

ACCESSIBILITY STATEMENT FOR EDINBURGH ZOO

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Welcome



Have an unforgettable day out at Edinburgh Zoo, home of the Royal Zoological Society of Scotland (RZSS) and over 2,500 incredible animals from around the world!

Set in over 82 acres of wooded hillside only three miles from Edinburgh's city centre, the zoo is open seven days a week and is a gateway to the natural world, where you can experience nature, learn about the challenges facing wildlife and discover how our wildlife conservation charity helps to save animals from extinction.

For the latest visitor information, please watch our ['What to expect' video](#) or visit our [plan your visit](#) page.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

Thank you for helping to create a world where nature is protected, valued and loved. We hope you have a wild day out.

At a glance

Level access

The zoo is situated on the side of a hill and some areas are on a steep incline. There are accessibility maps available for any visitors.

There is level access (although on a hill) to both entrances and from the main entrance and members entrance to:

- The Budongo Trail (chimpanzee house)
- Sloths and Armadillos
- Animal Antics (does not run every day, check on arrival)
- Living Links (capuchins and squirrel monkeys)
- Wallabies and kangaroos
- Koalas
- The magic forest
- Dinosaurs
- Giraffe house
- Wee Beasties
- Penguins Rock
- Grasslands restaurant
- Penguins Café
- Rockhopper ice-cream parlour
- The Gannet
- The zoo shop
- Uni-sex accessible toilets
- Changing Places facility

Hearing

- We have display information in closed caption video format
- Some staff have BSL and/or Makaton training

Visual

- We have some information in audio via QR codes, large print and other formats as needed
- Most glass doors and full height windows have contrast markings
- Menus are available in large print
- Some parts of the zoo have low/bright lighting, these are marked on the sensory map
- We have 'My Sighted Guide' trained staff and volunteers on site to provide assistance if required

General

- We have a complimentary ticket policy for personal assistants/carers
- All staff have disability awareness training
- We do have a limited supply of wheelchairs, mobility scooters and sensory bags to assist visitors for a refundable deposit
- We have a number of different map formats including mobility scooter, general mobility, sensory and large print
- We have a free mobility vehicle service which can assist visitors in accessing areas of the zoo

Assistance Dogs

- Only fully trained assistance dogs that are accompanying their respective partner are permitted to enter the zoo
- If you wish to bring an assistance dog into the zoo please inform a member of our admissions team when you arrive, access to certain areas is restricted. This is for the animal welfare of both your and our animals. A list is available on arrival or contacting us in advance of your visit (we have 'My Sighted Guide' trained staff and volunteers to aid if required)
- In addition, assistance dogs are subject to the following BIAZA (British and Irish Association of Zoos and Aquaria) regulations

- All assistance dogs must be up-to-date with all inoculations
- Dogs must be kept on a lead at all times and under strict control
- Dogs must not be allowed to defecate anywhere in the zoo and any incidents should be cleared away by their owners
- If the behaviour of zoo animals or your dog is affected, please move away from the area to ensure both their safety and that of other visitors
- As a wildlife conservation charity, the health and welfare of an Emotional Support Animal (ESA) and our own animals is always a priority. As such, we do not generally recommend the zoo as an appropriate environment for ESAs. We strongly advise that guests should never simply arrive at the zoo with any animal, expecting entry.
- If you feel that you must visit with an ESA, you should contact us at least one week before visiting, so that we can identify whether adjustments can be made, or determine whether an animal's health and welfare would be compromised by the visit
- No dogs or other animals are allowed to be left in vehicles or otherwise unattended

Getting Here

134 Corstorphine Road
Edinburgh
EH12 6TS

Travel by Public Transport

- You can get to Edinburgh Zoo by bus
- The nearest bus stops are on Corstorphine Road (from city 40m from entrance, to city 80m from entrance) via steps or ramp
- To access the bus stop from the zoo you will need to cross the entrance road to our car park, the kerb is lowered but please take care when crossing

