

Anglesey Sea Zoo & Marine Resource Centre
General Access Statement
Last Revision - March 2011



Opening Times

We are open throughout the year, daily from February school half term until the end of the October school half term. We then open for weekends only throughout the Winter months.

Public Transport

Currently the No. 42 Bus service only stops at Anglesey Sea Zoo on Sunday's and Bank Holidays. It departs from Bangor Clock at 11.30am via Menai Bridge Bus Station and arrives at the Anglesey Sea Zoo 11.55. A return service leaves the Anglesey Sea Zoo 17.10 daily on the days given above, arriving at Bangor Clock at 17.36.

Regrettably, fully accessible low floor buses are only available on certain named routes which do not include ours. A pre-bookable door to door service is available for at a rate of 50p per mile, providing facilities for wheelchair users and others with specific mobility problems. All minibuses used for this service have electric lifts and are available Monday to Friday between 08:00 and 18:00, please call 01248 751312 for further details.

Trains are not very practical for visiting the Anglesey Sea Zoo as they do not necessarily fit in to the bus timetable. The nearest main station is Bangor, with Llanfairpwll being the closest request stop station. It is then possible to take a bus from Llanfairpwll to Brynsiencyn, that runs throughout the day every half hour or so. However, this service does leave the passenger approximately 1 mile away from the Anglesey Sea Zoo outside the times described above.

Car Parking

Six dedicated spaces for wheelchair users and blue badge holders are available, and all may be booked in advance. Please give us as much notice as possible. They are a maximum of 29 metres from the entrance to the Anglesey Sea Zoo, and minimally only 5 meters away.

Entrance Access

From the main gate the distance to the entrance is 200m over a level tarmac road. The Anglesey Sea Zoo is clearly sign posted all the way from all major road access routes, and on arrival is easily recognised by its twin flagpoles flying the Welsh and Sea Zoo flags.

Waiting

Currently there is no seating provided at the entrance but there should be little or no queuing unless during very wet weather in the last two weeks of July and during the whole of August.

Payment

Our reception desk has an accessible counter for wheelchair users and smaller people.

Hearing Impairment

Currently there is no hearing loop installed.

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Staff Awareness

All staff have been a thorough verbal grounding in disability awareness and etiquette.

Wheelchair Accessibility

Access is easy and catered for throughout our site, unisex toilet and bathroom facilities are provisioned outside the pay boundary by the Anglesey Sea Zoo entrance. There are currently baby changing facilities at three of the four bathrooms throughout the site, all of which are accessible to wheelchair users, no RADAR key is required.

Our Gift Shop and Bistro have been assessed by wheelchair using customers, and all staff are happy to bring trays to tables if requested, and help will be willingly given to reach goods on higher shelves at our gift shop if required. Tables may also be reserved in advance. Please ring 01248 430913 by 11:00 on the day of your proposed visit. We can also cater for people with special dietary requirements, but the more notice you can give the better. Menus and general information are available bilingually and in large print, but are not currently available in either Braille or on tape, but can be related by staff members on request.

Meetings and Functions

Rooms that can be let for meetings and functions are not currently fitted with a hearing loop, but are fully wheelchair accessible.

Picnic Areas

On our grounds there are many picnic tables on various surfaces including grass and bark chippings, most of these are on easily accessible surfaces of tarmac and paving.

Wheelchairs

Self-propelling wheelchairs are available, these can also be used with assistance. They are free on loan and can be reserved in advance. Please give us as much notice as possible particularly during the main Summer trading season.

The only steps inside the attraction are those to access the pier tank from above, which can also be seen from a different angle below, and those to access the top deck in the Bistro.

All doors are usually left open unless it is very poor weather, and full staff assistance is given to all visitors who may require it.

Assistance dogs

Assistance dogs are allowed access to all areas. Water bowls and shade are provided in dog pens outside the main entrance, leashes if required are given on free loan by our reception staff.

General Information

We offer a 24 hour telephone information line, a website, many leaflets, and access to information by email or fax throughout the year.