



Accessibility Guide for Hall Hill Farm

info@hallhillfarm.co.uk, 01388 731 333, www.hallhillfarm.co.uk

Contact for accessibility enquiries: Ann Darlington / Chris Gething



Welcome

Hall Hill Farm was a traditional working farm in beautiful rural surroundings of County Durham.

National Small Visitor Attraction of the Year 2018 (Silver – Visit England Awards for Excellence)

Farm Attraction of the Year 2017, 2010

See the animals, cuddle the rabbits and guinea pigs, donkey rides, tractor and trailer rides. Lambing Time in March April. Indoor Soft Play Barn, tearoom and giftshop. Crazy golf (deposit required). Sheep Racing and puppet shows at weekends and during school holidays.

We are currently the only Farm Attraction in the Northeast of England to hold a Learning Outside the Classroom qualification for education visits.

Watch the video: [Come and visit our Award Winning Farm](#)

At a Glance



Level Access

- There is level access from the main entrance to:
 - Dining Table
 - Chick Barn
 - Rabbit Barn
 - Puppet Show Barn
 - Polytunnel 1 & 2
 - Outdoor Play-Area
 - Indoor Soft-Play
 - Bouncy Pillows
 - Water Wars
 - Crazy Golf
 - Donkey Rides
 - The Arc
 - Animal Paddocks
 - Barrel Train Ride
 - Entrance / Ticket Desk
 - Farmyard Toilets / Baby Changing / Changing Facilities
 - Playbarn Toilets / Disabled Toilet
 - Toilet Block - Farmyard
 - Gift Shop
 - Car Park
 - Walkways
- There is level access from the car park to:
 - Play Area



Access with steps

- There are steps from the main entrance to:
 - Sandpit
 - Tractor Ride



Hearing

- Some staff have BSL and disability awareness training.



Visual

- The menu is in large print.
- We have display information in large print.
- We have information in large print.



General

- We have a complimentary ticket policy for personal assistants.
- There is a public toilet for disabled visitors. The toilet is a Changing Places toilet.
- There is a public toilet for disabled visitors. The toilet is a Changing Places toilet.
- There is a public toilet for disabled visitors. The toilet is a Changing Places toilet.
- Some staff have disability awareness training.

Getting here

Hall Hill Farm
Lanchester
Durham
DH7 0TA



Travel by public transport

- A limited rural bus service (764 – Rural Ride) operates from Consett bus station (Stand J) during weekdays but is only available by prior arrangement, contact Weardale Travel for details and times on 01388 528235, arrangements are to be made before 4pm on previous day.
- You can get a taxi with Stanley Taxis by calling 01207 591 000. The taxi company has a wheelchair accessible vehicle.



Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access. The path is sloped.
- The route is 3000mm wide, or more.
- The car park is located at the front of the venue
The car park type is open air/surface

There is/are 6 Blue Badge parking bay(s) within the car park
The route from the car park to the entrance is accessible to a wheelchair user with assistance
Assistance may be required because there is / are uneven surfaces
The car park surface is loose chippings
The car park does not have a height restriction barrier



Entrance from Carpark



Carpark



Disabled Parking



Car Parking 1



Car Parking 2

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 3000mm wide, or more.
- The path is sloped.



Main entrance

- The main entrance has level access.
- The main door is side hung and manual.
- The door is 1250mm wide.
- The main entrance is along a tarmac driveway to a purpose built entrance/gift shop.

Entrances / exits doors manually operated (1250mm width), which both open inward

Single Door Opening - 850mm

Double Door Opening - 1250mm

staff are available if assistance is required

Motorised scooters are allowed in public parts of the venue

The lighting levels are medium



Entrance



Entrance Canopy



Entrance / Giftshop - Entrance & Exit

Getting around inside



Ticket/ information desk

Entrance / Ticket Desk

- The route is 3000mm wide, or more.
- The door is 1250mm wide, or more.
- Main entrance is along a tarmac driveway
 - Entrances / exits doors manually operated (1250mm width), which both open inward
 - staff are available if assistance is required
 - Large print daily event leaflet is available
 - 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, the normal admission price applies to the disabled person.
 - Group booking discounts are available for pre-booked groups only.
 - Entrance / Giftshop Counter - 870mm



Front Entrance / Exit Door



Entrance Canopy



Entrance / Exit Door



Entrance into Farmyard



Admission Counter

Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have display information in: large print.

