

## Accessibility Guide for Aldingbourne Country Centre

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Contact for accessibility enquiries: [shop@aldinbourne.org](mailto:shop@aldinbourne.org)



### Welcome

We work towards supporting adults with learning disabilities and / or autism to lead enriched and fulfilling lives through education, training, specialist care and a keen focus on building strong partnerships with local businesses and employers.

If you like the idea of supporting a local charity by having fun, the Aldingbourne Country Centre is well worth a visit. Woodland walks, our open farm, ride-on tractors, play areas, maze and wonderful home-cooked food are just some of the attraction's visitors enjoy.

Our Country Centre is built mainly on flat ground with a mixture of tarmac, paved, grass and wooden walkways. The paths around the park are mostly tarmac. The car park is a tarmac road with gravel parking. Most areas are suitable for pushchairs but manual wheelchairs would require a very strong helper.

We are fully accessible for wheelchair users and can cater for anyone with other specific access requirements.

We are quieter during the week, and get usually get quite busy at the weekends. Afternoons tend to be quieter than the mornings. During days when we have events on, it can get very busy.

aRTie, our land train, usually runs on the weekends. The driver sometimes uses a loud horn as he is driving around.

Please feel free to connect to our Wi-Fi. Our network is called 'Country Centre Guest'. No password is needed.

Please get in touch if you require any further information about specific access or need advice on planning your visit and we look forward to welcoming you soon.

## **At a Glance**

### **Level Access**

- There is level access from the main entrance to:
  - Entrance
  - Accessible Toilets
  - Changing Places
  - Baby Change
  - Gift Shop
  - Flintstone Meeting Room
  - Lift to the Quarry Café which leads to the Farm and activity areas.
  - Main stairs up to Quarry Cafe

### **Accessible Washrooms**

We have 2 accessible washrooms within the Country Centre.

- A Changing Places toilet in the main entrances with a hoist, and adjustable bench. A radar key is required for the use of this toilet and can be obtained from a member of staff.
- There is an accessible toilet with baby changing on the 1<sup>st</sup> floor adjacent to the Quarry Café.

### **Toilets and baby changing facilities**

There are Male and Female toilets (with baby changing facilities) on the Ground floor, and in the Quarry Café.

There are Unisex toilets and baby changing facilities in the Soft Play building.

## Hearing

- Hearing loop systems are installed in our Entrance, Flintstone meeting room and Quarry Conference room.

## Visual

- Our signage is in contrasting colours, well maintained and plentiful.
- Our signage, maps and Café menu do not currently support braille.

## General

- All our staff have received disability awareness training.
- We pride ourselves in having many qualified first aiders and first aid kits are provided in several areas, free for visitor use.
- We have an Automated External Defibrillator located outside by the Events arena.

## Getting here

Aldingbourne Country Centre, Blackmill Lane, Norton  
Chichester, West Sussex, PO18 0JP

For SatNav users, 'Aldingbourne Country Centre' will bring you directly to our car park.

## Travel by public transport

- Due to our remote location we, unfortunately, do not have any local buses.
- The nearest National Rail station is Barnham.

## Travel by taxi

Several local Taxi firms operate in this area.

## Arrival

### Parking

When you arrive, you will drive straight into our car park. There are 16 Blue Badges spaces at the top of the car park, by the main entrance, which do not need to be pre-reserved.

Our car park is tarmac and free to use.

There is a wide central path leading up to the entrance, with a zebra crossing just to the entrance.



The doors to the main entrance are automatic, and open towards you. On busy days the automatic doors are usually fixed open.



Entry into our Car Park.



Entrance door.



Entrance door into the Gift Shop / Reception area.

## Entrance and Shop

The Entrance and shop are accessible to wheelchairs. The tills, where you purchase your wristbands for entry and gift shop items, are located to the far right as you walk in. The lift is also this way.

The Entrance desk, with hearing loop system, is partially lowered one end.

We do offer free entrance for one carer, for those that need one. Please bring evidence (we accept Compass Card/Gateway Card/I-Go Card/DLA letter), which must be provided to qualify. Evidence must be dated within the last 2 years. Evidence must be shown to a member of staff. If evidence is not brought in, or not in date, the full charge for entry will be required.

Lift and stairs from our Shop provide access to our Quarry Café, Farm, and activity areas.





Front entrance leading into the Gift Shop. Lift is on the far right.



Gift Shop / Reception Desk.



Stairs leading up to the Quarry Café / Country Centre.



Changing Places toilet on Ground Floor.





Changing Places toilet on Ground Floor.



Changing Places toilet on Ground Floor.



