



ACCESSIBILITY GUIDE

BEAR TOWN EXETER

CONTACT INFORMATION

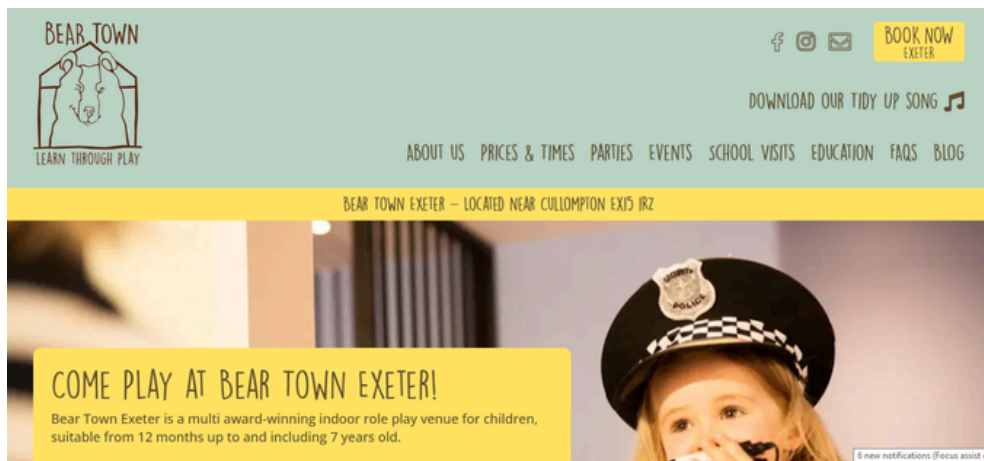


Email: hello@beartown.co.uk

Telephone number: 01392 881780

Website: www.beartown.co.uk

Contact for enquiries: Carolyn Davey, Bear Town Exeter, Manager



Bear Town Website

WELCOME



Bear Town Exeter is a multi award-winning indoor role play venue for children, suitable from 12 months up to and including 7 years old.

We are located between Exeter and Cullompton on the B3181.

We have three, two-hour play sessions per day to choose from:
9:30am – 11:30am, 12:15pm – 2:15pm & 3pm – 5pm.

Our cafe is available for use during your session time only.

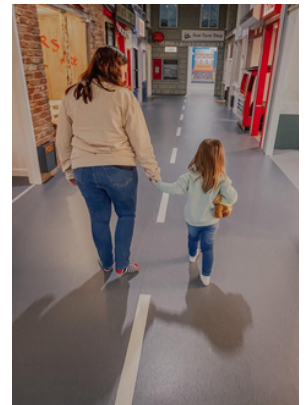
Pre-booking is essential, we strictly limit numbers so early booking is strongly advised.

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.



LOCATION

Address: Bear Town, Westcott, Cullompton, Devon, EX15 1RZ.

What3Words: ///veered.careful.searching



Bear Town Location - Google Maps

Travel by Car

- We have a large carpark with free parking.

Travel by Taxi

- You can get a taxi with Apple Central Taxi Exeter by calling 01392 666666. The taxi company has a wheelchair-accessible vehicles upon request.

Travel by Bus

- You can get the 1A bus which stops on the road outside Bear Town and will need to walk down through the car park to the entrance.

Parking

- We have a large outdoor car park.
- There are two designated blue badge parking spaces. The accessible parking is less than 10 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 curb.
- The car park and entrance are gravelled.
- If you require assistance, please speak to a member of the Team who would be more than happy to help.



Carpark Gravel



Accessible Parking Signs



Bear Town Car park

Main Entrance

- Access is via Reception, which has ramp access to double doors and a flat floor.
- On arrival you will be checked by our Team Member. You will then be welcomed into Bear Town through a barrier gate which locks (opens up to fit a wheelchair or double buggy).
- We have display information in large print, with high contrast.
- Shoe storage is located to the left, through the gate.



Main Entrance



Barrier gate through to main area

WHEELCHAIR ACCESS



- Bear Town is wheelchair friendly with a ramp to the double doors at the entrance and a flat level hard floor throughout.
- Inside Bear Town the entrances to each role-play area are wheelchair friendly and are flat and level.
- Play equipment is lowered to allow access to all.



Bear Town café

SENSORY IMPAIRMENT



- At Bear Town we have a quiet zone for visitors who want to take a break, away from the main busy area.
- Each role play area has a braille sign describing the play area. This is in the entrance to each room to the left.
- Large format café menus are available upon request.
- We offer exclusive SEND sessions to provide guests with a quieter play environment. For more details and upcoming dates, please visit our website.



