

Accessibility at The Milky Way

Here at The Milky Way, we genuinely strive to offer a day out that is welcoming and enjoyable for all, regardless of ability. This guide is designed to give you a realistic picture of the facilities and attractions at The Milky Way and their accessibility. In general, the site itself is very wheelchair friendly, being all on one level and we also provide ample seating throughout the park, both inside and outside.

In recent years we have undertaken significant work to ensure that a visit to The Milky Way is an accessible, fun and safe experience for all of our guests, regardless of their particular needs. We did originate as a working dairy farm, and some areas are more accessible than others, but we're constantly striving to improve, and welcome your feedback.

We are committed to continuing the work on making our attraction wheelchair friendly and inclusive, and would welcome your comments and feedback so that we can continue to further improve. Our staff are genuinely happy to help with any specific requests that would make your day more enjoyable - please just ask!

Hopefully the information below, together with the general guidelines and restrictions given on the site map available on arrival and signage throughout the site, will enable you to assess your own abilities and make an informed decision about which attractions you are able and would like to use but if we can do anything to help, please do let us know.

If you require any further advice on ride access and restrictions or facilities for guests with disabilities please contact us or ask when you arrive at the entrance. Our staff are fully trained and always on hand to offer assistance where required.

If this guide doesn't answer specific questions in advance of your visit, please do email us or give us a call - we would love to help!

Overview

The Milky Way is very easily accessed by wheelchairs and the vast majority of the flooring and access paths throughout the inside and outside of the site are relatively level tarmac or concrete. Walls, floors and doors are painted in contrasting colours wherever possible. Doors throughout the majority of the site have low level handles or operate automatically.

Please see the information below for more information on access to individual areas.

Address & Contact details

The Milky Way Adventure Park, Higher Clovelly, North Devon, EX39 5RY

Email: info@themilkyway.co.uk

Phone: 01237 431255

Signage

Signs around the site are in large, clear print with high colour contrast.

Discounted entry

We are pleased to offer discounted entry for disabled guests plus discounted entry for one carer per disabled guest (excluding Christmas event days). Please select the Disabled / Carer ticket option within Standard tickets. We ask that you present documentary proof of your disability on arrival.

Failure to show proof of your disability will result in an additional charge to enter the park.

- Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months).
- A current and valid Blue Badge or Orange Badge.
- Letter from GP or consultant (dated within the last 12 months) confirming the need for a full time carer.

Queuing

Guests with disabilities who are unable to use the normal queue lines should make themselves known at the entrance to the park and will be given a priority access pass, which should be shown to our ride operators.

Free wheelchair and scooter loan

We have one mobility scooter and a number of wheelchairs which are available free of charge to our guests on a first come first served basis. You are welcome to contact us the day before your visit or on the morning of your visit and we would be happy to reserve one for you. Phone us or email us. We are happy to recharge mobility scooters and battery powered wheelchairs for you while you're here as long as you can supply the charger – just enquire at reception.

Dogs

Please do read our dog policy on our website <https://www.themilkyway.co.uk/dog-policy>

Smoking

There is an outside smoking area near the putting green.

Emergency evacuation procedures

We have emergency evacuation procedures in place.

Our staff are trained to assist visitors with accessibility requirements.

Awareness and first aid support

Most of our staff have received disability awareness training. We also have staff trained in first aid on site. If first aid is required please notify a member of staff.

Travel

Public transport

You can get to The Milky Way by bus from Monday to Saturday, though there are currently no buses to or from the Milky Way on Sundays or Bank Holidays.

The 319 Barnstaple, Bideford, Abbotsham, Clovelly & Hartland Bus drops and picks up visitors at The Milky Way entrance. Please visit their website to view local bus timetables

<https://www.stagecoachbus.com/timetables> and their information on bus accessibility

<https://www.stagecoachbus.com/accessibility-statement>

Number 6 Taxis (01237 666666) and Rayner's Taxi (07718 482803) have wheelchair accessible vehicles.

On-site parking

We have a car park with 12 accessible parking spaces available free to disabled badge holders. It is located to the left-hand side of the main entrance, alongside the parking area for coaches. This is less than 20 metres from the main entrance.

Find it: from the driveway that leads to The Milky Way, ignore the main car park to your left and travel over the crossing in front of the main entry doors. The accessible car parking area is to your immediate right.

Park Entrance

From accessible parking to main entrance

From the accessible parking bays there is level access across concrete then a slight tarmac slope up to automatic sliding double doors 1600mm wide.

Main entrance

The main reception corridor is 1600mm or wider. It is tarmac with a small upward slope. Go through manual double doors that open to 1600mm.

Main Reception area

Low pile carpeted floor. The route to a choice of reception desks is 970mm or wider, and marked out with low space separators that can be easily moved to further widen the space. Manual double doors 1500mm or wider to indoor picnic area and on to rides and attractions.

Shop

There is level access from the main entrance to the shop and throughout.

Facilities

Accessible Toilets

There are two accessible toilets on site. All guests will receive a site map on arrival which shows their location.

From the main entrance the nearest accessible public toilet is approximately 50m away, with level access along a route that is 1200mm wide or more.

The toilet door is 900mm wide.

There is 1200mm in front of the toilet and 630mm at the side of the toilet. The toilet seat is 500mm high. The toilet has handrails. The direction of transfer is to the right.

There is a basin with a lever tap. There is an emergency pull cord.

Little Stars Toilet

From the main Little Stars entrance the accessible toilet is all on one level.

