



## Accessibility Guide

Welcome to Oakwood Theme Park.

To make sure that everyone gets the most out of their day at Oakwood, we have put together this disabled access guide. This guide provides visitors with a breakdown of ride restrictions and access points around the park.

Oakwood Theme Park will do everything possible to ensure that all our guests have a safe and pleasurable stay at our park. However, some of our rides aren't suitable for all of our guests, whether disabled or otherwise, due to height, size and certain health restrictions. This guide lists restrictions for every ride and attraction within the park.

Oakwood Theme Park therefore reserves the right to refuse admission to any ride or attraction where we feel that there is an unacceptable risk to the safety of any of our guests.

Therefore, it is advised that refusing to provide admission to any of our rides or attractions on the grounds of health and safety is not discriminatory and this is provided for in the Equality Act 2010. This view is endorsed by the HSE.

To ensure your visit is enjoyable, all our staff have been trained to deal with all our customers conscientiously and should they be worried about our guests safety they may ask for a second opinion from their supervisor or manager.

Please do not ask our staff to break any of the restrictions on the rides as they are there for your safety.

Should you have any questions or if you would like more information, please do not hesitate to contact us on 01834 815170 or call into the Park Reception during your visit.

## General Information

### Location

Oakwood Theme Park is situated 8 miles east of the county town of Haverfordwest and is 5 miles from Narberth.

SAT NAV: SA67 8DE

Ordnance Survey Reference: SN066126 GB Grid.

### Parking

There is a large car park at Oakwood for those travelling by car or minibus. For those travelling by coach please use the coach park (clearly signposted upon entry). There are a limited number of disabled parking bays in our car park located near to the entrance tills. This parking is available to disabled badge holders only. If you wish, disabled visitors can be dropped off at the bottom of the coach park and your car then returned to the main car park, you can also pick disabled visitors up from here. Please speak to the member of security at the entrance to the coach park. All parking is free of charge.

### Public Transport

Oakwood is not situated on a public bus route although both Haverfordwest and Narberth have train stations. The nearest bus stop is at Canaston Bridge, roughly 2 miles from Oakwood, though we do not advise walking between the bus stop and Oakwood as there is no footpath.

### Entrance Tills

In line with advice received from the Disability Rights Commission we offer a concession rate of £16.00 and will allow disabled visitors to bring one carer free of charge if we feel this is necessary for them to fully access our service. This is a voluntary concession and may be withdrawn at any time. Proof of disability may be required at time of entry - we accept a blue badge or a letter from an official body on headed paper. Please call us on 01834 815170 in advance to check if you are unable to obtain this proof.

The entrance tills are fully accessible by visitors in wheelchairs although the park entry train is unsuitable for wheelchair use. There is a wide pathway to the right of the entrance tills which can be used to access the park.

## Wheelchair Hire

There are a limited number of non-motorised wheelchairs available to hire from the Park Entrance tills. A £10.00 charge is required with £5.00 being refundable. To reserve a wheelchair please ask at the Park Entrance tills or phone in advance on 01834 815170. Wheelchair hire is limited and we cannot guarantee availability unless pre-booked.

## Wheelchair Access

All pathways around the park are accessible by visitors in wheelchairs although there are some hilly areas which may prove tiring.

## Toilets

Toilets with disabled access are located at the Whistleshop Shop/Restaurant complex and near The Waterfall. There is also a Mencap 'Changing Places' disabled toilet with a hoist and changing bed situated near to First Aid.

## Large Disabled Groups

We advise all large groups to pre-book entry to the park (you can still pay on the day) by calling 01834 815170. For safety reasons large groups of disabled visitors may be asked to divide their party into smaller groups when using the disabled ride access provision.

## Information

The park Reception is manned all day, every day, and is the first port of call for any queries. It is accessible by wheelchair.

## Guide Dogs

Guide dogs are allowed into the park providing they remain with a member of your party at all times. There is a free holding kennel facility available for all other dog owners. This service is available on a first-come first-serve basis and requires a refundable £5 deposit. We advise dog owners to bring a blanket or bed, bowl and water for their dog's comfort.

## First Aid

We have a designated First Aid Area with qualified First Aiders on site at all times. First Aid is located in the children's area next to Fun Zone Arcade and Circusland.

