Accessibility Guide - Experiences at Blair Drummond Safari Park

We're committed to making Blair Drummond as accessible and inclusive as possible for all our visitors. This guide outlines the suitability of our animal experiences and the ways in which they can be adapted, ensuring each guest feels supported and can fully enjoy their experience at their own pace.

Booking process

- If you require additional support, please contact us for guidance **before** booking your experience. Support and required adaptations could include (but are not limited to):
  - Physical access, mobility, balance and stamina
  - Sensory environment (e.g. noise levels, strong smells)
  - Vision and environmental awareness
  - Hearing and communication
  - Cognitive, information processing and emotional regulation
  - Anxiety
  - Medical needs and hidden conditions
- When booking your experience online, please ensure all additional support needs are provided in the relevant section. This ensures our team has advance notice and can prepare for and tailor your experience accordingly.
- Our education team may reach out to you in advance to chat through your experience and the adaptations available.
- Without prior notice of additional support needs, we may not be able to accommodate your experience on the day.

Applicable to all experiences

We understand that some guests may require a higher level of support or feel anxious about socialising with others. To ensure you can enjoy your experience in a way that feels comfortable, we may limit the number of spaces available. This personalised approach is offered on a case-by-case basis.

To provide a welcoming and comfortable visit, all our experiences are:

- **Adaptable** – Our skilled education team adjust the level and pace of content within the parameters of the experience times, ensuring a relaxed environment. Where appropriate, activities are adjusted for individual needs.
- **Clearly structured** – A health and safety briefing at the start of the experience will explain logistics and check for any additional questions. Example schedules are shared in advance, with any changes discussed on arrival. Experiences are carefully designed for both visitor and animal welfare.
- **Personalised** – Each experience is unique. We will take the time to understand and prioritise your personal needs, while ensuring animal welfare standards are never compromised. You can expect a calm environment for you to feel comfortable to ask any questions. Guidance on suitable clothing is provided in advance so you can dress appropriately for temperature and conditions.

Specific adaptations made for experiences

Meerkat Experience

Age

This experience is suitable for: adults aged 16+ and children aged 8+, accompanied by an adult.

Wheelchair users:

- We **can accommodate** wheelchair users in this experience.
- Prior notice is required **before** booking to block out an available date and allow staff time to prepare the animal enclosure safely.
- Experience can host a **maximum of 1 wheelchair user** per booking.
- Carers can accompany us for assistance (participants to provide details of support requirements on booking).

Mobility (walking aids / walking short distances / require regular seating):

- We **can accommodate** individuals with mobility needs in this experience.
- Participants can use logs and concrete seating in enclosure for resting points. An additional chair can be placed in the enclosure on request.
- Mobility aids can be brought into the enclosure, with guests remaining on the concrete section if the deep sandy environment negatively impacts mobility.
- Carers can accompany us for assistance (participants to provide details of support requirements on booking).

Other adaptations / Important information:

- Public experience: doors to the meerkat house are locked to prevent general visitors entering, they will however be able to view through the windows. Bookings are available in the week or outside of school holidays for a quieter experience.
- Sensory preferences: Live mealworms may be offered to meerkats as part of the feeding experience. Gloves are provided and participants can let staff know in advance if they feel uncomfortable so we can provide alternative options
- More information on facilities can be found at the: AccessAble Guide to the meerkat house

Giraffe Experience

Age

This experience is suitable for: adults aged 16+ and children aged 8+, accompanied by an adult.

Wheelchair users:

- We **can accommodate** wheelchair users in this experience. However, there is some uneven ground in the behind-the-scenes area which can sometimes be challenging.
- Prior notice is required **before** booking to block out an available date and allow staff time to prepare the area safely.
- Experience can host a **maximum of 1 wheelchair user** per booking.
- Creation of enrichment for giraffes takes place in the lower (ground level) section of the giraffe house.
- We recommend that carers accompany participants who require assistance. Please provide details of any support requirements when booking.

Mobility (walking aids / walking short distances / require regular seating):

- We **can accommodate** individuals with mobility needs in this experience.
- Mobility aids can be brought into the enclosure. Seating can be provided where required. However, the area can become muddy which may cause walking aids to become stuck occasionally.
- Steps lead up to a platform at the top of the giraffe house. Creation of enrichment for giraffes can take place in the lower (ground level) section.
- Carers can accompany us for assistance (participants to provide details of support requirements on booking).

Other adaptations / Important information:

- Behind the scenes experience: Experience takes place in the giraffe house and outdoor paddock, meaning no crowds form during the experience, this also reduces any excessive noise. Bookings are available in the week or outside of school holidays for a quieter experience.

- Sensory preferences: Willow branches with a range of lengths or cabbage leaves are offered. You may come into contact with giraffe saliva when feeding. We can provide gloves to mitigate this.

- Logistics: This experience takes place both indoors in the (heated) giraffe house and outdoors. We advise wearing layers and checking weather forecasts in advance, to dress appropriately for likely conditions. This is a working area with care needed to move around equipment and browse.
- More information on facilities can be found at the: AccessAble Guide to the Giraffes

Penguin experience

Age

This experience is suitable for: adults aged 16+ and children aged 10+ accompanied by an adult.

