play area.

### **Additional Information**

- We welcome all dogs on leads everywhere except the café area. Only assistance dogs are allowed in the café. We can provide a water bowl on request.

### **Contact Information**

Address (Inc postcode): Redwings Aylsham  
Spa Lane  
Aylsham  
NR11 6UE

Telephone: 0870 040 0033

Email: [info@redwings.co.uk](mailto:info@redwings.co.uk)

Website: [www.redwings.co.uk](http://www.redwings.co.uk)

Local Accessible Taxi: <http://www.allstaraccess.co.uk/>

Local Public Transport: [www.traveline.info](http://www.traveline.info)