From time to time the First Aid Officer may be called out to deal with incidents around the park – if this is the case please speak to a member of staff who will be able to contact the First Aider via radio.

## Changing Rooms

The changing rooms located adjacent to 'Drenched' are only accessible via steps. Visitors in wheelchairs are welcome to use the disabled toilets as a changing area.

## Broken Bones

Visitors in casts are still able to use the majority of rides and attractions within the park providing they can sit comfortably in the ride, all restraints are fitted properly and they can hold on to the lap bar/restraint system in place. Please note that some rides have over-the-shoulder restraints and require visitors to be able to bend their elbows and knees. Visitors in casts should also be aware of the risk of chipping or knocking their cast on some of our White Knuckle rides. We also recommend that water rides are avoided as the cast may get wet.

## Telephones

There is a public telephone by the entrance tills. Please note that due to its rural location Oakwood is not served well by any mobile phone network.

## Food and Drink

Should you wish to take some time out between thrills and get back some of that much needed energy then we have a number of food and drink outlets throughout the park. If you require assistance reading any of our menus please ask a member of staff who will be happy to help. We are, unfortunately, unable to accommodate any specific dietary requirements however you are welcome to bring a picnic to the park.

### Woody's Burger Bar

Beef Burgers, Chicken Fillet Burgers, Vegetable Burgers, Hot Dogs and Chips. Accessible to visitors in wheelchairs. Seating available on picnic benches nearby or on the grassed area opposite. Inside seating area provided which is wheelchair accessible.

### Dixies Chicken Diner

Popcorn Chicken, Chicken Nuggets, Chicken Fillet Strips and Chips. Accessible to visitors in wheelchairs. Seating available on picnic benches nearby.

### Oak Tree Restaurant

This serves locally sourced food and produce. The menu includes Scampi, Steak and Ale Pie, Rack of Ribs, Pasta dishes, salads, curries and desserts.

Indoor eatery is accessible to visitors in wheelchairs. There are disabled toilets located next to The Restaurant.

### Ice Cream

Traditional Dairy Ice Cream, Soft Serve Ice Cream and a selection of Lollies. Doughnuts, Ice Blasts, Candy Floss and Popcorn.

Accessible to visitors in wheelchairs. Seating available on picnic benches nearby.

## Pit Stop

Bacon Baguettes, Hot Dogs and Chilli Dogs. Accessible to visitors in wheelchairs. Seating available on picnic benches nearby.

## Shops

Make the memories of a great day last longer by visiting our shops to see what great mementoes, gifts and ride merchandise we have on offer. Visitors in wheelchairs should be able to manoeuvre comfortably between displays in all shops, however should you experience any difficulties please notify a member of staff who will be happy to assist you.

### The Candy Store

Traditional from-the-jar sweets and sherbet. Cold drinks, sweet mixture bags. Accessible to visitors in wheelchairs.

### Vertigo

Vertigo flight photographs and merchandise. Accessible to visitors in wheelchairs.

### Megafobia Shop

Megafobia photos, ride merchandise. Accessible to visitors in wheelchairs.

### Whistlestop

A wide range of ride merchandise, gifts and mementoes. Accessible to visitors in wheelchairs.

### Photo Finish

Speed ride photographs and merchandise. Accessible to visitors in wheelchairs.

## Rides and Attractions

This guide contains information which is relevant to our guests with disabilities and it is an addition to our general ride restrictions, including height, size and loose item restrictions which applies to all our guests here at Oakwood Theme Park.

These are detailed in the Ride Information Section of this guide and we ask that all guests check this before queuing up to avoid any disappointment.

Several of our rides are unsuitable for guest with heart, neck or back conditions and expectant mothers. We also recommend that any of our guests who have recently undergone surgery or have had a recent injury do not ride some of our attractions.

Some of our attractions are unsuitable for our guests wearing plastercasts as this can cause an issue with our restraint systems and also hinder during evacuations.

On many of our rides we require our guests to be able to brace themselves in an upright position. These restrictions apply to most of our rides and are detailed in the Ride Information Section which they are applicable to.

All our rides also require our guests to keep their arms and legs inside and also to remain seated at all times.

