

Accessibility Guide for Northumberland College Zoo

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Welcome

Welcome to Northumberland College Zoo.

Located just outside Ponteland at Kirkley Hall, Northumberland College Zoo is the training centre for the Animal Care students here at Northumberland College and open to the general public on weekends and school holidays.

Officially opened in 2011, we have over 150 different species of amazing animals for you to come and learn about.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Aquatics Area
 - Walk Of Life

- Rabbit and Cavy Barn
 - Admission Kiosk
 - Main Toilets in the AMC
- There is level access from the car park to:
 - Main Picnic Rea



Visual

- Some parts of the venue have low lighting.



General

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.

Getting here

Kirkley Hall, Ponteland
 Ponteland
 Newcastle
 NE20 0AQ



Travel by public transport

- You can take the Arriva route 777 from Morpeth to Kingston Park, stopping at Kirkley Hall seven days a week. Buses also run to Ponteland where you can get a taxi to the zoo for around £11.00 each way (NE20 0AQ).



Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The carpark is situated directly next to the admission and entrance to the zoo. The carpark is tarmac and is level.

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.



Main entrance

- The main entrance has level access.

Getting around inside

Visual Impairment - General Information

- Some parts of the venue have low lighting.

Ticket/information desk

Admission Kiosk

- There is level access from the main entrance to the desk.
- The main hatch is a window but staff have access to come to the open door next to the window to discuss your needs.

Things to See and Do

- We have a concessionary rate for disabled visitors.
- We have a complimentary ticket policy for personal assistants.

Aquatics Area

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 9800mm wide, or more. The door is 9800mm wide.
- Some display information is low, for wheelchair users.
- The main aquatic room is lit by spot lights so the room is darker and you may require time to adjust your eyes when you first enter the area.



Banded Archer Fish



Access path into Aquatics



Internal Area of the Aquatics Centre



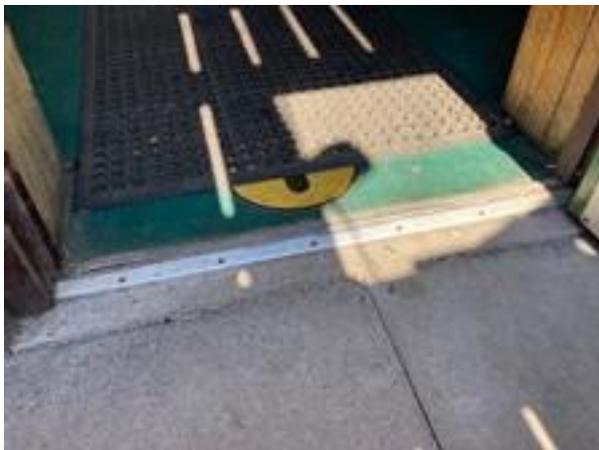
Access door into Aquatics Centre

Walk Of Life

- From the main entrance to this area, there is level access. The route is 9800mm wide, or more. The door is 9800mm wide.
- Some display information is low, for wheelchair users.
- The Walk of Life is the indoor area housing some of our primates and reptiles. some exhibits are lower down for eas of viewing



Learners viewing snakes in the Walk of Life



small raised slope into walk of Life area



Access door into Walk of Life

Rabbit and Cavy Barn

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1200mm wide or more. The door is 1200mm wide.



Main entrance to Rabbit Barn - please note chair users may require help accessing the slope or use other entrance

- Some display information is low, for wheelchair users.

Public toilet

Main Toilets in the AMC

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 9800mm wide, or more.
- The toilet door is 9800mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 600mm at the side of the toilet. There is 1000mm in front of the toilet. The toilet seat is 420mm high. The toilets have handrails.



accessibility Toilet



accessibility Toilet

 [Shop](#)

[Zoo Kiosk](#)

- The Kiosk in the main picnic area is a small hut selling food and drink and gifts



mulched area to access the kiosk



low level edging to allow access into picnic area

Getting around outside

Picnic Area

Main Picnic Rea

- From the car park to the picnic area, there is level access. There is a permanent ramp. The path is 12000mm wide, or more.
- The entrance is 12000mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- The main picnic area is an area covered in bark chipping. On either side of the area there is an area where the edging has been removed to allow ease of access into the areas. see pics



slope on the kiosk side for access



Central Path area slope access into the picnic areas

Customer care support

Accessibility equipment

- The main carpark is surrounded by grass verges which can be used to toilet your assistance dog.