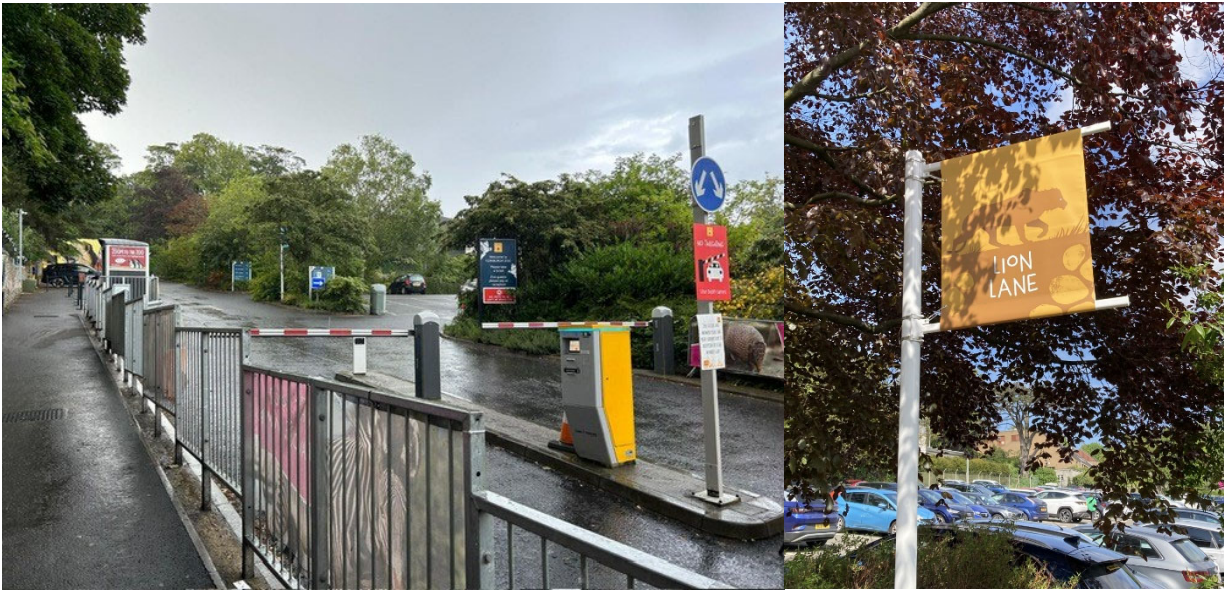
- There is a pelican crossing to assist in accessing the zoo main entrance from across Corstorphine Road
- Lothian bus services 12, 26, 31 and 100 airport express all stop at the zoo
- The nearest main line railway station is Haymarket, approximately 2.5 mile from the zoo, the same bus services stop at the station and the journey takes approx. 15 minutes

Travel by Taxi

- Many Edinburgh taxi companies have accessible vehicles, including City Cabs and Central taxis
- There is a taxi pick-up/drop-off point on Corstorphine Road close to the main zoo entrance
- Pick-up/drop-off can be from/to the members entrance at the top left corner of the car park(access is for members or some events)

Parking

- There is a free drop-off point on Corstorphine Road and ramp and step access to the main entrance
- The entrance to the car park is on Corstorphine Road, between the zoo and Holiday Inn hotel
- There is a free drop-off/pick-up point at the members entrance for members and some events
- There is limited chargeable parking at the zoo (470 + 2 electric charge points) different areas are marked using a flag system to help with locating vehicles
- There are 10 blue badge spaces, free of charge, which can be found to the right once through the barriers, let them know when you are paying your entrance so the ticket can be validated
- During peak season, it is common for our car park to become full. Early arrival is recommended to avoid disappointment
- No dogs, or other animals are allowed to be left in vehicles or otherwise unattended



Arrival

Path to main entrance from street

- From the street to the main entrance there is level access
- The path is tarmac and sloped and doubles back on itself once
- The path is 1850 mm wide, or more



Path to main entrance from car park

- From the car park to the main entrance there is level access
- From the blue badge parking spaces, it is approximately 100m to the main entrance
- The car park and path are tarmac and paving and sloped
- The path is 2500mm wide or more



Path to members gate from street

- From the street to the members gate there is level access
- The path is sloped and passes through the car park, paving and tarmac
- The path is 2500 mm wide or more

Path to members gate from car park

- From the car park to members gate there is level access
- There is no path but the car park is sloped and the surface is tarmac