Not all of our rides are suitable for all of our guests and each ride has a strict operating procedure that all our riders must meet. Please do not ask our ride operators to break these rules as they are in place for your safety. As a result, on some rides the ride operator may refuse admission where we feel that the safety of yourself or others may be at risk. This important policy applies to all of our guests who visit Oakwood Them Park.

Before you decide whether or not to go on our rides we strongly recommend that you watch our rides in motion before making a decision to ride or not.

## Ride Disabled Access Policy

All riders must be capable of understanding and complying with safety instructions. A maximum of three carers/family members may accompany a disabled guest up the disabled access point of a ride and sit with them.



However, other able-bodied members of the group outside of these 4 persons would be required to use the normal queuing system.

We offer a ride access pass to guests who:

- Are permanently non-ambulant
- Do not understand the concept of queuing
- Have difficulties with everyday social interaction
- Have a limited capacity to follow instruction or to understand others' emotional feelings or expressions
- May become agitated or distressed having to wait an extended period of time.
- Are in a wheelchair.

The Ride Access Pass and wristband system allow alternative access to most of the rides via entry points designed for ease. The access pass is used in conjunction with the wristband, and guests will not be able to use the rides without both being visible to the Ride Operator.

In order to pick up an access pass please make your way to Reception (located opposite the main Whistlestop Shop.) The Reception staff will attach the wristband to the guest with the easy access entitlement and also issue them with a Ride Access Pass.

The Ride Access Pass mechanic is such that once you have completed your first ride, your card will be marked with a time at which you can go on the same ride again; this process will be repeated at each of the rides. Once your card is completed you can return to Reception or any Retail Outlet for a new card. This is to ensure fairness amongst all of our guests.

Rides that are not covered by the pass may still be used freely and at any time. Access for the majority of the rides for access pass holders is via the exit - if not, there will be a signpost to direct you to the Ride Access Point.

Regardless of the type of disability, all height, age and health and safety instructions will be applied prior to loading a ride or attraction. Exceptions on the grounds of disability will not be made. Our guests' cooperation to assist in measuring a child's height is required. If the ride/attraction operator is not able to verify this, then the guest will not be allowed to use the ride/attraction.

## Individual Ride Information

### White Knuckle Rides

Ride	Height restriction	Disabled access point	Other restrictions
Drenched	1.2m minimum	Signposted from main ride entrance	You must not ride if: * you are pregnant * you have back or neck problems * you have a heart condition * you do not have full use of your arms and legs * you are unable to fasten the belt * you are unable to lower the shoulder restraints to the minimum safety position * you are unable to physically hold the overhead restraints once they are in position

Ride	Height restriction	Disabled access point	Other restrictions
Speed	1.25m minimum	Ride exit	You must not ride if: * you are pregnant * you have back or neck problems * you have a heart condition * you are unable to lower the shoulder restraints to the minimum safety

			<p>position</p> <ul style="list-style-type: none"> <li>* you are unable to physically hold the overhead restraints once they are in position</li> <li>* you are unable to walk or descend ladders unaided – this includes those in plastercast (this is due to complex evacuation procedures)</li> </ul>
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Ride	Height restriction	Disabled access point	Other restrictions
Megafobia	1.2m minimum	Ride exit	<p>You must not ride if:</p> <ul style="list-style-type: none"> <li>* you are pregnant</li> <li>* you have back or neck problems</li> <li>* you have a heart condition</li> <li>* you are unable to fasten the seatbelt</li> <li>* you are unable to lower the lap bars to the minimum safe position</li> <li>* you are unable to walk unaided – this includes those in plastercast.</li> </ul>

Ride	Height restriction	Disabled access point	Other restrictions
Bounce	1.4m minimum	Ride exit	You must not ride if: * you are pregnant * you have back or neck problems * you have a heart condition * you are unable to lower the shoulder restraints to the minimum safety position

Ride	Height restriction	Disabled access point	Other restrictions
Vertigo	1.1m minimum	Main entrance	You must not ride if: * you are pregnant * you have back or neck problems * you have a heart condition * you have epilepsy * you suffer from high blood pressure * you are unable to keep your legs straight unaided * you are unable to support your own body weight

## Family Fun Rides

Ride	Height restriction	Disabled access point	Other restrictions
Moonlanding	1.0m minimum	Access to this attraction is via a staircase and is not suitable for wheelchair users.	

