

Welcome to Almond Valley

Everyone is welcome at Almond Valley, and we aim to do everything practical to ensure that all can enjoy the many attractions of the site. In the design of all features, we consider the physical access needs of all, whether in a push chair, wheel chair, of impaired mobility, or fighting fit. We aim to present things in ways that are easily understood by all members of the family, and offer experiences that engage all of the senses. We're an educational charity, and have a responsibility to every one of our users.

We do not offer a concessionary rate of admission charge to those with disabilities, but instead are happy to make adjustments to ensure an equality of access. In most cases, this is by offering free admission to an accompanying carer in circumstances where the person would not otherwise be able to visit without such one-to-one support.

Individual Visits

We appreciate that support needs can vary tremendously, and that the nature of a disability is often not immediately obviously. Where an individual requires essential one-to-one support, we normally rely on accompanying carers to fairly and honestly outline the circumstances and – if required to do so - provide proof of their status (eg carer's documentation, documentation from the benefits agency). We would imagine that a carer obtaining free admission would have to devote their full attention to caring for the disabled person and therefore would not be accompanied by other dependants.

Group Visits

When arranging group visits that include individuals with disabilities, the principle of equality of access also applies; those persons providing essential one-to-one care that is additional to the normal care or supervisory needs of the group being admitted free of charge.

Planning your Visits

Some people might find Almond Valley a disorientating and disturbing place when the site is at its busiest, and at peak times we're less likely to be able to provide any special facility that might be requested. The site also presents dangers to those who fail to follow guidance and directions. We cannot make any allowance for the conduct of those whose behaviour compromises their safety or the safety of others.

Play facilities

The age restrictions placed on use of various play facilities are a consequence of the size of child; allowing little scope for flexibility in their use by disabled children out-with the age range. Certain play facilities including soft play, do not allow close adult supervision during normal play sessions and therefore may not be suitable for children with certain disabilities. Special arrangements may be possible during periods when capacity exists.