Wheelchair users and mobility needs:

- Due to slippery, uneven surfaces and animal welfare, wheelchairs and mobility aids are **not permitted inside** the penguin enclosure.
- Mobility aids may be accommodated outside of the enclosure for a feeding experience. Please contact us **before** booking to discuss options and the best time of year.
- Carers can accompany us for assistance (participants to provide details of support requirements on booking).

Other adaptations / Important information:

- Public experience: This experience takes place either within or on the other side of the penguin enclosure. This is a public viewing area which can be busier during school holidays. Bookings are available in the week or outside of school holidays for a quieter experience.
- Sensory preferences: Penguins are fed fish which can have a strong smell. Gloves are provided when feeding. Noise reducing headphones are also available.
- Logistics: This experience takes place fully outdoors in the penguin enclosure. We advise checking weather forecasts in advance so you can dress appropriately for likely conditions. You will be required to change into and wear wellies for the experience. We have a selection for loan, or you are welcome to bring your own.
- More information on facilities can be found at the: AccessAble Guide to the Penguins

Bird of Prey Experience

Age

This experience is suitable for: adults aged 16+.

Wheelchair users:

- We **can accommodate** wheelchair users in this experience.
- Prior notice is required **before** booking.
- Carers can accompany us for assistance (participants to provide details of support requirements on booking).

Mobility (walking aids / walking short distances / require regular seating):

- We **can accommodate** individuals with mobility needs in this experience.
- Mobility aids can be brought into the Bird of Prey Amphitheatre.
- Seating is provided. Standing for the flying section typically takes between 5-10 minutes.
- Carers can accompany us for assistance (participants to provide details of support requirements on booking).

Other adaptations / Important information:

- Public Experience: This experience is part of our 2pm Bird of Prey demonstration. Bookings are available in the week or outside of school holidays for a quieter experience. Noise reducing headphones are also available.
- Sensory preferences: Falconry gloves are provided and are primarily designed to be worn on the left hand. A range of sizes are available. Keepers can support participants with birds landing. Typically, pieces of raw chicken are fed to the birds as part of the experience.
- Logistics: This experience takes place fully outdoors in the Bird of Prey Amphitheatre. We advise checking weather forecasts in advance in order to dress appropriately for likely conditions.
- More information on facilities can be found in the: AccessAble Guide to Birds of Prey

Breakfast with the Lions Experience

Age

This experience is suitable for: adults aged 16+ and children aged 10+, accompanied by an adult.

Wheelchair users:

- We **can accommodate** wheelchair users in this experience.
- Prior notice is required **before** booking to allow staff time to prepare the area safely.
- Carers can accompany us for assistance but there is a fee of £45 to cover the cost of food (participants to provide details of support requirements on booking).

Mobility (walking aids / walking short distances / require regular seating):

- We **can accommodate** individuals with mobility needs in this experience.
- Mobility aids can be brought into the Lion House, and seating can be provided for breaks.
- Carers can accompany us for assistance but there is a fee of £45 to cover the cost of food (participants to provide details of support requirements on booking).

Other adaptations / Important information:

- Behind the Scenes Experience: Experience takes place fully behind the scenes meaning no crowds form during the experience.
- Sensory preferences: Gloves are provided for tong feeding of meat. Sudden loud noises or movements from the lions may be experienced. Guests are welcome to step outside or take a break at any point, but the lions' vocalisations can be very loud and may occur without warning. Noise reducing headphones are available.
- Information processing: Participants must be able to comprehend and follow verbal instructions independently.
- Logistics: There is a set start and end time which cannot be adjusted, but guests are welcome to take their time and will be supported within these time parameters.

Keeper for the Day

Age

This experience is suitable for: adults aged 16+ only

Other adaptations / Important information:

- This is a full day experience with multiple and diverse animal sections included.
- This experience is **not suitable** for wheelchair users. Alternative wheelchair accessible options include our Giraffe, Meerkat and Bird of Prey experiences.
- We may be able to accommodate other additional support needs; however, this is done on a case-by-case basis. Please contact us **before** booking to discuss your needs and the options available.

Lunch in the Lions' Den Experience

Age

This experience is suitable for: adults aged 16+ and children aged 5+, accompanied by an adult.

Wheelchair users:

- We **can accommodate** wheelchair users in this experience.
- Prior notice is required **before** booking to allow staff time to prepare the area safely.
- Carers can accompany us for assistance but there is a fee of £45 to cover the cost of food (participants to provide details of support requirements on booking).

Mobility (walking aids / walking short distances / require regular seating):

- We **can accommodate** individuals with mobility needs in this experience.
- Mobility aids can be brought into the VIP room.
- Carers can accompany us for assistance but there is a fee of £45 to cover the cost of food (participants to provide details of support requirements on booking).

Other adaptations / Important information:

- Behind the Scenes Experience: Experience takes place fully behind the scenes meaning no crowds form during the experience, this also reduces any excessive noise.
- Sensory preferences: Sudden movement from lions may be experienced; guests are welcome to step outside or take a break at any point.
- Logistics: There is a set start and end time which cannot be adjusted, but guests are welcome to take their time and will be supported within these time parameters.