

**Wye Valley Visitor Centre**  
**Symonds Yat West, Ross-on-Wye, HR9 6DA**  
**Access Statement**

**Introduction**

The Jubilee Park in Symonds Yat West is a great place for families and friends to be together, and fantastic fun for reunions and coach trips.

**The main attractions are:**

- **Wye Valley Butterfly Zoo;**
- **aMazing Hedge Puzzle;**
- **Wye Valley Miniature Golf**
- **Wye Valley Warfare LASER OPS.**

*Wye Valley Butterfly Zoo has held the title Midlands Best Small Attraction, and the aMazing Hedge Puzzle has won awards since it was created over 30 years ago.*

**Other facilities include:**

- **The Tearoom Café (seating for café users only);**
- **Rose's Picnic Refuge (eat your own food inside);**
- **Two outdoor picnic areas (one shaded, one sunny);**
- **Symonds Yat Garden Centre;**
- **A Country Promenade to a riverside church.**

All this is on level ground with accessible facilities.

Save money with our concession rate and joint tickets. Constant one-to-one companions (e.g. needed to push a wheelchair or translate to sign-language) are admitted free (up to one per person) to assist with evacuation and must remain with their charge at all times while in attraction enclosures.

## Pre-Arrival

- Phone/fax: 01600 890360
- Email: [havefun@mazes.co.uk](mailto:havefun@mazes.co.uk) or [seeus@butterflyzoo.co.uk](mailto:seeus@butterflyzoo.co.uk)
- Websites: [www.mazes.co.uk](http://www.mazes.co.uk) and [www.butterflyzoo.co.uk](http://www.butterflyzoo.co.uk)
- Public transport: Nearest bus stop is Whitchurch, 100m away
- Bus Services: Any bus between Monmouth and Ross-on-Wye
- Postcode for routing and satnav: HR9 6DA
- RADAR-key accessible toilets: next to accessible parking and cafe on-site
- Working Guide Dogs are welcome in all areas except the Butterfly Zoo and Laser Ops enclosures (Secretary of State's Guidelines for Modern Zoo Practice, hygiene).
- Severe visual impairment limits appreciation of the Butterfly Zoo and Laser Ops for some people.
- Pets are not allowed in any attraction enclosures or the café. Dogs suffer in cars – RSPCA advice is not to take dogs on day-trips.

*Ingestion of some butterfly species or plants in the Butterfly Zoo, aggression with clubs and balls for Miniature Golf, or a fall from the platform in the Maze can result in critical injury. Carers should consider constant one-to-one attendance of (and whether the venue is appropriate for) any individual unable to exercise restraint in respect of:*

- *Compulsively placing things in their mouths;*
- *Extreme emotional lability or self-harm;*

- *Impulsive physical lability or violence;*
- *Inappropriate behaviour in a public place.*

*The venue cannot guarantee to meet the health and safety needs of any individual who needs a higher level of constant attendance than one-to-one.*

## **Arrival & Car Parking Facilities**

- Tarmac parking for 5 coaches + disabled coach drop-off by cafe;
- 76 car spaces on tarmac with 11 for family with child and 9 designated for disabled;
- Voucher issued by parking paypoints is refundable against admission on the same day;
- No barriers or speed bumps;
- Dropped kerbs and rear access to vehicles available;
- Paths widths to attractions 175-300cm and level -
- surfaces are concrete slab and paviour, hoggin, cellular paviour, tarmac;
- Distances to Reception entrances from disabled bays 15-60 metres.

## **Main Entrance & Reception**

- aMazing Hedge Puzzle reception sells all admission tickets, access via small exterior ramp
- OR
- Butterfly Zoo reception sells all admission tickets, interior ramp;
- Wye Valley Butterfly Zoo & Miniature Golf open from 10 am;
- aMazing Hedge Puzzle open from 11 am;
- No entry after 5 pm (3pm in winter), closing 45 minutes later;
- Prices displayed outside Reception entrances;

- All facilities on ground floor

### **Public Areas - General (Internal)**

- Not available

### **Public Areas - WC**

- Toilets are adjacent to aMazing Hedge Puzzle reception;
- The unisex baby-change and accessible WC is next to accessible parking - grab-rails, seat, tile floor, door is single-leaf, taps are lever, lock is RADAR.

### **Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe**

- Tearoom Cafe is independently operated, next to accessible WC and parking, with one low step at entrance – ramp assistance available (seasonal availability);
- Indoor Picnic Refuge has exterior ramp for wheelchairs (concrete with handrail), and facilities for vending snacks, and hot and cold drinks (all year availability). Surface is hard, stain-resistant and waterproof.

