

ACCESSIBILITY STATEMENT FOR HIGHLAND WILDLIFE PARK

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Welcome



Have an unforgettable day out at Highland Wildlife Park, home of the Royal Zoological Society of Scotland (RZSS)!

Set in the stunning Cairngorms National Park, the park is open seven days a week and offers breathtaking views. You will have the chance to see a range of native animals like the Scottish wildcat, as well as species from around the world including snow leopards, Amur tigers, Japanese macaques and Scotland's only polar bears.

You can also drive around the reserve, where you will see many hoofed animals, including deer, elk, vicuna and bison.

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

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 park is situated in the Scottish Highlands and our site is steep and rugged. There are accessibility maps available for any visitors

There is level access (although hilly) to the entrance, and from the main entrance to:

- The Gateway
- Learning Hive
- Conservation Den
- The Visitor Centre
- Antlers Café
- Polar bear viewing
- Snow monkey viewing
- Tiger Boardwalk
- Wolf Wood
- Drive-through reserve



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 park 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
- We have a number of different map formats including mobility, sensory and large print
- We have a free mobility vehicle service which can assist visitors in accessing areas of the park



Assistance Dogs

- Only fully trained assistance dogs that are accompanying their respective partner are permitted to enter the park
- No dogs or other animals are allowed to be left in vehicles or otherwise unattended
- If you wish to bring an assistance dog into the park 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 park as an appropriate environment for ESAs. We strongly advise that guests should never simply arrive at the park 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

Getting Here

Kincraig
Kingussie
PH21 1NL



Travel by Public Transport

- You can get to Highland Wildlife Park by bus
- The nearest bus stops are on Wildlife Park Road End (B9152) (from Kingussie 320m from entrance, to Kingussie 322m from entrance) via the park access road
- Bus services 39, M39, 138 and 139 all stop at the park
- The nearest main line railway station is Kingussie, approximately 4.4 miles from the park, the same bus services stop near the station and the journey takes approx. 15 minutes



Travel by Taxi

- It can be arranged that taxis can pick-up/drop-off at the ticket kiosks



Parking

- There is a free drop-off point on Wildlife Park Road End (B9152) and steep incline to the main entrance
- There is also a free drop-off point just before the ticket kiosks with level access to the park

- The entrance to the main car park is a short drive from the ticket kiosks
- There is free parking
- There are some blue badge spaces, free of charge, which can be found outside the visitor centre
- 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

Pedestrian path to ticket kiosks from road

- From the street to the ticket kiosks there is level access
- The path starts as tarmac and then becomes a wooden boardwalk
- The path is 1950mm wide, or more

Pedestrian path to Visitor Centre from ticket kiosks

- From the ticket kiosks to the visitor centre there is level access on a mix of gravel paths, compacted sand and wooden walkways
- The car park is compacted sand with areas of loose gravel

Ticket Kiosks

- Before paying you may need to queue in your car, or on the pedestrian access path
- The ticket kiosks have a window through which you speak to a member of our staff and pay, the window is 1100mm from the ground

Visitor Centre

- There is level access to the entrance
- The doors are sliding and automatic and 1600mm wide
- The building is over two floors and there are seats, the lower level can be accessed by a ramp outside or by a set of stairs
- The flooring throughout the building is laminate

Getting around the park

Mobility assistance

- There are wheelchairs, push chairs, mobility scooters and assistance maps available. Some require a refundable deposit

Talks/tours

- There are a number of talks and tours which take place around the park, some private and must be booked in advance, and some public, listed on boards around the site
- We do offer days throughout the year with translated talks/tours, including BSL

The Gateway

- There is level access to both entrance doors
- The doors are sliding and automatic and 1600mm wide
- The building is over one floor and there are seats
- The flooring throughout the building is laminate
- There is usually a member of staff inside this building

Learning Hive

- From the ticket kiosks, there is level access although up a steep hill
- There are two other doors which enter the classroom space which are push and 1500mm wide
- The flooring is vinyl
- There are toilets within this building for use by booked groups, including an accessible toilet

Conservation Den

- From the visitor centre, there is level access to the Den, although up a very steep slope
- There is covered area
- The path to the Den is a mix of compacted sand and gravel

Male Polar bear viewing

- There are two viewing areas
- From the visitor centre there is level access, although up a steep slope
- The entrances are accessed via the main park path and some wooden walkway areas 1430mm wide
- The flooring is wood and the light is variable with some areas that are dark
- There is limited seating in this area

Female Polar bear viewing

- From the visitor centre there is level access
- Access is via a wooden walkway which is 1900mm wide
- The flooring is wood and the light is variable with some areas that are dark
- There is limited seating in this area



Snow monkey viewing

- From the visitor centre there is level access
- The flooring is wooden decking
- We ask people not to knock on the glass or put things through into the enclosure
- There is seating in this area



Tiger boardwalk and viewing

- From the visitor centre, there is level access
- The boardwalk is 1300mm wide or wider
- The viewing areas have wooden floors
- There is limited seating in this area
- The light is variable with some areas that are dark
- We ask people not to knock on the glass or put things through into the enclosure



Wolf Wood

- From the visitor centre, there is level access, although up a slope and across a park road
- The flooring is a mix of compacted earth and wooden boardwalk, 1550mm wide or more
- It can be dusty if the weather has been very dry
- We ask people not to tap on the glass and not to put things through into the enclosure
- The light is variable with some areas that are dark
- There is seating in this area



Drive-through reserve

- The drive-through section of the park is accessed in your own private vehicle
- There are staff that patrol the area in case you require support
- Stay in the vehicle at all times

- Please do not attempt to feed the animals as they are on a specific diet

Public toilets

General facilities

- There are numerous public toilets across the site

Changing Places

- The unit is accessed by RADAR key or can be opened by the Duty Manager
- The entrance is up a slope
- There is an adjustable changing table, hoist, accessible toilet, handrails and shower facilities

Places to eat and drink

Antlers Café

- To get to a table there is level access
- There are double doors and a single door
- There is additional seating up a set of steps
- The menu is written on chalk boards each day
- The ordering and paying is done face-to-face

Food Trucks

- There are a number of food trucks in the accessible car park offering a variety of meals and refreshments, some cater for dietary needs



Playing

- There is a play area designed for a mix of age groups
- The floor is a mixture of loose earth, rough grass and resin
- There is limited seating in this area

Shopping

- The shop is within the visitor centre and there is level access from the car park

Customer care and support

First aid

- We have trained first aiders onsite at all times when the park 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 and electric mobility scooters for free hire at the main entrance, there is a refundable deposit for each item

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

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