Chick Barn

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 3000mm wide, or more. The door is 1000mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Manually operated (1250mm width), which opens inward
No chairs are permanently fixed
There is ample room for a wheelchair user to manoeuvre
staff are available if assistance is required



Entrance to Chicks



Chick Hand Washing



Chicks

Rabbit Barn

- From the main entrance to this area, there is level access. The route is 3000mm wide, or more. The door is 1850mm wide.
- Some display information is low, for wheelchair users. There are seats.
- No chairs are permanently fixed
There is ample room for a wheelchair user to manoeuvre
Single Door Opening - 1850mm
Double Door Opening - 3950mm



Entrance to Rabbits



Rabbit Area

Puppet Show Barn

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 3000mm wide, or more. The door is 3000mm wide.
- Some display information is low, for wheelchair users. There are seats.



Inside the Puppet Show Barn



Entrance to Puppet Show Barn

Polytunnel 1 & 2

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2200mm wide, or more. The door is 3000mm wide.
- Some display information is low, for wheelchair users.
- Pathways are mainly loose chippings



Entrance to Polytunnel 1



Entrance to Polytunnel 2



Internal View

Outdoor Play-Area

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2200mm wide, or more. The door is 1100mm wide.
- Some display information is low, for wheelchair users. There are seats.
- The play area is accessed via gravel paths and is situated on a large grassed area
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
Picnic Tables (H)850mm (Seat (H)500mm)
Single Gate - (W)1100mm
Double Gate - (W)1900mm
There is ample room for a wheelchair user to manoeuvre
Pathways are mainly loose chippings



Outdoor Picnic Area



Outdoor Play Equipment

Sandpit

- From the main entrance to this area, there is 1 step. There is no lift and no ramp.
- Some display information is low, for wheelchair users. There are seats.
- Step Height - 150mm
Access to the grassed areas may be difficult in wet weather



Entrance to Sandpit



Sandpit Area

Indoor Soft-Play

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2200mm wide, or more. The door is 3000mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Accessed via gravel paths and ramped access
 - The main doors opens by sliding (2 x 1500mm = (W)3000mm)
 - Building has carpet throughout
 - Coffee and Hot Chocolate are available from a self-service coffee machine located beside the counter, a small counter service is available most weekends and during school holidays, for the sale of crisps, biscuits and ice cream.
 - Toilets including a disabled toilet and Baby Changing facility
 - The Playbarn cafe is located immediately to the right of the entrance

Full table service is not available
Food or drinks are ordered from the service counter (H)900mm)
Food or drinks can be brought to the table
No tables are permanently fixed
No chairs are permanently fixed
The standard height for tables is 750mm
Menus are wall only
Menus are clearly written
The type of food served here is snacks.
There are sinks to the left as you enter the Soft Play Barn
The height of the sinks are 690mm
10 x Highchairs
39 x Tables
156 x Chairs (Min)
Door to the toilet area is (W)800mm



Entrance to Playbarn



Internal View 1



Internal View 2



Handwashing Facilities



Toy Tractor Track

Bouncy Pillows

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1600mm wide, or more. The door is 1200mm wide.
- Some display information is low, for wheelchair users.
- External Attraction - Closed during Wet periods for Safety
Easy and medium slopes on the pathways
Pathways are mainly loose chippings at entrance but Sand once inside, access to the bottom pillow is by sand then loose rubber chippings.



Bouncy Pillow



Bouncy Pillows Overview



Pillow 2 Entrance



Pillow 1 & 2 Entrance



Pillow 2 Ramp

Tractor Ride

- From the main entrance to this area, there are 3 steps. There is no lift and no ramp.
- Some display information is low, for wheelchair users. There are seats.
- Last approx 5 minutes
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 200mm, Step 2 – 200mm, Step 3 – 300mm).
The tractor & trailer ride is not accessible for wheelchair users
The tractor driver will be available to assist any visitors if required



Tractor Ride



Ride Detail

Water Wars

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2000mm wide, or more. The door is 1100mm wide.
- Some display information is low, for wheelchair users.
- A gravel path runs for approximately (L)3000mm from the entrance slightly upwards to the main entrance
Please note that this area can be extremely boggy due to the nature of the weather and the activity itself, contact a member of staff for assistance if required



Water Wars



Entrance to water wars

Crazy Golf

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2200mm wide, or more. The door is 2200mm wide.
- Some display information is low, for wheelchair users. There are seats.
- A gravel path runs for approximately 2000mm from the entrance down a slight decline into the main arena which is covered in loose bark chip. The crazy golf course is not fully accessible for wheelchair user due to the surface around the equipment.