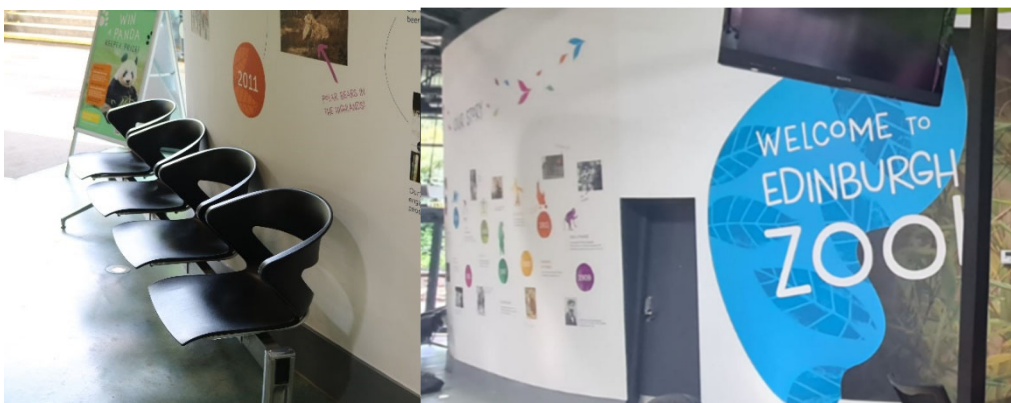


Main entrance

- Before entering the reception area it may be necessary to queue, if you are unable to queue please notify a member of staff, they will also be looking out for anyone wearing a sunflower lanyard
- The main entrance has level access
- The door is 2210mm wide
- The main door is sliding and automatic
- The reception space is level and smooth, covered in a mix of carpet and laminate



- The reception area is well and evenly lit by ceiling and ground spotlights
- There is background music which plays in this area and is usually at low volume levels
- There is a large picture on the wall opposite the main entrance
- There is limited seating in the reception area



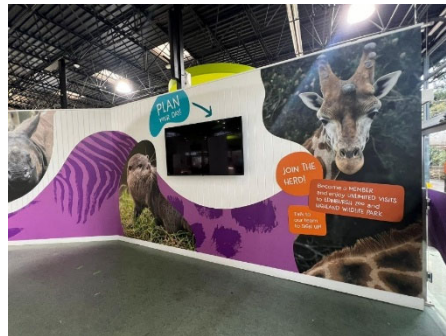
- There is a large image of the map for visitors to photograph
- There is an information desk and three payment points within the reception area
- There is a small number of lockers available for hire, please speak to a member of staff

Locker	Charge	Returnable key deposit	Height (mm)	Width (mm)	Depth (mm)
Small	£3	£5	450	450	450
Medium	£5	£5	900	450	450
Large	£8	£5	1000	600	600



Ticket/information desk

- There is a low counter area next to the information desk if required



Getting around the zoo

Mobility assistance

- There are wheelchairs, push chairs, mobility scooters and assistance maps available, please ask when you are at the pay desk. Some require a refundable deposit
- There are mobility vehicles available free of charge. Please ask for contact details when you are at the pay desk



Talks/tours

- There are a number of talks and tours which take place around the zoo, some private and must be booked in advance, and some public, listed on boards at the entrances
- We do offer days throughout the year with translated talks/tours, including BSL
- There are QR codes which link to videos of talks about some of our animals, these can be found at animal enclosures

The Budongo Trail (chimpanzee house)

- From the main entrance/members entrance, there is level access, the door to the north is reached via a ramp that is 1700mm wide, wooden and doubles back on itself a couple of times

- The doors are sliding and automatic and 1600mm wide
- The building is two floors and there are stairs and a lift for access, there are seats
- The lift measurements are door width 1100mm, interior 1400mm x 1850mm
- The flooring throughout the building is laminate
- The chimps can be smelly and noisy
- There are toilet facilities inside this building including an accessible toilet



Sloths and Armadillos

- From the main entrance/members entrance, there is level access
- The entrance door is pull to open and 1500mm wide
- There is another door through the vestibule area which is push and 1500mm wide, there are plastic strips that hang down over the door. The vestibule floor is vinyl
- The exit is via two push doors (the first is 1700mm and the other is 1500mm) and a ramp that is 1700mm wide and wooden
- The flooring throughout the building is a mix of stone and wood
- The building is very hot
- There is usually a member of staff inside this building



Animal Antics

- From the main entrance/members entrance, there is level access to the arena
- The entrance door is opened by staff
- There is covered vestibule area, the vestibule floor is laminate
- The path to the seating area is a mix of resin and stone
- The animal antics arena is open air and has bench seating, there is space for wheelchairs. The presenters use microphones as they talk about the live animals
- There is always a member of staff present for the presentation, timings can vary so please ask at the pay desk on arrival
- This is not a guaranteed part of the zoo visit, it is seasonal and impacted by the weather



Living Links (capuchins and squirrel monkeys)

- From the main entrance/members entrance, there is level access
- The entrances are via a slopes, one paved (East) and one wooden (West) that double back on themselves
- The flooring is wooden and the light is very variable with the indoor areas being dark
- There is no seating in this area



The magic forest

- From the main entrance/members entrance, there is level access
- The west door can be accessed via steps or slope to a double door 1550mm wide
- The flooring is resin and the light is variable with some areas that are dark
- There is no seating in this area