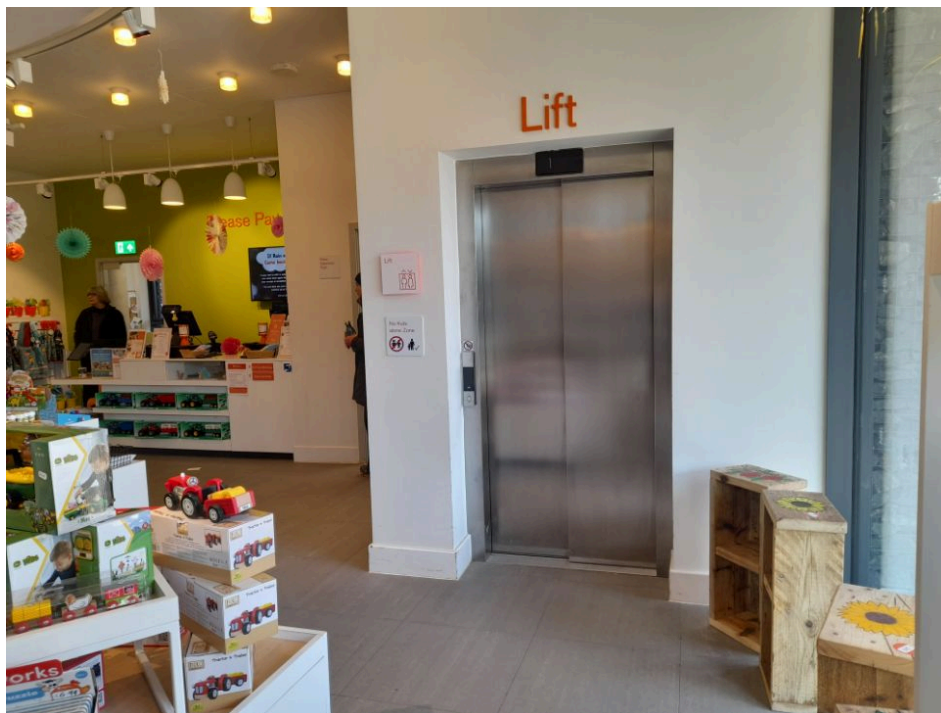
## Lift

The lift is located to the right of the gift shop. The lift takes you up to Level 1 (Quarry Café & entry into Country Centre). Staff do not need to be notified for the use of the lift.

The lift door width is 90cm.

Lift dimensions: 150cm deep. 92cm wide to narrowest point.

There is one door for both entry and exit. There is a mirror inside to aid reversing out of the lift. Buttons for the lift are in reaching distance. The lift contains handrails on both sides. The lighting level in the lift is medium. There is an audible announcer in the lift.



Lift is found to the right of the Gift Shop.



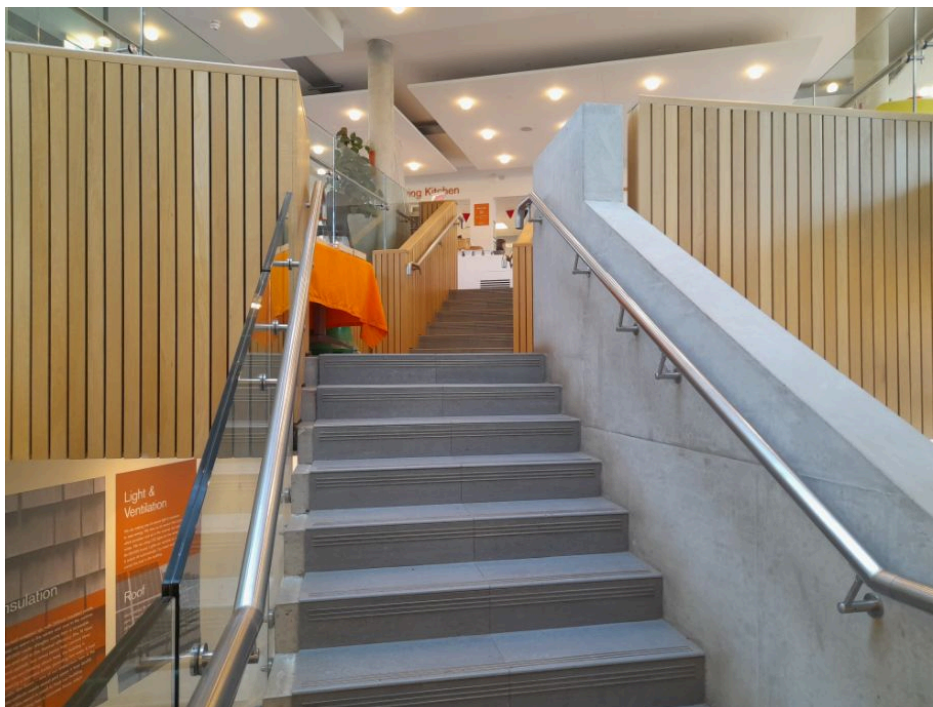
Entrance into the lift.

