



Access Statement

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Introduction

Situated in the centre of Bowness, The World of Beatrix Potter Attraction is a 3D recreation of all 23 of Beatrix's Tales. The attraction is situated on a moderate hill with a steep approach. It is based on two floors with lift access to the tearoom on the lower floor. You should allow at least 1 hour to go around the attraction. We encourage partially sighted or blind visitor to touch exhibits and touch tours are available if pre-booked in advance. A wheelchair is available for loan free of charge. You can also enjoy our shop selling a range of souvenirs. This is situated on the upper floor with step free access. Centre Assistants are on hand throughout the attraction should you require any assistance. We look forward to welcoming you. If you have any queries or require any assistance please phone 015394 88444 or email info@hop-skip-jump.com.

Pre-Arrival

For full details and maps of how to reach us please see the 'Plan your visit' section of our website. Alternatively, you can plan your journey by car or public transport, our postcode is LA23 3BX and the nearest Car Park is LA23 3BZ. The nearest railway station is Windermere, which is 1 mile away (a 20 minute walk). Taxis are available at the station. If you require an accessible taxi you can book this in advance, see contact information for details.

The nearest bus stop is 500m/546yds from our main entrance - ask the driver for the stop at Bowness Bay. All buses are accessible and can accommodate one wheelchair. The No.599 bus runs to/from the railway station, every 20mins in summertime, every 30 mins off season and every hour in winter time. You can download a full timetable from Stage Coach. The main road outside the attraction has a wide paved path.

Our brochure and guide are available in larger print on request.

Car Parking and Arrival

There are 2 DDA parking bays at the front of the attraction reserved for Blue Badge holders. Spaces must be booked at least two hours before your visit, a maximum of a 2 hour stay is permitted. All other visitors are advised to use the SLDC car park on Rayrigg Rd, which is 50m/54yds from the main entrance. The 3 onsite car park space surface is cobbled with a paved path leading to the main entrance. The car park is well lit in darkness with lighting at ground level. There is a drop off point at the main entrance. There are 3 steps leading to the main entrance with handrails on both sides, or automatic doors with no steps on a flat and even surface.

The automatic entrance door is 1200mm/47.25ins wide.

Main Entrance, Reception and Ticketing Area

The main entrance and ticket area is situated on the upper floor with step free, level access, throughout. There are some seats in this area. The floor surface is carpet tiled. The area is intermittently lit to create 'mood lighting' however there are no real 'dark spots'. The entire Box Office station is at a suitable level for DDA accessibility. The area is completely open to aid lip reading and visitors with a visual impairment. There is a hearing loop system installed at each counter.

A magnifying glass, pen and pad of paper are available at each counter. Wheelchair loan is available, free of charge, on request.

Attraction (displays, exhibits, rides etc.)

A free tour/touch tour is available to guide visitors through the attraction, however this must be booked 24hrs in advance. There are 23 interactive touchpads that refer to each one of Beatrix's tales, these are published in 6 languages:- English, French, Chinese, Japanese, Dutch and German. There are other interactive touch screen activities throughout the Attraction; all can be accessed from a sitting or standing position. Interpretation boards are all in large text, and have pictorial representation where applicable. All are at a maximum top height of 165cm.

There is a returnable laminated leaflet available which gives detailed information about the attraction (in large print). The films in the attraction all have subtitles, and are available to watch in a selection of languages. There is space to the immediate right when entering the first film for pushchairs/wheelchairs.

There is a bench in the garden and chairs in the virtual walk area. The floor surface abrasive non slip resin coating. Lighting in the attraction is varied to create different moods for each story. There is enough light to see your way around without danger.

Public Toilets

Public toilets are located on the lower floor adjacent to the Cafe. There is lift access to these from the main entrance. These toilets have a unisex accessible toilet, with a light, easy open door 900mm/35.5ins wide. There is 980mm/38.5ins transfer space to the left and front of the lower floor toilet, when facing the toilet. The toilet height is 400mm/15.7ins. There is a vertical rail and drop down horizontal rail to the left of the toilet and a horizontal rail to the right. The disabled toilet has an emergency pull

cord. The toilets are well lit with fluorescent tube overhead lighting, these switch on automatically when entering the toilets. The flooring is non-slip laminate.

Catering

The café is situated on the lower floor and has a lift or stairwell for access. The entrance doors to the café are 1200mm/47.25ins wide.

Tables in the café are well spaced apart, with a clear height from the floor of 740mm/29ins, with upright chairs without arms. Lighting is natural daylight with overhead lighting used. The flooring in the Cafe is Amtico, the surface of which is non slip and level. Where possible all our food produce is locally sourced. We also produce our vegetables and salads in our kitchen garden. We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have. You order at the counter in the cafe and your meal will be brought to you however, staff can assist on request. Large print menus are available. Specials of the day are shown on a blackboard. All staff can assist by running through menus with you. Crockery is colour contrasted with the table where possible. Public toilets and washroom are directly adjacent to the Cafe. High chairs are available to the left hand side of the door when entering the cafe.

Shop(s)

There is a shop with a range of souvenirs and books etc. which can be accessed directly from the main entrance/Box Office area and when exiting the attraction area. The door exiting the attraction into the shop is 900mm/35.5ins and the shop is level throughout. Wheelchairs can park at the side of the tills and our staff will help you with your shopping. There is ample room within the shop for a large wheelchair to manoeuvre and turn. There are tall display racks and low tables accessible from a seated position. Staff can offer assistance if required.

Garden

There is a terraced garden with a long walkway at the top which is level with the exhibition floor. This area is undercover and remains dry. A circular paved path runs off this with stairs running to the lower level. Main pathways are at least 900mm/35.5ins wide. There is a wooden bench at the end of the level walkway.

Additional Information

All of our staff receive regular training that includes disability awareness training. We have a set of evacuation procedures – should you require it someone will assist you with evacuation either out of the building or to a refuge. All our information brochures, evacuation procedures etc. are available in large print on request.

A water bowl is available at the main entrance/exit for assistance dogs.

Clear signage is used throughout the attraction.

There is an area to charge a mobility scooter and battery powered wheelchair at the welcome/ticketing desk.