

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 Oxhill

Introduction

Redwings Oxhill is located near the village of Oxhill on the A422 in a beautiful rural location. It is equidistant between Stratford upon Avon and Banbury. You can meet dozens of rescued horses and ponies at the centre for free, and learn more about their pals who live at other Redwings centres across the country.

The centre is on level ground with no steep inclines and is a member of the Visitor Attraction Quality Assurance Scheme. We can provide a wheelchair and there are plenty of wheelchair ramps giving easy access to all areas.

We look forward to welcoming you to the centre. If you have any queries or require any assistance please phone 0870 040 0033 or email info@redwings.co.uk.

Pre-Arrival

- The nearest railways stations are in Stratford upon Avon and Banbury which are both 10 miles away. There are several local taxi services available in the area. Some may require prior booking
- There are some bus services available in the area but none drop off close to the Redwings Oxhill centre. The nearest bus stop is in the village of Oxhill which is a 45 minute walk away on small country roads that do not have pavements
- We have a wheelchair available for public use free of charge. We have a disabled access toilet and ramps to make the whole centre accessible.
- There are always staff on hand who are willing to read out our café menus to anybody who requires it.

Car Parking and Arrival

- There are approximately 50 car parking spaces with four spaces reserved for blue badge parking. Blue badge parking is around 12 metres from the entrance to the Visitor Centre. All parking is free

- The car park surface is a mix of concrete and gravel
- The car park is flat and level



- Visitors can be dropped off outside the Visitor Centre as there is ample room for cars to pause outside the doors and other cars to pass safely
- Some staff have attended a Deaf Awareness training course
- Staff at the reception desk are able to see approaching visitors and are able to provide assistance as necessary

- The entrance to the Visitor Centre is a gently sloping ramp. It is non-slip and has a handrail either side



- The main doors to the Visitor Centre are patio style full length double glass doors with wooden ramps. They can be opened individually, opening towards the visitor as they enter the centre
- When both doors are open, the width is 1440mm. With one door open the aperture is 700mm.

Main Entrance, Reception and Ticketing Area

- The area around the front desk provides ample room for small groups or wheelchair users. The reception desk is directly in front of the Visitor Centre entrance



- The Visitor Centre is open plan. There is a large gift shop and reception area, and a café at the back
- The floor of the Visitor Centre is flat and on one level
- The main floor is hard wearing short pile carpet tiles, leading directly onto the lino covered café floor
- Seating is available in the café area
- The whole visitor centre is well lit with spot lights
- There is a lowered area the reception desk and low tables nearby suitable for wheelchair users. Visitor Centre staff are always on hand to assist where necessary
- There is currently no hearing loop system for those hard of hearing, but there are signs above doors as to where the public can access and where the WCs are located.

Attraction (displays, exhibits, rides etc.)

- Detailed maps of the centre are given to visitors on arrival with additional verbal information and an introduction to Redwings

- Walks and Talks of the centre take places at 12pm and 2pm everyday. Visitors are shown the meeting area on the map
- There are lots of posters and displays around the centre about horses, their diets and their physiology.
- Information boards are mostly large print with plenty of photographs
- There is low level background music in the café area
- There are no flashing lights anywhere at the centre
- All doors are light to push with the exception of a door to the terrace as this is solid pine wood. This door can be a little heavy to push during wet weather.

Public Toilets

- The accessible disabled WC is 37 metres from the Visitor Centre close to the picnic area
- This is a unisex facility and also provides the baby changing area for visitors



- The width of the door is 1520mm and the door opens outwards to the right when the visitor is facing it
- The height of the WC from the floor to seat is 490mm

- There are horizontal and vertical grab rails to the left of the WC and a horizontal grab rail to the right
- There is a red alarm cord next to the toilet. This sets off an alarm and a red flashing light outside the WC
- The flooring is terracotta tile and the taps are all lever operated
- Two sinks are available. One is 700mm high and the other is 790mm
- The toilets for visitors not requiring disabled access are located to the right of the terrace behind the Visitor Centre
- The women's WC entrance door is 810mm when fully open and the men's WC door is 830mm when fully open.

Catering

- There is a café in the Visitor Centre providing light refreshments and snacks. It is on the same level and inside the same building as the gift shop and reception area
- The café area is compact with movable tables and chairs which can be rearranged to accommodate visitors with access needs
- The chairs are 450mm in height and the tables are 700mm in height with a clear space underneath the tables of 580mm
- The café is lit by spot lights
- The flooring is lino
- Menus are on each table and specials are on a chalkboard near the counter. Staff can read out menus to visitors if it is required.

Shop(s)

- The shop can be accessed directly from the car park (gently sloping ramp) and forms part of the Visitor Centre open plan layout which includes the café and adoption information areas. The clear door openings into the shop are as follows:
- Access via the terrace: double doors to this area when wide open are both fully open 1440mm. When one door is fully open it measures 770mm
- Access via the paddock walks door: open 800mm
- Access via the main entrance from the car park: double doors both fully open 1440mm, single door fully open 700mm
- The layout of the shop is a single level floor covered in short pile hard wearing carpet tiles
- Displays are arranged around the edge walls of the shop and on island tables. Spaces between these island displays are suitable for wheelchair and pushchair access
- The display racks are made of metal grids and have several shelves as well as wooden bookshelf style stands and a small section of clothes rails with various articles of clothing on hangers displayed on them. The island displays consist of wooden dining tables and wicker baskets full of items for sale under some of them
- The only background music is from a small DAB radio in the open plan kitchen in the café
- Staff are always on hand to assist and advise visitors with their purchases and give any information on the charity's work.

Grounds and Gardens

- The main walkway between the paddocks is concrete with block paving in the stable yard area. There are some grass walkways off the main track which are only accessible at certain times of the year



Don't worry, there won't be donkeys on the paddock walkway when you visit!

- There are benches at intervals along the paddock walkway
- There is a covered shelter and a resting place halfway up the paddock walkway, which has ample room for wheelchairs
- There are hand sanitisers around the centre at approximately 1100mm in height.

Additional Information

- Visitors are made aware of where the fire assembly point is on the map provided when they arrive at the visitor centre
- Staff are trained to assist visitors if an emergency arises and Deaf Awareness training has been received by some staff

- All dogs on leads are welcome on site. Water bowls and tie points are available outside the entrance to the visitor centre and on the terrace. A dog waste bin is provided in the car park. Only assistance dogs are allowed in the shop or the café areas.
- Oxhill is a non-smoking site but there is a smoking area in the car park

Contact Information

Address (Inc postcode): Redwings Oxhill
Oxhill
CV35 0RP

Telephone: 0870 040 0033

Email: info@redwings.co.uk

Website: www.redwings.co.uk

Local Accessible Taxi: www.accessiblecountryside.org.uk/southeast/oxon/oxon_taxis.html
www.stratford.gov.uk/business/wheelchair-accessible-vehicles.cfm

Local Public Transport: www.traveline.info