### **Laundry**

- Not available

### **Shop**

- Puzzle Shop is located at aMazing Hedge Puzzle reception - see above;
- Wildlife Shop is located at Butterfly Zoo reception - see above
- Garden Centre - independently operated

### **Treatment room/s**

- Not available

### **Leisure Facilities**

- Not available

### **Outdoor Facilities**

- Picnic Areas have grass or concrete slab surfaces
- Bridge for "pooh-sticks"
- Country Promenade to Riverside Church: surface is level tarmac, distance to Church 200 metres (off-site) along a single-track lane.

### **Conference & Meeting Rooms, Banqueting, Clubs, Entertainment**

- Not available

### **Bedrooms**

- Not available

### **Bathroom, Shower-room & WC [en suite or shared]**

- Not available

### **Self-Catering Kitchen**

- Not available

### **Caravans, Holiday Homes & Twin Units**

- Not available

### **Touring Facilities (Holiday Parks)**

- Not available

### **Boats - Narrow Boat, Cruiser & Hotel Boat**

- Not available

### **Attractions (Displays, exhibits, rides etc.)**

- **Wye Valley Butterfly Zoo entry** - access via reception, by ticket only
- **aMazing Hedge Puzzle entry** - access via reception and guide, by ticket only.
- **Wye Valley Miniature Golf entry** - equipment from Butterfly Zoo reception, access limited to players and Attendants Admitted Free of Charge by ticket only.
- **Wye Valley Warfare Laser Ops** – equipment and access via reception at Event Trailer with Directing Staff, by ticket only.
- Seating is available inside all attraction enclosures.
  
- **Wye Valley Butterfly Zoo (enclosures):**
  - path widths 75-175 cm (floor-gauge in reception),
  - surfaces are ribbed wood and steel, tile, concrete, or cellular paviour;
  - reception issues magnifiers, carry-round information and netted hats for lepidopterophobes;
  - large illustrated interpretive displays at several levels.

#### **aMazing Hedge Puzzle (enclosure):**

- enclosure path widths 80-300 cm (alternate route

available),

- surfaces are concrete paviour and hoggin;
  - Wide paths in maze mitigate claustrophobia;
- Hedge Puzzle viewing platform accessed by stairs -
- 16 steps, 1 metre wide, handrails both sides;
  - Museum of Mazes exhibits include tactile and audio

### **Wye Valley Miniature Golf (enclosure):**

- green and path widths 80-200 cm with two 5 cm steps
- surfaces are artificial turf, concrete and cellular paviments;
- Golf-ball lifting and scoring aids, short and soft putters available

### **Wye Valley Warfare Laser Ops (enclosure):**

- level natural meadow and wooded terrain
- Rough grass (10 cm cut) and woodland understorey;
- Taggers can be programmed for positive discrimination

## **Grounds and Gardens**

- Terrain is level throughout, grass surfaces may be uneven;
- Paths are hoggin, concrete slab or paviour or cellular paviour.
- There is running water adjacent to the footbridge.

## **Additional Information**

- Up to one responsible adult Attendant Admitted Free of Charge for assistance of and constant attendance to a specific individual in an attraction or activity enclosure (e.g. to push a wheelchair, direct fire for a visually impaired Laser Tag Player, or to escort a person with diminished responsibility).
- Guide Dogs are prohibited from the Laser Ops and Butterfly Zoo enclosure but welcome in all other areas when

working.

- A Dog Dip is next to the footbridge.

### **Contact Information**

- Address:

Wye Valley Visitor Centre,  
Symonds Yat West,  
ROSS-ON-WYE,  
Herefordshire  
HR9 6DA

- Telephone: 01600 890360
- Fax: 01600 890360 (call first)
  
- Email:  
havefun@mazes.co.uk *OR* seeus@butterflyzoo.co.uk
- Website: mazes.co.uk *OR* butterflyzoo.co.uk
  
- Grid reference: SO 553 174; Postcode: HR9 6DA
- Hours of operation: 10 am to 6 pm
- Emergency number: 01600 890360
- Local carers: Not available
- Local equipment hire companies: Not available
- Local public transport numbers: Not available
- Local accessible taxi numbers: Not available

### **Future Plans**

- None

**We welcome your feedback to help us continuously improve. If you have any comments please phone 01600**



890360 or email [seeus@butterflyzoo.co.uk](mailto:seeus@butterflyzoo.co.uk) or [havefun@mazes.co.uk](mailto:havefun@mazes.co.uk) .

Last updated: 24<sup>th</sup> January 2017