

Hall Hill Farm - Access Statement

<http://www.disabledgo.com/access-guide/durham-county-council/hall-hill-farm>

1. Introduction

We at Hall Hill are proud to offer you the following:-

- Family orientated day out in a safe & friendly environment for children.
- An educational day out for schools & families.
- We are set in the beautiful, rolling hills of County Durham.

2. Pre-arrival information

What you'll find here at the farm:-

- Large variety of animals to feed & cuddle
- Indoor & outdoor picnic areas
- Tractor & trailer ride
- Barrel train ride
- Outdoor playground
- Indoor Soft Play Area & Picnic
- Crazy Golf Course
- Bouncy Pillow
- Tea shop (Serves hot & cold food)
- Gift shop
- Donkey rides (weather permitting)
- Free parking (car & coach)
- No Dogs (service dogs are welcome)
- Seasonal events range from puppet show's, face painting, sheep shearing, Halloween and Santa during December.

Pre-Arrival Contact Details

Phone, fax and email available.

Address: Hall Hill Farm, Lanchester, Durham, DH7 0TA

Tel: 01388 731 333

Fax: 01388 731 996

Email: info@hallhillfarm.co.uk

Website: www.hallhillfarm.co.uk

Arrival/Directions

Hall Hill Farm is situated west of Durham, 4 miles from Lanchester and 0.5 mile from the village of Satley on the B6296.

Directions - From the A1 (Durham)

1. Take Junction 62 for A691 to Consett (approx 14 mile)
2. Follow signs for A691 Consett road.
3. At Lanchester turn left onto the B6296 at the church towards Satley
4. Continue on B6296 through Hollinside
5. Hall Hill Farm approx 4 miles from Lanchester on the left hand side

Directions From Darlington

1. Follow A68 for approx 22 miles
2. Go through Tow Law, and look for brown signs for Hall Hill Farm (approx 1 mile after Tow Law)
3. Hall Hill Farm is 0.5 mile after the village of Satley on the right.

Postcode

- Post Code - DH7 0TA

* Look out for the brown tourism signs for Hall Hill Farm

Public Transport

A limited rural bus service (764 – Consett to Wolsingham - Rural Ride) operates from Consett bus station (Stand J) during weekdays but is only available by prior arrangement, contact Weardale Travel on 01388 528 235, arrangements are to be made before 4pm on previous day.

Taxis & Private Hire Vehicles

Neashams Taxis – 01207 504 425

Stanley Taxis - 01207 591 000 (Accessible vehicle available)

Admission Prices

Admission prices can be found on our website (www.hallhillfarm.co.uk) or by contacting the farm on 01388 731 333.

3. Booking arrangements (School & Groups only)

We offer a wide range of booking facilities (telephone, fax and email).

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4. Arrival and car parking

- Free parking for all types of vehicles.
- Drop off area is located beside the entrance.
- Car parking spaces are on the grassed area with a slight slope.
- The main entrance is along a tarmac driveway, which is 25m approximately away from the car park.
- Designated disabled parking spaces are located either side of the main entrance. The disabled parking is on a level graveled surface with notices indicating a telephone number incase assistance is required.

5. On site

Entrance & Gift Shop

The main entrance is along a tarmac driveway to a purpose built entrance/gift shop. Built on a level surface with entrances / exits doors manually operated (125 cm Width), which both open inward, staff are available if assistance is required. A large print daily event leaflet is available and entrance staff will be able to help with any other advice or information required. There are two manual wheelchairs that can be hired free of charge, these can be booked in advance. One carer is admitted free with each disabled visitor, normal admission price applies to the disabled person.

The Farm

Large parts of the attraction are outdoors. Grounds are mainly on a flat level surface, however in places there are slight slopes. The surface in the main farmyard is tarmac, gravel paths lead to the other areas of the farm, except the outdoor animal paddocks which are grass and maybe difficult to access in wet and muddy conditions. Benches and seats can be found in various locations around the site.

Toilets and Baby Changing Facilities

We have two blocks of toilets situated in the main farmyard and one situated next to the Playbarn in the paddocks.

A unisex accessible toilet can be accessed via a ramp with a handrail on the left hand side with edging on the right side. This toilet provides adequate turning space and includes assistance bars (390cm x 250cm). An audible alarm is also fitted in this toilet in case assistance is required.

A separate baby changing room located opposite with changing mats and hot/cold running water, this room can also be used for baby feeding and if necessary a changing area for visitors.

All the toilets on site are checked regularly throughout the day.

