



Animal Zone Access Statement

We are striving to constantly improve our services and facilities to make the Animal Zone as accessible as possible for everyone, including visitors with disabilities.

Free entry for carers

Visitors with disabilities, paying a full adult or child admittance may admit one accompanying carer free of charge.

Please bring relevant proof of entitlement such as a blue badge, or a Disability Living Allowance letter or book (issued by the DWP benefit office).

Disabled Parking

We have 3 disabled parking bays at the front of the Visitor Centre, near the main entrance.

Free Wheelchair Hire

We offer wheelchair hire, please pre-book by calling 01785 710560 between 9.30am and 4.00 pm (Mon-Sun). We recommend booking up to two weeks in advance.

Wheelchair & Scooter Access

We are currently working hard to upgrade the access provision to all of our exhibits, however please be aware that not all areas are currently accessible to wheelchairs and scooters.

Hearing Loops

Hearing loops are available in our visitor centre.

Accessible Toilet Facilities

We're pleased to offer accessible toilet facilities

Exhibit Design

Our enclosures are designed to make it easy for everyone to see the animals. For example there are glass panels at most enclosures.

Registered Assistance Dogs

If you'd like to bring your Registered Assistance Dog, please arrange this with us in advance - just call 01785 710560. Please make sure your dog is up-to-date on all his or her inoculations, on the lead and under control at all times, and that he or she doesn't foul the pathways.

Unfortunately, we can't allow Registered Assistance Dogs or puppies into any of the indoor animal buildings, or the outdoor walk-through exhibits.

Please note - If any of our animals behaviour is affected by the presence of your dog, we may have to ask you to move away from the area. This is just to make sure everyone - visitors, dogs and zoo animals alike - is safe and happy.

<http://www.southstaffs.ac.uk/animal-zone/>