Enter via two successive manual doors, both 850mm wide.

The direction of transfer is to the left.

There is 1200mm at the side of the toilet and 900mm in front. The toilet seat is 500mm high. The toilet has handrails. There is an emergency pull cord.

There is a basin with a lever tap, and a baby changing table.

Food and drink

We offer varied menus in the Starlight Restaurant and Planet Play Cafe and keep careful records of all our ingredients and so if you would like to check the contents of any of the items on our menus, please just ask a member of staff and they will be happy to help.

The Cosmic Café (within Little Stars)

Push button release for door which then needs to be pulled to access - this is for the security of our young guests. Fully accessible to seating and cafe area. The restaurant is counter service, with food served to tables after ordering. Chairs and tables are movable.

From the main entrance to the dining area, there is level access. There are no steps to get to a table.

Starlight Cafe

From the main entrance to the dining area, there is level access. There are no steps to get to a table.

The restaurant is counter service, with food served to tables after ordering. Chairs and tables are movable.

There is no background music or loud noise nearby.

Planet Play

From the corridor into and throughout Planet Play, there is level access. There are no steps to get to a table.

The cafe is a take away counter service, food can be served to tables after ordering.

Chairs and tables are movable.

There is background music and the sound of children playing nearby.

Picnic Areas

There are several picnic areas around site both indoor and out. All tables have space for wheelchair users. You can bring your own food to the picnic area.

At least two picnic areas have level access from the main entrance over concrete (with some low gradient slopes) via doors 1600mm or wider. The outside picnic areas are located near the Jumping Pillows, outside Planet Play and next to the two rollercoasters. There are also two indoor areas, just off the main entrance and next to the exit to The Bird of Prey Centre.

Rides, activities and attractions

Ride restrictions and guidelines are clearly displayed at the entrance to the rides, and it is the responsibility of every guest to read and adhere to these. Access information is given below.

As well as taking note of the ride restrictions, we strongly suggest that you watch our rides in motion before deciding whether to ride. Please be aware that in certain situations, for example during power cuts or in extreme weather conditions, it may be necessary to evacuate guests from the rides and possibly even from their highest point.

To ride the Cosmic Typhoon, The Caterpillar, Gravity Rider, Ziggy's Blast Quest and Dodgems, guests will need the ability to brace themselves in an upright position. All rides require guests to keep their arms and legs inside the ride carriages and remain seated at all times.

Guests with disabilities who are unable to use the normal queue lines should make themselves known at the entrance to the park and will be given a priority access pass, which should be shown to our ride operators.

Cosmic Typhoon

Ramp (900mm wide) to get on and steps at exit. Guests must be able to walk unaided up the access ramps to ride.

Cosmic Caterpillar

Steps (900mm wide) and gates (850mm wide) to get on and off. Visitors in wheelchairs can access the ride but will need assistance to get up the steps, which we are happy to provide on request.

Ziggy's Blast Quest

Level access through two successive doors 850mm wide. Guests must be able to walk unaided to the ride and into the cyber scooter to ride.

Dodgems

Ramp (1100mm wide) with one step to get on and the same to get off. This step can be removed to provide easier access for wheelchair users.

Train

Fully accessible. There is an accessible carriage with door (520mm wide) and ramp that is especially suitable for wheelchair users.

Maze

Concrete pathway edged with hedges. Paths are width 1000mm or more throughout.

Pottery painting, Penalty Shoot-out and Laser Guns

All areas are fully accessible. With pottery, the tables and chairs on the outside of the area having plenty of room around them and staff are always happy to move tables and chairs as needed for visitors to access the inner area too.

Bird of Prey Centre

Accessed via a manual sliding door (1900mm) then 30m of tarmac path, with a moderate slope in places. This tarmac continues around the centre. The art display area within is accessed via a manual door (670mm). Staff are very happy to assist with access to this area – please just ask.

Mini Golf

Accessed through the same route as Bird of Prey Centre, or from Planet Play. This is a level grassed area, only open from Easter to October.

Outdoor Play Area

Jumping Jupiters and Gravity Rider are both accessed through manual double doors (1900mm) then down a moderate tarmac slope.

Jumping Jupiters

Small pillow accessed by Astroturf pathway from tarmac path, large pillow accessed over grass. The small pillow is for those aged under 5 with accompanying adult.

Gravity Rider

Accessed from outdoor play area by Astroturf pathway to viewing area, also covered by Astroturf. From here, visitors need to cross non-slip rubber matting to access the steep 30ft slope up to the Gravity Rider launch platform.

Indoor Play Areas

Indoor Arena

Level access and fully accessible to wheelchairs. Low lighting during some shows.

Planet Play

All on one entry level. Stairs to drop slides.

Bouncing Balloon Room & Fantasy Farm

Entry via a small slope and under an archway 1350mm wide and 1200mm high at its apex. Low (500mm) barriers separate each area.

Sci-Fi Exhibition

Enter through manual door 800mm then wide level access throughout.

Little Stars

Push button release for door which then needs to be pulled to access - this is for the security of our young guests.

The soft play frame itself has low level (400mm) barriers which have to be stepped over to access and there are padded stairways to reach the upper levels. A sensory room (designed for babies and young children) is available to older visitors with learning disabilities on request - please contact us to arrange.

BALPPA Statement on Public Safety for Disabled People

Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, certain rides and attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides should we feel there is a danger to a particular individual or individuals for whatever reason. We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety.

Guide last updated: April 2019