



# ACCESS AND INCLUSIVITY GUIDE

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## OUR ACCESS AND INCLUSIVITY PROMISE

We are committed to inclusivity and work hard to provide a friendly, accessible environment for all our visitors and the widest possible access to Bear Town, our play sessions and events.

We promise to:

- Place access and inclusivity at the heart of what we do.
- Do everything we can to remove barriers to participation.
- Work with individuals and organisations that can help us to be more accessible and inclusive.
- Positively encourage feedback on how we can improve.
- Invest in access and inclusivity facilities, equipment and processes.
- Regularly measure and monitor our progress.
- Display this in all team members areas to remind the team to deliver against our promise.

## GETTING HERE AND PARKING

We are easy to find on the B3181 between Exeter and Cullompton.  
Bear Town, Westcott, Cullompton, EX15 1RZ.

We offer free onsite parking. There is currently four designated disabled parking space. Please note it is a gravelled carpark. If you require assistance, please speak to a member of the team who would be more than happy to help.

## ENTRANCE

Access is via the Ticket Office, which has ramp access to double doors and a flat floor.

On arrival you will show our team member your tickets you will be welcomed into Bear Town through a barrier. Shoe storage is located to the left.



## WHEELCHAIR ACCESS

Bear Town is wheelchair friendly with a ramp to double doors at the entrance and a flat level hard floor. Inside Bear Town the entrances to each area are wheelchair friendly and are flat and level.

## SENSORY IMPAIRMENT

At Bear Town we are creating a quiet zone for children who want to take a break. Each role play area has a braille sign describing the play area. Large format menus are available upon request.

## TOILET FACILITIES AND BABY CHANGING

Toilet facilities are available in Bear Town, including a disabled toilet. We have two private changing stations located at the front of the toilets, these changing stations are 610mm by 13560mm and can take up to 40kg.

## CATERING AND DIETARY REQUIREMENTS

The Bear Café has double doors into the café that will accommodate a wheelchair and a small number of tables, outside is a hard-floored eating area. We sell baby food within our café alongside a range of food to suit specific dietary requirements. These options include gluten free, vegan, vegetarian and dairy free. Tap water is available upon request. If you have any questions, please do ask a member of the team who will be happy to assist you.

## WI-FI

We offer free Wi-Fi within Bear Town. Our menus and detailed educational content are available via a QR code.

## FEEDBACK

If you have any comments or feedback on your visit or how we could improve for future visits please email [info@beartown.co.uk](mailto:info@beartown.co.uk) with your suggestions, we would love to hear from you.