



Telephone: 01524 791200
Email: info@oldhollyfarm.com
Web: www.oldhollyfarm.com
Facebook & Twitter: [@oldhollyfarm](https://www.facebook.com/oldhollyfarm)

Access Statement

This access statement is intended to provide additional information for all our visitors. Recognition has been given to include visitors with an impairment, which could include mobility, sight, hearing, learning disabilities or any other hidden impairment. We aim to confidently ensure that all our visitors have comfortable and suitable facilities, that all requests are dealt with efficiently and that our visitors feel welcome throughout their time with us.

We request that anyone wishing to make an enquiry, or book their arrival in advance, please inform us of any special needs or disabilities that they may have in order for us to meet any personal requirements.

Pre-arrival:

If you would like to be greeted on arrival, you can contact us by telephone or email (our contact details are above)

Lancaster Train station is approx 20 minutes away by taxi.

Preston Train station is approx 30 minutes away by taxi.

There is a bus stop located on the A6, a 5 minute walk from our site. Please contact Traveline on 0871 200 22 33 for more information, or visit www.traveline-northwest.co.uk

There are many local taxi firms we can book on your behalf if required.

Our web site and leaflet have details on where to find us.

Arrival and car parking facilities:

There are approx 70 parking spaces

There are 5 allocated to disabled parking nearest the entrance to the farm entrance. These are not line marked on the ground.

The car park surface is half paved and half stone-chip. The disabled parking spaces and additional spaces nearest the entrance is a paved area.

There is disabled access into our farm shop, café and rest room facilities. The children's soft play is accessible by a gradual incline (ramped path).

Main Entrance:

Our main entrance leads directly to the Farm Shop.

Door width 86cm.

No induction loop currently fitted.

No lowered service desk for wheelchair access.

Clip board available as an alternative.

Courtyard Café:

Moveable seats throughout.

Waiter service is available on request.

Table clearance height 62cm, various width tables from 62cm – 66cm.

Door width 109cm (from shop into Courtyard café).

Door width 82cm (from Courtyard café to animal courtyard).

Menus in large print available on request.

Well lit and airy tea room.

Public areas – WC Courtyard Cafe:

Public washroom located within the Courtyard Café has disabled access and a disabled washroom with fitted alarm.

Door width 82cm. Disabled door width 86cm. Sink height 72cm.

Animal Courtyard (inc handwash facilities):

Open outside area.

The area around the outside of the courtyard is paved, and on a small incline. The central area is stone-chip.

Outside seating area available – these tables are not suitable for wheelchair access. A suitable table can be provided on request.

Animal pens are well lit, with easy viewing.

Access to some pens required, door width 76cm, 96cm and 116cm depending on pen.

Minimal rise on entrance to animal pens.

All animals (except the donkeys) can be seen from the courtyard without entering the pen.

Please ask one of our team for assistance if you would like help seeing any of our animals.

There are 3 handwash stations around the animal courtyard.

- There are 2 sinks located opposite the Farm Shop, at a height of 78cm and 56cm.
- There are 2 sinks located within the petting area, at a height of 60cm and 46cm.
- There are 2 sinks located next to the pig-sty, entrance to this area is 72cm wide, with a minimal rise. Sink heights at 79cm and 45cm.

Animal Paddocks:

Open outside area.

They are located just off the car park, near the main entrance.

The paths are made from limestone dust and are suitable for wheelchair use.

The entrance width is 156cm, and is closed by an open swing gate, which can be opened fully both ways. There is a slight descent at the entrance to the paddocks.

The paths are at least 162cm wide.

The paddocks are fenced by 1m tall wooden fencing, which have 3 strips, allowing visibility into the field. There are 7 paddocks in total.

Dairy Viewing Gallery:

At this time the dairy viewing gallery is not wheelchair accessible as it is located up a large steel staircase. If you would like to see the cows being milked please speak to a member of the team to discuss. We milk our cows at 4.30pm daily.

Children's Indoor Playbarn:

The nature of our building means it is impossible to make the access to our upper floor café and toilet. However, we are committed to providing a high quality of service to our customers but our building does impose some constraints. We have extended the indoor soft play to increase the ground floor space and add a washroom facility, including disabled toilet (see below).

Door width 82cm. Inside the main door is an entrance area, with a service counter, which is not lowered. There is a gate restricting access in and out of the soft play, which is controlled by the Old Holly team. Gate width 82cm. This leads to a large reception area and service counter.

We have tables on the lower ground area of the soft play that are accessible to all. Table height 55.5cm, and smallest width 47cm.

WC Playbarn:

A ground floor washroom located within the soft play has disabled access and a disabled washroom with fitted alarm.

Door width 78cm. Disabled door width 80cm. Sink height 73cm. With fitted alarm. There is also a hand-washing area, with 2 sinks, height 49cm and 77cm.

There is a unisex toilet located on the mezz level, accessible via the stairs.

Classroom / Party room:

Used for school visits, meetings and children's parties only.

Door width 79cm, can be opened to 109cm wide.

Disabled toilet located within the classroom.

Door width 86cm. Sink height 72cm. No fitted alarm.

Allergies / Dietary requirements

All our food is prepared on-site in our kitchen.

We can cater for dietary / allergy requirements on request.

We use nuts in some of our cakes and tray bakes, and therefore cannot guarantee all food has been prepared in a nut free area.

We have a detailed ALLERGY FILE detailing all our products which is available on request.

As entrance to our open farm is free (exc. December) please be aware that Picnics are not allowed on site and you will be asked to leave.

General information:

Telephone numbers available for local hospitals.

First Aiders on site.

Risk assessment available on request.

All customers are advised to wash their hands after contact with any of our farm animals, before eating and before going home.

The fire alarm is a continuous bell and flashing red lights. Staff will advise you of our emergency procedures if required.

Disability Discrimination Access Statement

People who are blind or partially sighted:

Assisted dogs are welcome in the premises.
The facility does not provide blankets, bowls, and dog baskets.
Staff are requested to assist guests by stating what food and drinks are available.
Large print menus are available on request.

People who are deaf or hard of hearing:

There will be writing materials available at all times for help with communications.
Our staff members are not able at this time to converse in sign language.
We do not have a hearing loop installed at this time.

General comments:

There are approx 70 parking spaces
There are 5 allocated to disabled parking nearest the entrance to the farm entrance.
The public bathroom is suitable for wheel chair access.
Please advise the team if you have any specific dietary requirements, either before or on arrival.
There is a notice on our web site and in our farm shop that states that we are not fully accessible and have limited facilities.
All staff are instructed that it is unlawful not to serve or discriminate against disabled persons.
Staff are trained to act in a helpful and thoughtful manner. Staff will serve customers at their table if they cannot get to the counter to order. We help all our customers by taking drinks / food to their table.
Our staff are trained to give any assistance necessary to enable deaf and hard of hearing to order food and drink. Writing pads are available for writing down orders and staff will help where possible to assist with serving all customers.