First Aid, Fire and Emergencies

First aid points are located at the following places:-

- Gift shop
- Baby-changing / Toilets
- Soft Play Area

Fire/emergency assemble points are located in the car park or play area, members of staff will be on hand to help in all emergencies.

Teashop

There are two manual doors into the teashop, both open inward – front door is 125cm width and the rear door (access into courtyard picnic area) is 105cm width. Both with permanent access ramps, the main entrance ramp is accompanied by handrail, the steps next to the ramp are highlighted with yellow markings to clearly define the edges.

Tables and chairs (no arms) are moveable so wheelchairs users can use the tables, we currently have highchairs that are available for public use. Picnic tables in the courtyard have cut away sections to enable wheelchair users to use these tables.

The teashop provides a range of light lunches (hot & cold), snacks, cakes and various beverages. A large print menu is available upon request and staff can assist carrying purchases to tables. We are able to cater for special dietary requirements, please ensure staff are aware of this prior to ordering your food.

Farm Buildings

All farm buildings housing animals are accessible, the Ark and New barn both have ramps to access these location.

Located by all animal housing you will find either, hand wash facilities with disabled access or disinfectant gel at an appropriate height.

Staff are mainly stationed in the rabbit barn, chick barn, tractor & trailer ride and at the donkey rides throughout the day.

Animal feeding

Animal feed is available from the gift shop for 50p per bag or 3 for £1.40. All the larger animals except the pigs can be fed this food, please do not feed the rabbits, guinea pigs, poultry or the pet lambs. Please be aware that some animals may bite, and where appropriate feeding tubes are provided to enable visitors to feed the animals.

Supervised bottle-feeding the lambs, takes place at various times throughout the day, there are straw bales to sit on and wheelchairs can easily take part.

Donkey Rides

Children's donkey rides take place daily at an extra charge of £1.00. In wet weather or slippery conditions they do not take place for safety reasons. A member of staff will fit a riding hat. A mounting block with three steps is used to mount the donkey, the steps having matting to prevent slips (heights = Step 1 - 23cm, Step 2 – 15cm, Step 3 – 15cm). An adult must accompany Young/disabled children and where appropriate another member of staff can assist.

Tractor & Trailer Ride

A tractor and trailer ride takes visitors on a ride around the paddocks and will last approx 7 minutes. There are three steep steps up into the back of the trailer with a metal upright rail at each side of the entrance to act as a support (heights = Step 1 – approx 20cm, Step 2 – 20cm, Step 3 – 30cm). At present the tractor & trailer ride is not accessible for wheelchair users, the tractor driver will be available to assist any visitors if and when required.

Crazy Golf

The crazy golf course is situated adjacent to the indoor soft play barn, a gravel path runs for approximately 2 meters from the entrance down a slight decline into the main arena which is covered in cushion bark. The crazy golf course is not fully accessible for wheelchair user due to the surface around the equipment is covered in cushion bark for added protection. The bark chip only forms a thin covering layer with solid foundations therefore with help a wheelchair user may be able to navigate around the crazy golf course.

Bouncy Pillow

The Bouncy Pillow is situated adjacent to the Crazy Golf course next to the indoor soft play barn, a gravel path runs for approximately 1 meter from the entrance downward into the main arena. The whole area surrounding the pillow is covered with sand for the protection of it's users, please note that this area can be extremely boggy when wet therefore contact a member of staff for assistance if required.

Picnic & Play Area (Outdoor)

The play area is accessed by gravel paths and is situated on a large grassed area in between the farmyard and the paddocks, access to the grassed areas may be difficult in wet weather. The surface under the play equipment is covered in cushion bark for added protection. Located around the outside of the play area are the picnic tables which during hot weather may be fitted with parasols, although not all tables have this facility.

Picnic & Soft Play Area (Indoor)

The soft play area is accessed by a gravel path with ramped access and is situated between the farmyard and the paddocks adjacent to the outdoor play area. Entrance into the building is via two large sliding doors at the front of the building, the building has thin pile carpet running throughout, tables and chairs are freestanding allowing for easy movement/access to tables.

The surface under the play equipment is covered in soft cushion for added protection, all play equipment conforms to BSI standards and The Play Inspection Company has independently inspected and certified the Soft Play Area.

Hand washing facilities are available within this building, these are located to the left of the main door and should be used before using the play equipment after taking footwear off. Sink are located at an appropriate height for all access with all taps being self-closing to eliminate water wastage.

Coffee is available daily from the coffee machine located beside the counter, a small counter service is available on busy days for the sale of snacks, drinks & Ice Creams.

6. Contact details

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