Koalas

- From the main entrance/members entrance, there is level access
- The entrance is accessed via a path through garden space and a double set of double doors which are push to open
- The flooring is resin and the light is variable with some areas that are dark
- We ask people to be very quiet indoors, not to tap on the glass and not to use flash photography
- There is seating in this area

Wallabies and kangaroos

- From the main entrance/members entrance, there is level access
- Entrances are accessed by double entry system doors
- The flooring is tarmac and the path slopes and can be uneven
- We ask people to stay on the path at all times
- There is no seating in this area

Dinosaurs

- From the main entrance/members entrance, there is level access. The dinosaurs are situated at the top of the hill.
- The Dino Zone can be accessed via different sloped paths
- The pathways are resin and the light is variable
- There is seating in this area
- Some of the dinosaurs are animatronic and make noise which can frighten some people
- The 'dino aquarium' is a dark space with a screen showing an animation which can cause fear in some people

Giraffes

- From the main entrance/members entrance, there is level access. The enclosure is at the top of the zoo hill.
- The entrance to the inside house is accessed via a sloped path or steps and a set of double doors which are push to open
- The flooring outside is a mix of concrete, wood and resin and the light is variable, there are two specific viewing areas
- The flooring indoors is concrete and the light is variable but darker
- It can be warm and dusty indoors
- We ask people to be very quiet indoors and not to use flash photography
- There is no seating in this area
- There are two outside viewing areas, one is covered



Wee Beasties

- From the main entrance/members entrance, there is level access
- The entrance is accessed by a slope, 1460mm wide or steps, 1500mm wide and a double door which is pull to open and is 1400mm wide
- There is an interior door which is 850mm wide, and an arch way that is 950mm wide
- The flooring is vinyl and there are some unusual protrusions which may cause trip hazards
- The lighting is low
- We ask people to be quiet in the building, not to tap on the glass and not to use flash photography
- There is seating in the back room area when open

Penguins Rock

- From the main entrance/members entrance, there is level access
- Entrances are accessed by double gates ranging from 1550mm – 2700mm wide
- The flooring is a mix of resin and concrete and the paths are various sizes 1000mm – 2450mm wide and can be uneven
- There is a covered area that can be dark with access via doorways 1000mm and 1100mm wide
- We ask people not to knock on the glass or put things through into the enclosure
- There is some seating in this area

Education Centre

- The Education Centre is usually only open to booked groups but if available can be used as a quiet space, prayer room or private area for breastfeeding
- From the main entrance/members entrance, there is level access
- The entrance is accessed by a slope, 1800mm wide, and two double doors 1500mm wide which are pull to open
- The flooring inside is a mix of carpet and laminate
- The route around the building is 1250mm wide or more
- There is a wheelchair lift within this building
- There is good lighting
- We ask people to be quiet as they move around the building
- There is seating in all areas of the building

Public toilets

General facilities

- There are numerous public toilets across the site and in every café and restaurant
- Most toilet seats are a contrasting colour

Accessible toilets

- There are accessible gender-neutral public toilets around the site and in the restaurants and cafes
- From the main entrance/Members entrance there is level access, some are located up near the top of the hill
- All have emergency alarm cords and horizontal grab rails
- Some toilets have no hand drier so are quiet toilets

Changing Places

- There is one Changing Places unit onsite, close to Penguins Rock
- The unit is accessed by RADAR key or can be opened by the Duty Manager
- The entrance is up a slope 1250mm wide with a door 1100mm wide

- There is an adjustable changing table, hoist, accessible toilet, handrails and shower facilities



Places to eat and drink

The Gannet restaurant

- To get to a table there are no steps
- There are two sets of automated double doors 1550mm wide
- The route through the dining area is 1250mm wide or more
- The menu and ordering can be accessed online or can be done face-to-face
- There is a low countered area if required
- There is no background music
- The table and plates have high colour contrast
- We cater for a wide variety of dietary needs
- There are public toilets and accessible toilets within the building

Grasslands Restaurant

- To get to a table there are no steps
- There are push/pull double doors
- The menu and ordering can be accessed online or can be done face-to-face
- There is a low countered area if required

- There is no background music
- The table and plates have high colour contrast
- We cater for a wide variety of dietary needs
- There are public toilets and accessible toilets within the building