Ride	Height restriction	Disabled access point	Other restrictions
Boating Lake	1.0m minimum  Children under the age of 2 are unable to go on this ride	Ride exit	* disabled guests may need assistance from a carer to board the paddle boats * each boat seats five however, the two rear seats require full use of legs in order to paddle

Ride	Height restriction	Disabled access point	Other restrictions
Pirate Ship	1.2m minimum  There is a half swing on the hour for smaller children	Ride exit	You must not ride if: * you are pregnant * have back or neck problems * have a heart condition

Ride	Height restriction	Disabled access point	Other restrictions
Snake River Falls	1.0m minimum  Small children must be accompanied by an adult	Access to this attraction is via a staircase and is not suitable for wheelchair users.	You must not ride if: * you are aged under 2 years

Ride	Height restriction	Disabled access point	Other restrictions
Waterfall	1.0m minimum	Access to this attraction is via a staircase and is not suitable for wheelchair users.	You must not ride if: * you cannot sit on the sledge unaided

Ride	Height restriction	Disabled access point	Other restrictions
Tink's Flying School	1.0m minimum  Small children must be accompanied by an adult	Ride Exit	You must not ride if: * you are aged under 2 years  Please note:  * you must be able to step or be lifted into the pod

Ride	Height restriction	Disabled access point	Other restrictions
Mini Golf			Please note: * there are some raised and stepped areas around this course

Ride	Height restriction	Disabled access point	Other restrictions
Spooky 3D	1.0m minimum  Smaller children must be accompanied by an adult.	Main entrance	You must not ride if: * you are aged under 2 years  Please note:  * strobe lighting is used throughout this ride

Ride	Height restriction	Disabled access point	Other restrictions
Bobsleigh	Small children must be accompanied by an adult.	Main entrance	You must not ride if: * you cannot sit comfortably on the sledge * you are aged under 2 years  Please note:  * guests without full use of their arms will require a carer to control the sledge * you must be 6 years

			or over to ride alone
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Ride	Height restriction	Disabled access point	Other restrictions
Treetops	Small children must be accompanied by an adult.	Ride exit	You must not ride if: * you are pregnant * have back or neck problems * have a heart condition * you are aged under 2 years

Ride	Height restriction	Disabled access point	Other restrictions
Skull Rock	Min height 1.2 m to ride alone  Small children must be accompanied by an adult.	Ride exit	You must not ride if: * you are pregnant * have back or neck problems * have a heart condition * you are aged under 2 years * you are unable to walk unaided – this includes those in plastercast.



## Children's Area

Ride	Height restriction	Disabled access point	Other restrictions
Hook's House of Havoc	1.4m maximum  Small children must be accompanied by an adult.	Entrance in Neverland	Please note: * some of the play areas require visitors to be able to climb

Ride	Height restriction	Disabled access point	Other restrictions
Journey to Neverland	Small children must be accompanied by an adult.	Entrance is by a purpose built access ramp in Neverland by the entrance to Journey	

Ride	Height restriction	Disabled access point	Other restrictions
Taxis	Small children must be accompanied by an adult.	Entrance in Neverland	Please note: * Riders must use the seats provided

Ride	Height restriction	Disabled access point	Other restrictions
Clown Coaster	Small children must be accompanied by an adult.	Ride accessed via steps however smaller children may be carried.	

Ride	Height restriction	Disabled access point	Other restrictions
Aeroplanes	Small children must be accompanied by an adult.	Main entrance	

Ride	Height restriction	Disabled access point	Other restrictions
Chase	Small children must be accompanied by an adult.	Ride Exit	

Ride	Height restriction	Disabled access point	Other restrictions
Jolly Roger	1.4m maximum  Small children must be accompanied by an adult.	Main entrance	Please note:  This ride is for our younger guests

Ride	Height restriction	Disabled access point	Other restrictions
Carousel	1.3m maximum  Small children must be accompanied by an adult.	Main entrance	Please note:  This ride is for our younger guests

Ride	Height restriction	Disabled access point	Other restrictions
Tea Cups	1.3m maximum  Small children must be accompanied by an adult.	Main entrance	Please note:  This ride is for our younger guests  Riders must be able to understand the instructions given

We hope this guide helps you to enjoy your day at Oakwood. If you have any queries or if there is anything at all we can do to help you, please do not hesitate to ask a member of staff.