



# **LAPPA VALLEY ACCESSIBILITY & INCLUSIVITY** **GUIDE**

## **Our Accessibility & Inclusivity Promise**

We are committed to inclusivity and work hard to provide a friendly, accessible environment for all our visitors and the widest possible access to our trains, walks, buildings and events.

### **We promise to:**

- Place access and inclusivity at the heart of what we do.
- Do everything we can to remove barriers to participation.
- Work with individuals and organisations that can help us to be more accessible and inclusive.
- Positively encourage feedback on how we can improve.
- Invest in access and inclusivity facilities, equipment, and processes.
- Regularly measure and monitor our progress.
- Display this in all team members areas to remind the team to deliver against our promise.



## **Contact**

If you have any questions or suggestions about our inclusivity and accessibility, please email [info@lappavalley.co.uk](mailto:info@lappavalley.co.uk) or call 01872 510317.

## **Getting Here and Parking**

### **By Car - FREE PARKING**

Follow the brown signs from the A3075 via the Cubert crossroad for main road access. We are also signposted from the A30 and A3058. Please note this takes you via narrow Cornish lanes.

### **By Bus**

The 85 bus runs between Truro and Newquay and stops in St Newlyn East.

Please see below links for more details:

<https://www.gocornwallbus.co.uk/services/TFCN/85>

### **By Coach**

Access for coaches is via the A3075; follow the brown signs from the Cubert crossroads.



## **By Bicycle**

We are located just a few minutes off the St Piran Way (National Cycle Route).

## **Parking**

We offer ten reserved disabled parking spaces in the car park located close to the paved path to the Ticket Office and railway. Please note it is a gravelled carpark and therefore uneven. Parking is free.

If you require assistance, please speak to a member of the team who would be more than happy to help.

## **Ticket Office**

Our friendly team at the Ticket Office are happy to help advise you on the best routes available to suit your needs to make the most of your visit.

## **Disabled Visitor and Carer Ticket Prices\***

We are pleased to offer a reduced rate for our disabled visitors.

## **Day Ticket**

Disabled visitor £12.00

One Carer Free with each paying Disabled Visitor

Additional Carers £12.00 each



## **Annual Pass**

Disabled Visitor £53.00

One Carer Free with each paying Disabled Visitor

Additional Carers £53.00 each

*\*Prices correct at 17<sup>th</sup> July 2024*

## **Dogs**

Dogs are very welcome at Lappa Valley, however, they must be on a lead at all times and we make a charge of £1.00 per dog. They are welcome on the railways, pedalo boats and the numerous nature walks available. Fresh water is provided outside the Ticket Office, on the platform at East Wheal Rose and outside Cafés and dog waste disposal bags are also available upon request.

Assistance dogs receive free entry.

## **Assistance Animals**

Assistance animals are welcome at Lappa Valley, but they must be on a lead or harnessed at all times. Assistance animals can accompany their owner as far as practical,



but for safety reasons, they may not be able to ride on the smaller Woodland Railway.

## **First Aid**

A large number of staff are holders of a First Aid qualification. If in the event that first aid is required, please find a member of staff who should they not be able to personally assist you, will be able to summon a first aider.

## **Getting Around the Park**

There are a number of paths and trails at Lappa Valley. The path from the platform to The Engine Shed is solid surfacing which is suitable for wheelchairs and pushchairs. Some routes are more accessible than others. Please contact [info@lappavalley.co.uk](mailto:info@lappavalley.co.uk) if you would like to discuss which of the paths may be most suitable to your needs.

The Engine Shed is accessible to all with a lift and stairs to get to the first floor where the party room is located.

**Woodland Walk** – approx. 800 metres.

This is an uneven path unsuitable for wheelchair users and pushchairs.



**Musical Hillside Walk** – approx. 300 metres.

This is an uneven path which is mostly accessible for wheelchair users and is accessible for most pushchairs. We have sensory musical instruments which can be enjoyed by all.

### **Wheelchairs / Electric Mobility Scooters**

We have three conventional wheelchairs, and two electric mobility scooters available to borrow, free of charge. These need to be booked in advance by phoning 01872 510317 or emailing [info@lappavalley.co.uk](mailto:info@lappavalley.co.uk)

If you are bringing your own wheelchair / mobility scooter please note that the maximum size we can fit into the main train carriage is: **130 cm high x 120 cm long (front to back) x 70 cm wide.**

*Please note that electric mobility scooters will need to be lifted onto the pushchair wagon. Members of the team will be happy to assist with this however should the weight of the mobility scooter exceed a safe lift limit, we will offer to substitute one of our own wheelchairs for your use during your visit whilst in the park.*

The train that takes you from the car park to the leisure



park has specially adapted (ramped) compartments suitable for wheelchairs and the team are happy to assist with access. Please note that the two other miniature trains are too small to accommodate wheelchairs.

A lot of the paths are stone gravel; they are accessible by wheelchairs but are a little bumpy. The platforms and café area are paved so is the main toilet block. The path to the Engine Shed café and soft play is tarmacadamed and is our most accessible path for all push chairs/ wheelchairs.

## **Toilet Facilities and Baby Changing**

Disabled facilities are provided at the Ticket Office and main toilet block at East Wheel Rose. Our most accessible toilet facilities are available in the Engine Shed with a state-of-the-art Changing Places facility as well as two accessible toilets (one of which on the first floor, accessible via lift).

Should visitors wish to use the Changing Places facility, the key can be obtained from the café counter staff.

We offer unisex baby changing facilities at our Ticket Office and in the main toilet block at the leisure park within the disabled toilet and an additional baby changing



point in the ladies toilet. The Engine Shed has unisex toilet rooms which are equipped with Baby Changing points and nappy disposal bins.

## **Food and Drink**

*The Engine Shed* – Is a fully accessible café situated in the heart of the leisure park and accessed from a hard surfaced path. There are plenty of indoor tables and tables on the lakeside decking which will all accommodate wheelchairs and feature free moving furniture.

We sell a range of foods to suit specific dietary requirements including gluten free, vegan, vegetarian and dairy free. Water is available to be purchased from all our retail and catering outlets in tins. If you have any questions, please do ask a member of the team who will be happy to assist you.

*The Crib Hut* sells a range of snack foods and drinks on a takeaway basis as well as delicious Kelly's scoop ice cream. The Crib Hut has double doors and will accommodate a wheelchair. Outside is a hard-floored undercover picnic area as well a selection of outdoor seating.





## **Wi-Fi and Mobile Phone Coverage**

Mobile reception across the site varies between providers. Due to the location of the Ticket Office, it is highly unlikely that there will be any mobile phone reception.

Emergency calls can be made from the Ticket Office and Gift Shop.

Unfortunately, there is no Wi-Fi currently available at Lappa Valley and mobile signal can be limited depending on your location within the park.

## **Feedback**

If you have any comments or feedback on your visit or how we could improve for future visits please email [info@lappavalley.co.uk](mailto:info@lappavalley.co.uk) we would love to hear from you.