Penguins Café

- To get to a table there are no steps
- There are push double doors 1350mm wide to enter, and to exit a single pull door 850mm wide
- The route through the dining area is 1000mm wide or more
- There is an outdoor seating area that can be accessed via doors from the café or by slope, 1100mm wide or more, and steps, 1200mm wide
- The food/drinks are on view at different heights along the queueing area, staff are present to help with reaching different items
- There is a low countered area if required
- There is no background music
- The table and plates have high colour contrast
- We cater for a wide variety of dietary needs
- There are public toilets and accessible toilets within the building



Rockhopper ice-cream

- There are automatic doors for entering and exiting 830mm wide
- The route through the serving area is 1900mm wide

- The food/drinks are on view along the queueing area, staff will serve you
- The countered area is 800mm high
- There is no background music
- We cater for a wide variety of dietary needs

Kiosks

- There are a number of kiosks around the site offering a variety of refreshments, some cater for dietary needs

Picnic

- There are many picnic spots around the site some with inclusive picnic tables
- There are some accessible covered picnic areas including Lemur Lodge with access of 1450mm wide and Sloth Kiosk

Water bottle refill points

- There are free water bottle refill points around the zoo, marked on the map, these can also be used to fill drinking bowls for service animals

Playing

Penguins playpark

- This play area is designed for a mix of age groups
- The floor is resin
- There is limited seating in this area

Budongo/Sun bear playpark

- There are two distinct play areas, one for younger children and one for older children
- The floors are resin

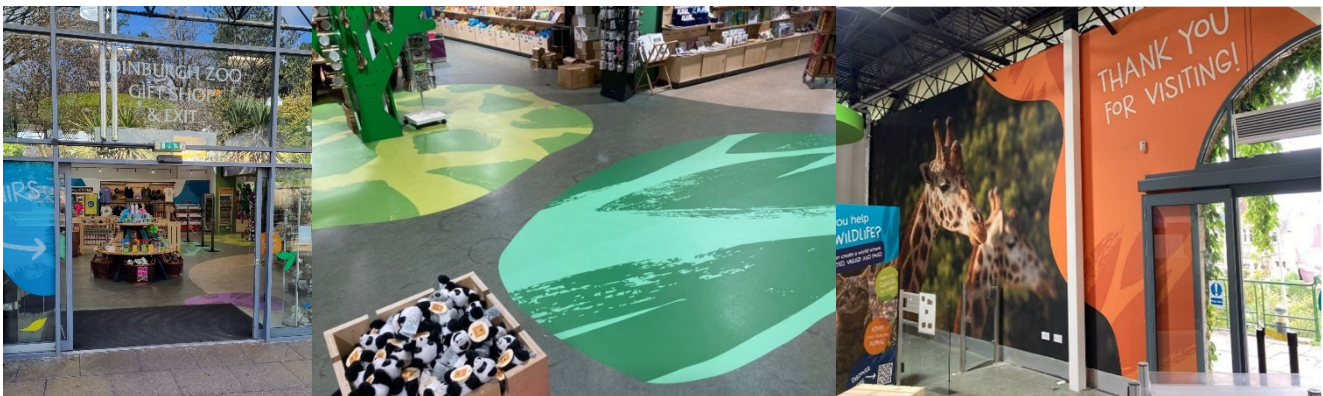
- There is a wheelchair accessible roundabout
- There is limited seating in this area

Tiger playpark

- This play area is designed for younger children
- The floor is woodchip
- There is seating in this area

Shopping

- From the main entrance to the shop, there is level access. The doors are automated and are 1850mm wide
- The route through the shop is 1200mm wide, or more
- The flooring within the shop is a mixture of carpet and vinyl.
- There are two entrances to the shop, one from within the zoo and one from outside
- There is a low counter area and merchandise is displayed on shelves and in bins of varying heights
- Staff are available to help customers who require assistance to navigate throughout the shop
- There is low level background music playing





Customer care and support

First aid

- We have trained first aiders onsite at all times when the zoo is open
- There are defibrillators onsite

Emergency evacuation procedures

- We have emergency evacuation procedures for all visitors in case of fire, animal escape or other
- In the case of an evacuation, all visitors will be led to safety by a member of the team or a member of the emergency services

Accessibility equipment

- There are wheelchairs, electric mobility scooters and buggies available for free hire at the main entrance, there is a refundable deposit for each item
- There are accessibility maps available in different formats and specific for different needs as some areas may not be accessible for example scooters
- We offer sensory bags to help support visitors and a sensory map of the site which highlights areas that have difference in light, smell, noise etc.

Customer support

- Some staff have disability awareness training
- Some staff have BSL and/or Makaton training
- We have information in large print
- We are translating some of our talks into BSL which will be available onsite via QR code from 2025

Author	Accessibility & Inclusion manager
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Implementation Date	
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