

RZSS EDINBURGH ZOO ACCESS STATEMENT



INTRODUCTION:

Edinburgh Zoo is located 3 miles west of Edinburgh's city centre and is set over 82 acres of parkland on the side of Corstorphine Hill. It is adjacent to the Holiday Inn Hotel on Corstorphine Road.

We are a member of the Visitor Attraction Quality Assurance Scheme and currently hold a 4* Visit Scotland Award. Edinburgh Zoo seeks to provide equal opportunities for all visitors and we are working hard to ensure that our visitor facilities are accessible to everyone.



The Zoo is situated on the side of Corstorphine Hill and some areas of the park on a steep incline.

The majority of the paths around the Zoo can be accessed by wheelchair. Due to the hilly nature of our location, some routes involve steps or steep slopes which are unsuitable for wheelchair users. A copy of our accessibility map is available at the admissions desk in the main entrance or can be

downloaded from our website – edinburghzoo.org.uk. It is also available on our App which is free and can be downloaded on the Google Play Store for Android or the App Store for Apple

devices. The name of the app is "Edinburgh Zoo" and it is provided by the Royal Zoological Society of Scotland.

For wheelchair users or visitors with mobility difficulties, we offer a dedicated and free mobility vehicle service to allow easier access to certain areas of the Zoo. The vehicle is available every day of the year from opening to closing times. If you wish to request the use of the vehicle, please speak to a member of staff on arrival to make arrangements.

A limited number of manual wheelchairs are available for free hire from the main entrance. A £10.00 deposit is required, which is fully refundable on return of the wheelchair to point of collection. These are available on a first come first served basis.

Fully trained and accredited assistance dogs, who are assisting a visitor, are permitted to enter the Zoo. Please bring relevant proof of accreditation as this may be asked for on arrival. If you wish to bring an assistance dog into the park, please inform a member of our admissions team when you arrive.

- All registered assistance dogs must be up-to-date with all inoculations
- Dogs must be kept on a lead at all times and under strict control
- Dogs must not be allowed to defecate anywhere in the zoo grounds and any incidents should be cleared away by their owners

Unfortunately, we are unable to allow assistance dogs into any indoor or walkthrough exhibits, or certain outdoor areas. Further information is available on arrival or by contacting us on the number below.

If the behaviour of our animals is affected by the presence of your dog, please move away from the area. We apologise for any inconvenience this may cause, however, this is to ensure the safety of our animals, visitors and your dog.

We look forward to welcoming you. If you have any queries or require any assistance, please phone **0131 314 0326** or email info@rzss.org.uk

PRE-ARRIVAL

The nearest main railway station is Haymarket, which is approximately 2.5 miles from the Zoo. Lothian Buses operate services 12, 26, 31 and Airlink 100 which frequently serve Haymarket station and Edinburgh Zoo with a journey time of approximately 15 minutes. Lothian Buses service 31 also serves Waverley train station, which is also located in Edinburgh's city centre. Taxis are available at both stations.

There is a taxi rank available on the main road, outside the main entrance. If an accessible taxi is not available please contact a member of reception staff who will be happy to telephone a local service on your behalf.



Buses from the city centre stop on the westbound carriageway, across from the Zoo. Next to the bus stop is a pedestrian crossing which leads directly to the main entrance. Eastbound, the nearest bus stop is on the same side of the road as the Zoo, just past the main entrance. When accessing the Zoo from this bus stop you will need to cross the entrance road to our car park. The kerb is lowered on this road, but please take care when crossing. Buses run approximately every 10-15 minutes to and

from the city centre, 7 days a week and All Lothian Buses are now low-floor and fully accessible for wheelchairs and foldable buggies.

The streets in the surrounding area are paved and in relatively good condition.

PRE-ARRIVAL

Our car park is located just off Corstorphine Road, between the main entrance and the Holiday Inn hotel and is manned by a car parking attendant. If you are using Satellite Navigation, please use postcode: **EH12 6TS**

There are 500 chargeable parking spaces available and payment is taken on arrival. In addition, there are 10 free parking spaces available for Blue Badge holders.



No dogs or other animals are allowed to be left in vehicles or otherwise unattended.

During the peak season, it is common for our car park to become full. If this is the case, our car park attendants will do their best to advise on local parking. Early arrival is recommended to avoid disappointment.

The car park is tarmac and is on a slope. The main entrance is approximately 100m downhill from the Blue Badge parking spaces. It is accessible via a paved path next to the entrance of the car park.

MAIN ENTRANCE, RECEPTION AND TICKETING AREA:

Before entering the admissions area, it may be necessary to queue depending on how busy it is. There will be two queues with pre-booked tickets on the left and on the day tickets queuing to the right hand side.

The main entrance is accessible via large glass automatic sliding doors with dimensions 221cm x 206cm. The floor of this area is level throughout with no steps and seating is available alongside the information desk.



