



Access Statement

Your welfare is our concern and we are here if you require us to help you enjoy your day.

Introduction

Farmer Palmers Farm Park offers a high quality “hands on” fun and learning experience for all ages and abilities

- Birthday Party rooms to seat an additional 100
- Deer Safari (certain times of the year)
- Gift Shop – focusing on traditional toys and target age group
- Face-painting
- Farm tractor and trailer ride
- Hen House Restaurant to seat 120
- Indoor heated soft play area
- Large variety of animals to hold, feed, touch and cuddle – animal timetable every half hour and large outside animal enclosures area
- Little Farmer’s Fun Barn (undercover) indoor farmyard play area
- Maize maze in August
- Milking Demo Theatre
- Outdoor adventure sand play area
- Pedal go kart track
- Picnic tables outside to seat 100
- Pig racing
- Pony rides
- Splash Zone sand and water play
- Straw Mountain undercover barn with slides & tunnels
- Under-cover ride-on tractors, ball pit and bouncy castle
- Wendy house area
- Woodland walk

Our team are dedicated, smiley, friendly, welcoming, knowledgeable and motivated and ensure that each visitor is treated as someone special to go home with memories to treasure for many years to come. We have team members who are Welcome Host & Welcome All trained.

Pre-Arrival

- A clearly worded leaflet is available describing the main facilities, attractions, directions, opening times and prices. The leaflet includes our contact numbers, email and web site addresses. The leaflet is widely distributed to other tourist venues, hotels, guest houses, caravan parks, supermarkets and Tourist Information Centres
- Special newsletters are also produced covering
 - Restaurant
 - Birthday Parties
 - Events
 - Up to date information about the park
- All the above information can be found on our website www.farmerpalmers.co.uk
- The Park is accessible by car. We are located on the main Poole - Dorchester Road A35 approximately 5 miles west of Poole close to the village of Lytchett Minster.
The Park is clearly signed with brown tourist signs
- For satellite navigation systems, our post code is BH16 6EU (please look for our sign in Organford)
- The Park is also accessible by bus. [Wilts & Dorset](#) number 40 Poole/Swanage. Service is hourly. The bus stop is located opposite our entrance, approximately 3-minute walk from road to shop.
- The nearest railway station is in Poole or Wareham with the bus station located within approximately 5 minutes' walk.
- Accessible Taxi services are in Poole (5 miles)

Arrival & Car Parking Facilities

- Car Parking is free and there is disabled parking, on tarmac, for 5 cars.

Opening Times & Prices 2018 **CLICK** [LINK](#)

Please enquire prior to arrival. Special rates are only available if pre-booked

- There is no admission charge for using the Gift Shop
- The main car park has facilities for approximately 100 cars on gravel plus a further 5 designated accessible spaces next to the entrance. The main car park can be lit in winter.
- An overflow car park is used during peak times and has spaces for a further 100 or so cars on grass with gravel drive around.
- Vehicles can be parked to allow rear access and there are no dropped kerbs
- Access to the main entrance is on gravel. Large directional signs are located within the car parking areas

Online Facilities – Web <https://farmerpalmers.co.uk>

- We have online booking available for annual passes.
- We have website and will have online birthday booking system in 2016

Main Entrance & Reception

- There are no steps and access is by double doors allowing easy wheelchair access
- The Park is open every day - except during our winter closedown – Dec to Feb. See the date.
- The opening hours for the Park are as follows: -

Public Areas - General

- All internal areas are located on the ground floor with no steps to negotiate allowing easy wheelchair access

- Access to all areas is by concrete/gravel paths with wide aisles
- Gravel paths lead into the Cow bouncy castle and go kart areas and then onto mown grass.
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- Seating is available in
 - Hen House Restaurant
 - Under cover play barn
 - Under cover soft play barn
 - Milking demo area
 - Numerous benches and picnic benches are available through the site

Public Areas - WC

- There are two WC areas in the Hen House Restaurant
- There are two accessible toilets with wide doorways and support bars
- Three baby changing facilities are in their own room & an addition one within one accessible toilet in the Hen House Restaurant
- Anti-bacterial hand-washing facilities are in all toilets, in the area outside the Hen House Restaurant opposite the Animal Barn

Hen House Restaurant

- The eating areas are located centrally on the site. There are no steps to negotiate to either area
- The furniture is all moveable and is of sturdy metal and wood construction.
- Food in the Hen House Restaurant is self service with an order facility at busy times which can be collected with a table talker system
- Food in the Hen House Restaurant is all freshly prepared and cooked on the premises
- We use local suppliers where possible and meat from a local butcher
- There are 20 high chairs
- We endeavour to cater for visitors with special dietary requirements

- Full Allergy List available and “Ask a team member” approach to help you.
- *Birthday party visitors must ensure we are aware of any special requirements prior to ordering your food*
- There are separate picnic areas with ample seating both outdoor and indoor (subject to some restrictions at busy times)

4 Birthday Party Rooms

- Ramp to double doors with safety fire mechanism.
- Open double doorways for easy access
- Rear Fire Door with ramp.

