



## Accessibility Statement

At The Milky Way, we genuinely want everyone to enjoy a safe and welcoming day out, whatever their needs.

This guide is here to give you a clear and realistic overview of our facilities, rides and accessibility so you can plan your visit with confidence. We've invested heavily in making the site more inclusive and we're committed to continuing that work – feedback is always appreciated.

Our staff are genuinely happy to help with any specific requests that would make your day easier or more enjoyable – please just ask. If you'd like extra information, assistance on the day, or to arrange a pre-visit, we'd love to hear from you.

### Address & contact

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

Email: [info@themilkyway.co.uk](mailto:info@themilkyway.co.uk)

Phone: 01237 431255

## Pricing

### Cut Short Promise

We know that sometimes, despite best efforts, a disabled guest or child in your group may become overwhelmed, upset or dysregulated, and you might have to leave sooner than planned. If you need to end your visit within 2 hours of arrival for this reason, just speak to our friendly entrance team *before you leave*. They'll issue a no-quibble free return voucher for your group, valid for another visit within one month.

*This promise is here to support families who genuinely need it, so we kindly ask that it's used fairly. Max one return visit per paid entry.*

### Standard Carer Ticket

We're pleased to offer a discount on standard entry prices for one carer per disabled guest. Please just select the Standard Carer ticket on our booking page and present documentary proof of disability on arrival – we're happy to accept DLA, PIP dated within the last 24 months or a Nimbus Access Card.

### Essential Companion Tickets for Care Professionals

If you're a paid care professional accompanying a disabled guest as their essential companion, please contact us in advance of your visit at [info@themilkyway.co.uk](mailto:info@themilkyway.co.uk), using an email address

registered to your care agency or organisation. We will then contact you to organise your free entry.

PLEASE NOTE: Essential Companion tickets for care professionals are only available to paid employed carers and not to family members or guardians.

### **Essential Companion Tickets for Special Consideration Cases (Trial)**

Our standard pricing already includes discounted Carer Tickets and we believe, for the vast majority of families, this is a fair adjustment, but we recognise that some guests may still face genuine barriers to entry. To help address this, we're trialling a Special Consideration Essential Companion scheme, where requests for free entry will be reviewed individually. This will help us learn more about our guests' needs and continue to improve accessibility. We appreciate your patience and honesty as we trial this approach.

Please click here for full details:

[Special Consideration Essential Companions](#)

## **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.

### **Queuing & Priority Passes**

Due to the design of the park and the choice of attractions on offer we rarely experience really long queues, however if anyone in your group has an issue once at the park please speak to a member of our entrance team who will be happy to provide a priority pass. This pass can be shown at the exit of each ride to our ride operators, who will pop you on the next available ride. Please note that these passes cannot be used to continuously ride – you will need to wait between rides for approx. the same time as those in the normal queue.

### **Sensory Borrow Bags**

We understand that individuals living with autism and sensory processing disorders (SEN) may face unique challenges during their visit. That's why we are excited to introduce our latest initiative: Sensory Borrow Bags. Designed to assist individuals with autism and sensory processing disorders, our Sensory Borrow Bags are available for loan from the front desk on arrival. The bags includes ear defenders, fidget toys and a priority pass.

### **Signage**

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

### **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. Please contact us and we would be happy to reserve one for you.

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.

### **Food and Drink**

We offer varied menus in our Starlight Restaurant including Vegan, Gluten Free, Dairy Free and Egg Free – please just ask at the counter. In all Cafes we keep careful records of all our ingredients, so if you would like to check the contents of any of the items on our menus, please just ask a member of staff they will be happy to help.

### **Emergency evacuation procedures**

We have emergency evacuation procedures in place covering all guests - as the site is on one level with emergency lighting throughout, evacuation of disabled guests is straightforward and staff are trained to assist visitors if needed. In addition to an audible evacuation alarm, flashing beacons are provided in the disabled toilets and anywhere with high noise levels. Staff are present in almost all areas of the site at all times and are trained to check unmanned areas in case of emergency evacuation.

### **First Aid Support**

We have staff trained in first aid on site at all times. Our first aid room is also available on request for any disabled adults requiring changing facilities.

### **Dogs**

Dogs on leads are welcome throughout the park except in the bird of prey centre, bird of prey shows and indoor play areas. An exception is made in the indoor play area for customers with guide dogs. Water bowls are provided for dogs around the site.

### **Smoking**

There is an outside smoking shed near the putting green which is accessible via a wide flat tarmac path.

### **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. Click [here](#) to view local bus timetables and [here](#) to view details on bus accessibility.

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 within.

### **Facilities**

#### **Accessible Toilets**

There are three accessible toilets and all guests will receive a site map on arrival which shows their location.

#### **Disabled toilet and Family Room near sci fi memorabilia**

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 emergency pull cord.

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

## Places to Eat

### **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.

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

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

### **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.

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 on request, after ordering.

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. This pass can be shown at the exit of each ride to our ride operators, who will pop you on the next available ride.

### **Cosmic Typhoon**

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

### **Cosmic Caterpillar**

Steps (900mm wide) and gates (850mm wide) to get on and off. Guests must be able to walk unaided up the steps to the ride.

### **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 in order 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. Please let us know if you need the lights to be stopped from flashing, or music turned down.

### **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 1000mm wide or more throughout.

### **Accessible Mini Golf**

Our fully accessible 9-hole mini golf course has been designed to allow easy access through the course / around obstacles for those with mobility issues or in wheelchairs – although there are slopes and small changes in level that will need to be negotiated.

### **Bird of Prey Centre**

Accessed via a manual sliding door (900mm) then 30m of tarmac path at least 2.65m wide, 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.

### **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 Arena**

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

### **Planet Play**

All on one entry level. Stairs to drop slides.

### **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.

### **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**

Enter through manual door 800mm then wide level access throughout. Level access and fully accessible to wheelchairs.

### **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.

In our Sensory Room babies and toddlers can spend some special one-to-one time exploring lights, colours and textures. Exclusively for under 3's accompanied by an adult, it features mesmerising light displays, UV reactive toys, a sensory smell panel and tactile toys guaranteed to captivate.

## **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.