

HOWLETTS ACCESS STATEMENT

Introduction

Howletts Wild Animal Park is a 90 acre adventure set in beautiful ancient parkland that is ideal for great days out with the entire family.

Howletts is located in Bekesbourne, Kent in the South East of England, just three miles south of Canterbury and is easy to find by car or by public transport.

Howletts is within approximately one and a half hours' drive of most locations in Surrey, Sussex and Essex, and is within easy reach of London

We have endeavoured to ensure that we could consistently deliver an inclusive environment i.e. the experience could be used by everyone, regardless of age, gender or disability. Throughout the development of the park we have sought ways to break down any unnecessary physical barriers and continue to listen to the needs of our customers. An integral part of the development process of Howletts addresses the needs to cater for disabled people.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01303 264 647 or email info@aspinallfoundation.org

Pre-Arrival

Howletts wild animal park is in the southeast corner of Kent and lies just off the A2 past Canterbury. It is also a short distance from Folkestone and the southern coast of England.

For a Google Map to Howletts Wild Animal Park, please click [here](#).

Travelling from Surrey and Sussex could not be simpler as your fastest route will be to join the M25 and travel to join the M26/M20 in the direction of Dover and Folkestone. Leave the M20 Motorway at Junction 7, where you will join the A249 and follow signposts to the M2, then the A2 and Dover and Folkestone. Once you pass Canterbury, the way to Howletts Wild Animal Park is clearly signposted - just follow the brown tourist signs to the park. Estimated travelling time from Junction 8 of the M25 is approximately 1 hour.

Directions from London and Essex are simple if you follow the A2 out of London or pick up at the A2 at the M25 intersection, and follow signs for Dover/Folkestone. Once you pass exit for Canterbury. The way to Howletts Wild Animal Park is clearly signposted - just follow the brown tourist signs to the park. Estimated travelling time to Howletts from Junction 2 at the M25/A2 intersection is approximately 45 minutes.

Travelling by Public Transport

Howletts wild Animal Park is a 90 minute train journey from Victoria station in London which travels directly to Bekesbourne station.

Travelling from Overseas

The park is easily reached from the Channel ports and is only a 25 minute drive from Le Shuttle terminal, or 20 minute drive from Dover and Folkestone Ports.

Souvenir park maps available at the main entrance: maps include animal information. Selected wheelchair routes available and wheelchairs available for hire. Please ring in advance to reserve.

Car Parking and Arrival

The car park is very large with parking bays on the grass and on the hard standing. Designated disabled parking is located on the hard standing. There is ample parking space sectioned off for disabled visitors and exceeds roughly 20 car parking spaces. Access to the main entrance (gatehouse) and entrance to the park is via the gatehouse located a short distance from the hard standing.

Parking is free and there is plenty of space for coach parking.

Main Entrance and Ticketing

The main entrance (gatehouse) is always staffed and is a flat surface with no ramps required for wheelchair users. Doors to the entrance open outwards manually. The doors are suitable width to allow wheelchair access and egress. The gatehouse is well lit (fluorescent tube) and tiled and is also the home of one of our gift shops. Every effort is made to ensure that visitors with accessibility restrictions can navigate freely. The gatehouse is open plan and the ticket desks are high, however all staff give priority to ensuring the comfort of visitors with disability. Concessionary rates are available to disabled.

Entry fees for carers of a person with a disability

To help our disabled visitors have a memorable experience, we admit one carer free of charge single visit entry on production of a benefit Award Letter from the Department for Work and Pensions (e.g. for Disability Living Allowance, Attendance Allowance or Incapacity Benefit) or a Blue Badge.

Concessionary tickets do not apply to children under 3 as they are entitled to free entry. However, if the child under 3 years old requires a registered carer, the registered carer will be required to purchase a concessionary rate adult day ticket.

Buildings Access

There is a slight slope into the gatehouse at the entrance to the park.

Access to the Pavilion Restaurant is via steps at the front of the building or level access via the side door.

Access to the Jurassic Mine Gift Shop is level.

Terrain

Paths in the 90 acre park are generally tarmac. The terrain is generally flat with a few gentle slopes. The path that runs past the Red River hogs does include a fairly steep hill. If you will require assistance at this point please inform a member of staff.

Walking with Lemurs: Due to the nature of this attraction being a walk through where lemurs are not in an enclosure the structure requires a special door system to contain the animals.

Wheelchair Hire

There are a limited number of wheelchairs available for the frail and infirm. Your car keys or other item of value will be securely held as a deposit for the duration of your visit. Please reserve in advance on 01227 721286 to avoid disappointment.

Facilities

Toilet facilities including disabled toilets and baby changing are located at various points around the park and marked on the park maps. Toilets are located in, and just outside of the pavilion restaurant and 200yds from the coffee house cafe.

Assistance dogs

We regret that dogs are not permitted within the park due to welfare regulations. Please make alternative arrangements for your dog before visiting. Please do not leave dogs in cars.

First aiders

A number of our staff are trained first aiders; however they are only equipped to assist with minor injuries. Please ask the nearest member of staff for first aid assistance.

Items not permitted in the park

We regret that balls, balloons, bikes, skateboards, rollerblades, scooters etc are not permitted within the park. Please leave these items in your vehicle.

Catering areas

Café: The café situated near the deer park has a ramp for access and wide doors suitable for wheelchair access.

Pavilion Restaurant: The restaurant has level access at the side of the building and has wide doors suitable for wheelchair access.

Both outlets cater for a wide range of dietary requirements from sandwiches and salads to hot meals. The restaurants are self service but staff are fully trained and will be able to assist where required.

Toilets are situated outside of the pavilion restaurant and a short walk (approximately 200 metres) from the café.

Contact details

Visitors with any questions or requiring advice on your visit can call us on 01303 264647 and we'd be delighted to help.

Address: Howletts Wild Animal Park, Bekesbourne, Nr Canterbury, Kent, CT4 5EL

Telephone: 01303 264647

Email: info@aspinallfoundation.org

Website: www.aspinallfoundation.org

Grid Reference:

Hours of Operation:

Summer 31st March - Sunday 28th October 2012: 9.30am–6.00pm (last admission 4.30pm)

Winter from Monday 29th October 2012: 9.30am–5pm (last admission 3pm)

Howletts Wild Animal Park is open every day except Christmas day.