Gift Shop

- Part of the visitor journey, designed so that visitors pass through on the way out but can be accessed via the car park for passing trade.
- All items are clearly priced with different sizes on show
- Many items are at low level so that children can “get hands on”
- We are happy to aid and staff are trained to assist accessible visitors

Outdoor Facilities

- Sand play area, Wendy houses, pedal tractors (part undercover), pedal go karts, cow bouncy castle, animal pens, deer safari & tractor rides, woodland walk and maize maze in summer.
- All play equipment has safety surfacing where required and is maintained to the current European Standard
- Access is by a level concrete/tarmac, then gravel and mown grass to further areas

Indoor Play Facilities and Little Farmers Fun Barn

- All areas have easy access on concrete/tarmac, wide doorways and aisles designed for the width of both wheel chair and push chair accessibility.
- Some elements within the soft play zone are on the ground floor but not suitable for wheel chairs. Other elements on the 1st floor is more challenging and require climbing/crawling etc
- Straw Mountain is on one level with bales, slides and tunnels added. There are smaller slides for toddlers which carers could help accessible visitors use.
- Our timber Little Farmers Fun Barn is on two levels. On the ground level, there are various activities including soft play, building bricks, and small slide for toddlers which again carers could help accessible visitors. On the 1st floor there are more challenging slides, tunnels and walk ways not suitable for wheel chairs

Conference & Meeting Rooms, Banqueting, Clubs, and Entertainment

- Not applicable

Attractions (Displays, exhibits, rides etc.) *

- All our animal demos are under cover with easy access, wide doors and wide aisles
- All signage is large format – black or brown on white with photos
- We have daily milking demonstrations again with easy access, Viewing may be limited at busy times, wheelchair access at front
- The newsletter, given to every visitor has details of times
- Tractor and Trailer rides are available every day. Please see sign board located next to the animal barn for times
- Pony rides run Feb – Oct and assistance can be given.

Additional

Information

To lead by example there is no smoking or vaping within any of the buildings. So we built a designated “building” “Dog House” adjacent to the field. (We felt it was safer to offer vapors/smokers this service and keep an eye on them than find someone having a crafty one near hay/straw. Also, children are sometimes unable to differentiate between the vaping and smoking and this can cause concern in straw mountain etc.)

Two kennels are available FREE of charge, if required, on first come, first served basis. There is no charge for this facility. Free access to visit your dog

First Aid boxes are located at the Admissions Desk in the Main Entrance and by the till in the main restaurant. Our policy is on display and in the newsletter, the public can contact any member of staff. Trained General and Paediatric First Aider's are always on site

Wheelchairs can be borrowed for FREE from the Admissions Desk.

<u>TIME</u>	<u>ACTIVITY Timetable Example *</u>	<u>MAP No</u>
10.00am - 10.30am	Meet and Hold a Guinea Pig	5
10.45am	Trotter Time with the Piglets	5
11.15am	Bottle Feeding Goats	5
11.45am	Tractor Trailer Ride (£1 per go) *	15
12.00pm	Pony Grooming	5
1.00pm	Bottle Feeding Lambs	5
1.15pm	Tractor Trailer Ride (£1 per go) *	15
1.30pm - 2.00pm	Meet and Hold a Guinea Pig	5
1.45pm	Cow Milking Demonstration	2
2.00pm approx. 25mins	Deer Safari * (£2 each, under 3's free) Weather permitting	15
2.35pm	Pig Racing - If raining, Trotter Time in the Animal Barn	11 or 5
2.45pm	Tractor Trailer Ride (£1 per go) *	15
3.00pm -3.30pm	Meet and Hold a Guinea Pig	5
3.30pm	Bottle Hand Feeding Lambs/Goats	5

Contact Information

- Address: Farmer Palmers Farm Park, Organford, Poole, Dorset BH16 6EU
- Telephone: 01202 622022
- Email: shop@farmerpalmers.co.uk
- Website: www.farmerpalmers.co.uk
- Facebook: www.facebook.com/FarmerPalmers/Farm/Park

- Grid reference: SY 939 925
- Emergency number: 07771 908666
- Local public transport numbers: Wilts & Dorset Bus route 40 Tel: 01202 673555
- Local taxi numbers: Poole radio cabs 01202 666333 or Ariel Taxis 747333

We welcome your feedback to help us continuously improve if you have any comments please telephone Phillip or Sandra Palmer on 01202 622022 or email info@farmerpalmers.co.uk

FARMER PALMERS FARM PARK MANAGEMENT STATEMENT