Crazy Golf Course



Crazy Golf Flooring detail



Gravel Entrance ramp to bark chip

Donkey Rides

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2200mm wide, or more. The door is 1200mm wide.
- Some display information is low, for wheelchair users.
- If 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 - 230mm, Step 2 - 150mm, Step 3 - 150mm)
 - An adult must accompany Young/disabled children and where appropriate another member of staff can assist
 - Pathways are mainly loose chippings outside the ride location



Donkey Rides



Donkey Ride Mounting Block

The Arc

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2200mm wide, or more. The door is 950mm wide.
- Some display information is low, for wheelchair users.
- The pathways are mainly loose chippings to attraction



Entrance & Exit to the Ark

Animal Paddocks

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2200mm wide, or more. Some display information is low, for wheelchair users. There are seats.
- There are easy and medium slopes on the pathways around the farm
The pathways are mainly loose chippings
There is one grass path that encompasses the larger animals paddocks



Paddocks View



Animal Feeding

Barrel Train Ride

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2200mm wide, or more. The door is 1300mm wide.
- Some display information is low, for wheelchair users.
- There is one grass path on route to the larger animals enclosure & ride location



Paddocks View



Barrel Train Ride



Barrel Train Entrance/Exit



Public toilet

Farmyard Toilets / Baby Changing / Changing Facilities

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- From the main entrance to the public toilet, there is level access. The toilet door is 850mm wide.
- The direction of transfer is to the right.
- There is 600mm at the side of the toilet. There is 750mm in front of the toilet. The toilet seat is 520mm high. The toilet has handrails.
- Baby Change area / Changing Facilities (L)2200mm x (W)1700mm
Changing counter (H)930mm

Sink
No Toilet in Baby Change



Farmyard Toilets



Accessible Toilet



Accessible Toilet



Baby Changing / Changing Facility



Public toilet



Playbarn Toilets / Disabled Toilet

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1500mm wide, or more.
- The toilet door is 850mm wide.
- The direction of transfer is to the right.

- There is 600mm at the side of the toilet. There is 1500mm in front of the toilet. The toilet seat is 520mm high. The toilet has handrails.
- External Door entrance - (W)800mm
Internal entrance from playbarn - (W)850mm



External Entrance



Internal Entrance from Playbarn



Disabled Toilet - External



Disabled Toilet - Inside



Toilet Cubicles



Public toilet

Toilet Block - Farmyard

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- From the main entrance to the public toilet, there is level access. There is a portable ramp.
- The route is 950mm wide, or more.
- The toilet door is 850mm wide.
- The direction of transfer is to the left.
- There is 600mm at the side of the toilet. There is 2100mm in front of the toilet. The toilet seat is 470mm high. The toilet has handrails.



Disable Toilet with Ramp



Disabled Toilet - Internal



Shop

Gift Shop

- From the main entrance to the shop, there is level access. The door is 1250mm wide.
- The route through the shop is 800mm wide, or more.
- Built on a level surface with entrances / exits doors manually operated (W)1250mm, which both open inward
Staff are available if assistance is required



Gift Shop - Internal



Giftshop Entrance/Exit



Giftshop Entrance/Exit



Place to eat and drink

Tea Room (Farmyard)

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The door is 1150mm wide.
- To get to a table, there are no steps.
- The menu is offered in large print.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free) and nut free specific diets.
- There are two manual doors into the teashop, both open inward – front door is (W)1250mm and the rear door (access into courtyard picnic area) is (W)1050mm. Both with permanent access ramps, the main entrance ramp is accompanied by handrail, edges of the steps to the right of the ramp are highlighted with yellow markings.

Tables and chairs (no arms) are moveable so wheelchair users can use the tables, we currently have 5 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, 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.



Tea Room Steps



Tea Room Ramp



Tea Room Courtyard 1



Tea Room Courtyard 2



Tea Room - Internal

Getting around outside



Picnic Area

Play Area

- From the car park to the picnic area, there is level access. Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- 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.



New Play Equipment April 2018



Smoking

Car Park

- From the main entrance to the smoking area, there is level access.
- No Smoking within the farm Area, only location is the Main Carpark.



Smoking Area - Car Park

Walkways

- From the main entrance to this area, there is level access. There is a permanent ramp.
- 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.



Tarmac Entrance



Farmyard Entrance



Farmyard 1



Farmyard 2



Gravel Path to the Donkeys



Gravel Path to the Playarea



Gravel Path to the Sheep Race/Tractor Ride & The Ark



Gravel Path to The Paddocks/Crazy Golf & Bouncy Pillows



Gravel Path to the Animal Paddocks



Gravel Path Crazy Golf & Bouncy Pillows



Grass around Animal Paddocks

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- Guide Dogs are only allowed - Area below the carpark at the entrance to the attraction.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Some staff have disability awareness training.
- Some staff have BSL training.
- We have information in large print.
- 10.30am - 5.00pm (March / April / May / June / July / August / September / October)
10.30am - 4.00pm (December / February / March)

Guide last updated: 22 July 2018