## Quarry Café

Entrance to our Quarry Café is free. The indoor seating and outside eating area overlooking the farm is wheelchair accessible. A queuing system is in operation at all times to order food and drinks at the counter so please ask a member of our team who will assist with your order.

Adults with learning disabilities and / or autism are actively involved in creating and serving freshly prepared food made from the best local ingredients.

Our seasonal menus, printed on paper and attached to clip boards can be taken to your table or displayed on a large board. They do not currently include Braille so please ask a member of staff to assist if required.



Stairs up to the Quarry Café.





Quarry Café tills / serving area. Lift is to the far right.



Lift entrance/exit from the Quarry Café. Tills are to the left.



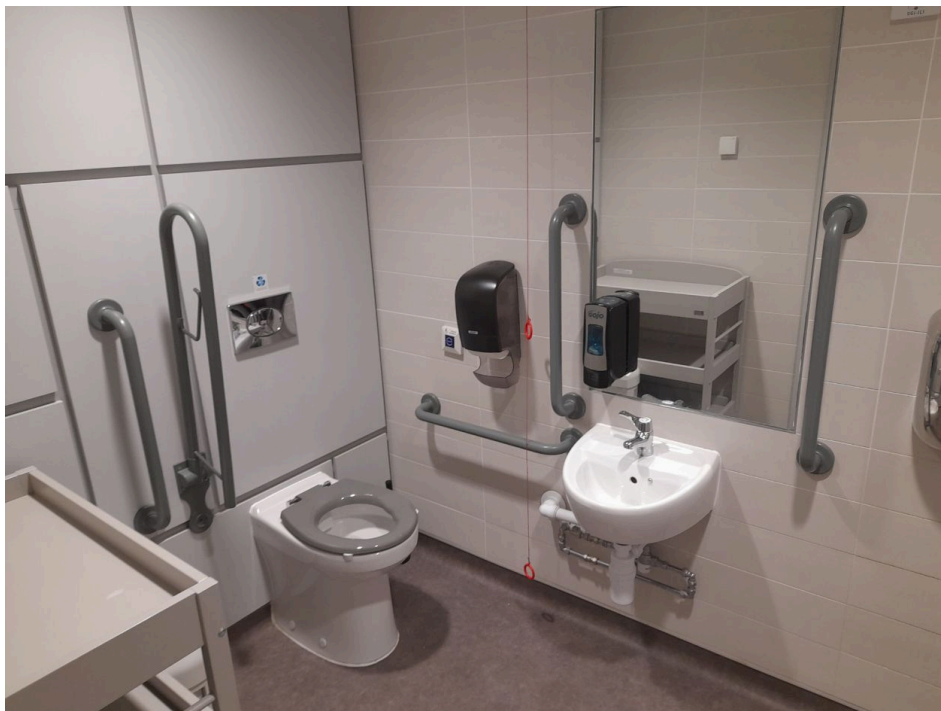
Access to toilets from the Quarry Café is to the back on the left hand side. These doors are not automatic, and push inwards.



Access to toilets from the Quarry Café. These doors are not automatic, and push inwards.



The accessible toilet is on the far right.



Quarry Café assessable toilet.



## Entrance to Farm and activity areas

Access to the Farm and activity areas is through the rear of the cafe (step-free) via 3, low slope paths. The door automatically opens away from you. On busy days the automatic doors are usually fixed open.

Due to the nature of our country centre, a few of our activities may not be suitable for certain types of disabilities but all of our staff are trained to be understanding and as helpful as we can possibly be. There are some age restrictions and this is only for public safety reasons.

Seating is available throughout the whole centre.

Please keep your wristbands visible while visiting these areas.



Outdoor seating area and entry into the Country Centre from Quarry Café.



Entrance into the Country Centre.

## Open Farm

The path to and around our Open Farm is gravel. There is a wooden gate for access to the Goat enclosure and our farm team are always available to assist with access.

There are mobile, accessible handwashing stations at the entrance and exit of the farm. There are also trough sinks at low level.

All our animal encounters take place in accessible locations. Tickets are available in the Gift Shop.



Entrance into the Open Farm.





Entrance into the Open Farm. There is a handwashing station to the left of the big orange sign.



