



# Accessibility and Concessions Policy

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## Policy Statement

At Durrell, we welcome everyone to enjoy time at Jersey Zoo connecting to wildlife and learning about conservation.

We aim to create an experience that is accessible for people of all needs and abilities. To help us achieve this we work with local people and specialist organisations to learn how we can improve and make positive changes to ensure every visitor has a wonderful experience.

From January 2021 any visitor with a disability will be required to purchase the relevant adult, child or concession admission ticket. Jersey Zoo then provides the option to admit an essential carer FREE of charge.

### **This policy is in place to:**

- Establish consistent messaging and communication across entry to Jersey Zoo for visitors and members.
- Ensure fair and considerate measures are taken to enable carers to access the site to support individuals with a disability.
- Aligning membership policy with admissions policy for people with disabilities to access Jersey Zoo.

### **What is classed as a concession?**

Concession means Senior Citizen, Student or registered disabled – valid proof is required. Senior Citizen means a person aged from 65 years old. Student means a person who is in full time education.

### **What is classed as a disability?**

Disability means a physical or mental impairment that has a substantial and long-term negative effect on a person's ability to do normal daily activities within the meaning of the Equality Act 2010.

Under the law, disability is a long-term impairment which can affect a person's ability to participate or engage in activities such as:

- Work
- Eating out
- Shopping
- Staying in a hotel or any other area of life covered by the law

An impairment may be physical, mental, intellectual or sensory. Employers and service providers should think broadly about a range of impairments, such as:

- mobility impairments, including stick users and wheelchair users
- visual impairments
- hearing impairments
- limited dexterity, e.g., arthritis
- mental health
- learning difficulties
- autism

To qualify as 'long-term', the impairment must last, or be expected to last, for six months or more (or for the rest of the individual's life).

## Who is classed as a carer?

Carer means a person who accompanies a disabled person for the purpose of providing them necessary support and assistance with accessibility to the Zoo. A maximum of one carer is permitted to enter Jersey Zoo free of charge when accompanying someone with additional needs unless arranged in advance with the Admissions team.

## Determining Eligibility

Verification could be in the form of a blue badge, a letter from a recognised authority such as Doctor, Health and Social Services, Jersey registered Charity or a Nimbus Card, DID or Access Card, Avanchi Card (Liberty Bus).

These options must be supported by photo ID.

Once verification has been received, of carer will be able to access Jersey Zoo FREE of charge with the visitor with disability.

## Accessibility

Most areas of the site are accessible by motorised scooter, wheelchair, pushchair or stroller via pathways. Motorised scooters (£18) wheelchairs (£6) single strollers (£10) and double strollers (£14) are available to hire from our Admissions team at the entrance of the Zoo. These facilities can be booked in advance by contacting our Admissions team on **+44 (0) 1534 860 000** or by sending an e-mail to **Visitor.Centre@durrell.org**

## Blue Badges

If you plan to show your blue badge at the entrance, the blue badge will need to be taken back to your car afterwards to authenticate your parking in a disabled parking bay (please note that limited Disabled car parking spaces are available).

## For Visitors with Assistance Dogs

Dogs are not currently permitted on site at Jersey Zoo, except for assistance dogs under specific conditions, adhering to the following rules:

- Dogs must be wearing a harness and never left unattended
- Your dog must remain calm and quiet, away from enclosure fronts where possible.
- Our animals and dogs can react to each other. If you notice any behavioural changes of concern, please move on to another exhibit.
- Dogs are not permitted in any of our walkthrough areas which includes Jewels of the Forest, Cloud Forest, Lemur Pontoon, Butterfly Kaleidoscope, Tortoise Tunnel and Kirindy Aviary.
- Some of our animals are free-ranging within the zoo - please keep your dog under control and away from these.
- our dog must be fit and healthy when visiting the zoo, and not show any signs of ill health (including diarrhoea and vomiting) in the last 24 hours. They must have been resident in Jersey or the UK for the last 6 months and have received all annual vaccinations and anthelmintic treatments.
- You must clean up after your dog.

## Accessible Toilets

Accessible toilets are located:

- The Firefly Cafe in the Visitor Centre
- Accessible toilet behind the Gerald Durrell statue between the Visitor Centre and Cloud Forest
- The Dodo Cafe in the centre of Jersey Zoo
- Accessible toilet outside the Butterfly Kaleidoscope

If you have any queries regarding our new policy, please contact our Admissions or Supporter care teams.

## Notes

Concession means Senior Citizen, Student, or registered disabled. Valid proof is required.

- Senior Citizen means a person aged from 65 years old.
- Student means a person who is in full time education, this could be Jersey, UK or International. A valid Student ID Card that is in date must be validated each year to gain entry or register a membership.
- Disability means a physical or mental impairment that has a substantial and long-term negative effect on a person's ability to do normal daily activities within the meaning of the Equality Act 2010.
- Carer means a person who accompanies a Disabled person for the purpose of providing them necessary support and assistance with accessibility to the Zoo. A maximum of one carer is permitted to enter free of charge when accompanying someone with additional needs, unless prearranged in advance.