HOWLETTS ACCESS STATEMENT

Introduction:
Howletts Wild Animal Park is a 90-acre wild animal park set in ancient parkland. Home to over 400 animals.

Highlights include the UK's largest herd of African elephants, the UK's only honey badgers, Kent's only giant anteaters and the largest collection of western lowland gorillas in the UK.

Howletts is 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.

Our aim is to deliver an inclusive environment i.e. the experience can 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 people with access requirements.

Terrain:
Most of the walking paths are generally tarmac; some have tree roots running underneath them. The park is generally flat with even pathways. There are some gentle slopes. There is one hill on a medium gradient. If you use a mobility scooter, please contact us in advance on 01227 721286 for advice and assistance. Wheelchairs are available to hire from the Gatehouse for a small deposit. These are not motorised, and we recommend calling in advance to pre book a wheelchair.

Assistance / Guide dogs:
We regret that dogs (including assistance 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.

Items not permitted in the park
Balls, balloons, bikes, skateboards, rollerblades, scooters, drones etc. are not permitted within the park. Please leave these items in your vehicle.

Hours of Operation:

Summer: 9.30am-6.00pm (last admission 4.30pm)

Winter: 9.30am-5pm (last admission 3.30pm)

Christmas Eve: 9.30am – 2pm (last admission 12.30pm)

Howletts is open every day except Christmas Day.

Local Public Transport: Stagecoach Bus Services www.stagecoachbus.com

Address:

Howletts Wild Animal Park
Bekesbourne Lane
Nr. Canterbury
Kent CT4 5EL
Telephone: 01227 721286
Email: info@aspinallfoundation.org
Website: www.aspinallfoundation.org/howletts
Contact details:

Main Office Staffed 7 days a week 9am – 5pm 01227 721286

Email contact: info@aspinallfoundation.org

Pre-Arrival

Travelling by car
Howletts wild animal park is just off the A2 past Canterbury. **USE POST CODE CT4 5EL**

From Surrey and Sussex 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 for 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 follow the A2 out of London or pick up at the A2 at the M25 intersection and follow signs for Dover/Folkestone.

Estimated travelling time to Howletts from Junction 2 at the M25/A2 intersection is approximately 45 minutes.

Travelling by Public Transport – Please be aware there is limited access via 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 a 20-minute drive from Dover and Folkestone Ports.

Car Parking and Arrival
The car park is very large with parking bays on grass and on 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 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) has 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 main retail shop.

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.

The Gatehouse has accessible toilet facilities alongside male and female toilets. Baby changing tables are available.

Tickets & Concession Prices
Concessionary tickets are available to purchase at the Gatehouse on arrival. They are discounted from the standard full price admission.

A concessionary day ticket will permit entrance for one day. 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.

A concessionary membership will permit the user entry to the park for one year from the date of purchase. Our admission policy for a concessionary membership will allow the necessary companion, or carer to purchase a concessionary membership card which can subsequently be passed to any other companion or carer on future visits throughout the year of validity of the ticket. Photo identification will not be requested on the 'carer' card; however, the carer can only gain admission to the wild animal park when accompanying the disabled person. Address or company details may be requested for the carer card.

The disabled person, companion or carer must show the following identification to qualify for concessionary rates and/or access to our carer card; 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 are not available to purchase online via our website.

Discounted day entry tickets are available to book online via our website. Discount may vary.

Annual Membership tickets are available to book online but are not discounted.

Vehicles on Walking Routes
Staff vehicles have access to walking routes around the park. The speed limit for vehicles on park is 5mph

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 Coffee House Café has a ramp and wide doors to the side and a small step to the front of the building with wide doors that open outwards.

Access to the Jurassic Mine Gift Shop has a slight step.

Howletts Main Office has steps to the front door

Terrain
Paths in the 90-acre park are generally tarmac. The terrain is predominantly flat with a few gentle slopes.

The path that runs past the Red River hogs does include a short steep hill. If you will require assistance at this point please inform a member of staff.

Walking with Lemurs: This is a walk through enclosure where lemurs are not confined. The structure has an 'air lock' door system . There are no steps to access this enclosure and there are wide doors for access.

Wheelchair Hire
There are a limited number of wheelchairs available. Your car keys or other item of value will be securely held as a deposit for the duration of your visit. Please reserve 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 in, and just outside of the pavilion restaurant and 200yds from the coffee house cafe.

First aiders
Several 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.

Catering areas

Coffee House 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 a mix of staff and self-service

Seasonal Kiosks:
There are several seasonal kiosks serving snacks, pizza, ice creams, donuts, burgers, hot & Cold drinks etc. These are only open during peak periods.

Prayer Rooms
Please call us in advance of your visit to arrange a private room.