Braille

TOILET FACILITIES AND CHANGING ROOMS

- Toilet facilities are available in Bear Town, including an accessible toilet. There are 3 cubicles in the ladies toilet with one child size toilet and the others have an inner child toilet seat. In the Men's toilets there are 2 urinals (one lower height) and a cubicle toilet with a child size inner toilet seat. All 3 rooms have a movable step.
- We have two private changing stations located at the front of the toilets. These changing stations are 0.61m by 1.35m and can take up to 40kg. Nappies in a range of sizes and wipes are provided by Bear Town.



Entrance to Toilets



Accessible Toilet



Changing Room



Entrance to Changing Rooms

- We sell a range of food to suit specific dietary requirements. These options include gluten-free, vegan, vegetarian, and dairy-free. As well as baby food.
- The Team have all had allergen training, so please mention any dietary requirements when ordering.
- Tap water is available upon request
- The menu boards are sized A4 (We have large font available upon request).
- Trays are available for wheelchair users. Team Members can bring food and drink to wheelchair users if required.
- Wherever possible we source our food and drink locally. For example, our coffee comes from Roastworks, (Willand). Our cakes are from Trudy Treats, (Kingsteignton) and Exploding Bakery, (Exeter).
- If you have any questions, please 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 found in those role-play areas.



Bear Town café



Poni & Pie Entrance

Maggie's Motors

Entrance - 218 cm wide
One step into area under car



Maggie's Motors Entrance



Cubs Cafe Entrance

Cubs Cafe

Entrance - 88 cm wide
Space behind counter - 59 cm
Tables and Chairs not fixed

Fire Station

Entrance - 88 cm wide

Three steps to top of fire pole platform

One big step to get into front of fire engine

Climb to get into back of fire engine - 61 cm in height

Space between pole and a wall (once soft mat removed) - 65 cm

Please note: Once the switch on the wall (by the pole) is turned on, a flashing red light will turn on. It will stay on until switched off again via the same switch on the wall.



Fire Station Entrance



Fire Station Pole

Police Station

Entrance - 90 cm wide

Jail cell entrance - 90 cm wide

Space behind counter - 54 cm

Tunnel behind toilet - 49 cm high, 57 cm wide and 320 cm long
(Tunnel goes under South West End Theatre and finishes in
Bishops Construction)



Police Station Entrance



Toilet/Secret Tunnel



Theatre Entrance

South West End Theatre

Entrance - 87 cm wide

Three steps to main stage

Three steps to changing mirror

Space between benches - 54 cm
(Police tunnel evacuation site from stage)

Bishops Construction

Entrance - 92 cm wide

Manual Rotating wheel to move conveyor belt



Bishops Construction Entrance



Devon Vets Entrance

Devon Vets

Entrance - 87 cm wide

Space behind counter - 65 cm



Post Office/Bank Entrance

Post Office/Bank

- Entrance - 92 cm wide
- Three steps to top of postal shoot
- Space to get behind either counter - 71 cm
- Vault entrance - 62 cm



Post Office/Bank



Bear Farm Shop

Bear Farm Shop

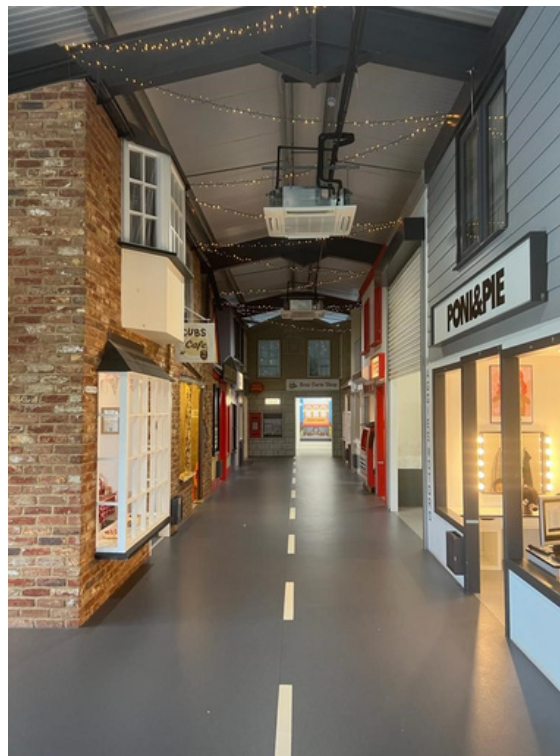
- Entrance - 116 cm wide
- Manual rotating wheel to move conveyor belt



Strawberry Cottage Entrance

Strawberry Cottage

Entrance - 77 cm wide
Furniture (sofa, table, chairs) not fixed



Bear Town Street View

FEEDBACK

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