There is a low counter area desk for wheelchair users and manual wheelchairs are available for free hire from the main entrance. A £10.00 deposit is required, which is fully refundable on return of the wheelchair to point of collection. These are available on a first come first served basis.

We have small number of lockers available for hire each day on a first come first serve basis in our Main Entrance. There are two types of lockers available; our red lockers are suitable for small bags and personal items, and our grey lockers can store small to medium sized pieces of luggage. The dimensions are as follows;

Locker	Height (cm)	Width (cm)	Depth (cm)
Red	41	41	45
Grey	80	45	40

To use these lockers there is a non-refundable charge of £2 for a red locker and £4 for a grey locker. If you would like to use this service please speak to a member of staff at the admissions area and they will assist you.

Visitors with disabilities, or those who require special assistance, are offered free admission for one accompanying carer when they pay the full adult/child price. Please bring relevant proof of entitlement such as a blue badge, 'plus one' travel card or letter from Disability Living Allowance as this will be asked for on arrival.

When purchasing tickets, the admissions staff will be able to let you know of any specific information regarding the day's events. An accessibility map highlighting accessible routes throughout the park is available from the ticket desks and all of the staff will be happy to help with any enquiries.

For wheelchair users or visitors with mobility difficulties, we offer a dedicated and free mobility vehicle service to allow easier access to certain areas of the Zoo. The vehicle is available every day of the year from opening to closing times. If you wish to request the use of the vehicle, please speak to a member of staff on arrival.



The Mobility vehicle is fully accessible for wheelchairs with a ramp and winch for loading wheelchairs. Alongside the wheelchair space there are 3 spaces for passengers. The vehicle is available to drop you off at specific areas of the park but please be aware that it is a service for all visitors and there may be a waiting time during peak periods. The maximum dimensions for wheelchairs to access the vehicle are;

Height	1380mm
Length	1643mm
Width	820mm
Weight	225kg

The doors to exit reception have dimensions 221cm x 206cm. When exiting the reception entering the Zoo there are steps to access the main body of the park however there is a signposted accessible route to the left of the stairs. This route also takes you to the pick-up and drop off point for the mobility vehicle.

ATTRACTION

Set over 82 acres of sloping parkland, RZSS Edinburgh Zoo is home to over 1,000 rare and endangered animals. There are many enclosures, walkthroughs and pathways on the site and most of these are accessible via wheelchair, please see the accessibility map for more information regarding accessible routes.

The park is on a steep gradient and there are some areas that are gravel paths or grassy areas that may present difficulties for those with mobility issues. There are benches situated around the park to stop and rest or admire the view.

There are interpretation boards around the site at the animal enclosures, these contain factual information alongside illustrations. They are in prominent positions around the park but if you should need any further information please ask a member of staff.

There are several play areas around the Zoo, designed to allow children to have fun in a safe environment. Please ensure that children are supervised at all times.

We also have a daily talks programme on offer which runs during the peak visiting hours and takes in a variety of our animals, this includes animal feeds and a keeper talk giving more information about the animals. Most of these talks take place with a handheld speaker system but if you have any difficulties or concerns about accessibility please speak to a member of staff.

PUBLIC TOILETS

Location	Single toilet/block	Door width (cm)	Cubicle door width (cm)	Cubicle Size (cm)
Magic Forest	Single	82	N/A	295x200
Budongo	Single	90	N/A	210x150
Members' Gate (F)	Block	86	88	175x150
Members' Gate (M)	Block	86	92	190x150
Grasslands (F)	Block	84	82	270x175
Grasslands (M)	Block	87	85	180x175
Reception	Single	88	N/A	350x175

We have toilet facilities in multiple locations in the park, please see the Park Map for routes on accessing these. We have accessible toilets at Park Reception, Budongo Trail, The Magic Forest, Member's gate and Grasslands Restaurant. They are all fitted with ramps or level entry, support railings and low level sinks, below is a table of the dimensions of each of the above facilities.

CATERING



The Zoo has three indoor catering outlets and several kiosks offering a wide range of hot and cold food, snacks and drinks. Look out for our special kiosks dotted around the Zoo. All of our kiosks are open subject to weather conditions and visitor numbers.

Penguins Café, Grasslands Restaurant and Jungle Food Court are all fully accessible and all of the food served is marked with the ingredients. If you have any concerns or questions regarding special dietary requirements, then please see a catering assistant who will be more than happy to help.

SHOP & EXIT

To exit the park, you will go through our gift shop. It is accessible via the same route that you took to enter the park. The doors to enter the shop have clearance of 221cm x 206cm. It is all based on one level and has large spaces between fixtures for access via wheelchair or pushchair. Most of the stock is around 90cm from the floor and should you need any assistance a staff member is always on hand who would be happy to assist.