Path around the Open Farm.





Double gate to gain access to the Goats field.



Gate on the way through the Open Farm.



Handwashing station by the Peacock / Guinea Pig areas.



## Maze

Access to the privet maze is via a wooden fort entrance. The pathways vary in width from 80-100cm. The pathways are made of grass, gravel and soil which can get muddy and are uneven in places.

At the centre of the Maze, there is a viewing platform with a few steps (some are steep) with balustrades either side. The platform is not accessible for wheelchair users.



Entrance to the maze.



Entrance to the maze.

## Children's Play and Picnic Area

We have a picnic area and children's play area (not wheelchair accessible) at the centre of our site in the Oak Field (look for the big oak tree!) There are several seating areas. The grass can get muddy depending on the weather.

The Ice-Pops coffee shop, open during half terms and school holidays, serves a range of hot and cold beverages and snacks.



Outside play area and picnic benches.



## Indoor & Outdoor Creative Play Area

The pathways leading to the entrance and around this area are paved with a slight slope. The outdoor creative play area features water zones and creative play pits.

There are two rooms in our soft play area: one for 0–2-year-olds and one for 3–5-year-olds. The door pulls towards you.

Unisex washroom and baby change facilities are located inside the building.



Water and Creative Play area.



Access to the Soft Play building.



0-2 years Soft Play directly to your left.





3-5 years Soft Play room. This room has an exit with a ramp down. This door is sometimes left propped open if it is hot to let air in.



Ramp to exit 3-5 years Soft Play room (shown above).





Toilets and baby changing areas in the Soft Play building.



There are x3 baby changing spaces in the Soft Play building.



Unisex toilets in the Soft Play building.

## Outdoor Activities

Our outdoor activities include mini tractors and mini crazy golf. They can be found just beyond the Oak Field. The pathways leading to and around the outdoor activities are a mix of pea shingle, gravel, concrete and wood chip.

Undercover seating areas are located in this area.



Pathway to other activities such as ride-on Tractors, Mini Crazy Golf, Plant Nursery, Book Nook and Woodland Walk. This path has a slight slope down.





Entrance to the Mini Crazy Golf / ride-on Tractor areas.



Mini ride-on Tractors play area and entrance into Mini Crazy Golf.



Mini Crazy Golf.

## Plant Nursery

Our plant nursery sells a wide selection of great value, gorgeous herbaceous perennials, seasonal annual bedding plants, nurtured and loved by the people we support. The nursery is enroute to the Woodland Walk and has an outside concrete area with raised plant displays and 2 greenhouses with concrete walkways. The sliding doors to the greenhouses are always open.



Entrance into the Greenhouse.





Inside the Greenhouse/Plant Nursery.

## Book Nook

Our Book Nook area is a small quiet room with loads of books for people to sit down and enjoy. The doors to this room may be closed to keep the warm in, but it is still open from 10-4pm. The Book Nook can be found on the left hand side of the road, past the Greenhouse.



Entry into the Book Nook.



Inside the Book Nook.

## Woodland Walk

The route down to our Woodland Walk is a mixture of gravel road (uneven in places) and a paved walkway, both with a slight slope. There is a dropped kerb from the road to access the gate into the woods. You can find the Woodland Walk just past the Book Nook, keeping to the left.

The ground is fairly flat in the Woodland Walk with unmarked paths that can be muddy in places following wet weather and some with tree roots protruding.

There is a low level wooden assault course in the woodland along with a pond and traditional Bothy used for educational purposes. Limited seating is provided in this area.



Entrance to the Woodland Walk.





Go through gate to the left to gain access to the Woodland Walk.



Bothy Hut to the right as you enter.





The pond area in the Woodland Walk can be found to the left.



Large woodland area with various wooden assault course climbing frames.

## **Additional Information**

Fully registered assistance dogs in a harness (proof of registration may be requested) are welcome. A water fountain is located at the main entrance and the toilet area can be found in our overflow car park.

Smoking (including of e-cigarettes) is strictly prohibited other than in the designated smoking area in the overflow car park.

We have a Wet Weather Guarantee! If your visit to Aldingbourne Country Centre is substantially affected by rain, then you can come back again for free within 7 days! Just present your receipt at reception when you leave to get it stamped. You can then use your stamped receipt to visit again for free within 7 days.

[Terms and Conditions apply.](#)

## **Emergency Evacuation Procedures**

A contingency plan in the event of an emergency is in place and has been developed in conjunction with the local emergency services.

In the event of an emergency please follow all evacuation procedures. Muster points are clearly signed.

Guide last updated March 2023