



ACCESS STATEMENT

HEADS OF AYR FARM PARK, DUNURE ROAD, AYR, KA7 4LD

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INTRODUCTION

Heads of Ayr Farm Park is a family-run animal and adventure park located on the coastal road (A719) between Ayr and Dunure. We offer a wide range of attractions and activities suitable for the whole family, and we aim to be accessible to all visitors.

We offer:

- A large variety of indoor and outdoor animals to view, feed, and touch.
- A heated indoor adventure play barn
- Fowl Play, a heated indoor cannonball arena game
- An outdoor play park
- Quad bikes for adults and children
- Various themed play areas including Frontier Fort, Buccaneer Bay, Diggerland, and Young McDonald's Farmer's Yard
- Trampolines and jumping pillows
- A zip line and outdoor slides
- Bumper Boat, Quad and Barrel, Electric Quads and Electric Tractor rides
- 3 Catering outlets including Roosters Snack Bar, Grazers Grill BBQ, and Stables Coffee Bar
- Gift Shop

Depending on the time of year, we have between 30 – 100 staff members who are friendly and highly trained in their area. They are happy to help with any questions you may have, and to ensure that your visit is enjoyable and memorable.

BEFORE YOU ARRIVE

A clearly worded leaflet is available describing the facilities, attractions, directions, opening times, and prices. The leaflet also contains our contact information, social media information, and park events. The leaflet is widely distributed to other tourist venues, hotels, caravan parks, and other local businesses nearby. If required, the leaflet can be printed in a larger font for you.

Our team is available 7 days a week from 8:30am – 5pm, should you require any information before you visit the park. We are contactable by telephone, email, and social media channels including Facebook and Instagram.

Our website contains all relevant information and can be read in a large font if required at www.headsofayrfarmpark.co.uk.

GETTING HERE

DRIVING

Heads of Ayr Farm Park is accessible by car. For Sat Navs, our postcode is KA7 4LD.

We are next door to Haven's Craig Tara holiday park.

From Glasgow and the North: follow the M77/A77 to just beyond Ayr, exiting at the Alloway turn-off (signposted Heads of Ayr, Haven Craig Tara). Drive through Alloway following the signs for Heads of Ayr, Haven Craig Tara, onto the coastal road (A719). Go straight through the roundabout, Heads of Ayr Farm Park is another 2 miles on the right.

From Stranraer and the South: follow the main A77 as far as Turnberry, then exit onto the A719 to experience the amazing optical illusion of Electric Brae. From there, Heads of Ayr Farm Park is another 5 miles on your left.

TRAIN

The nearest railway station to the park is Ayr. Train times can be found on Scotrail's website.

(<http://www.scotrail.co.uk>)

Following your arrival at Ayr train station, visitors will have to get a bus to the farm park.

There is a bus stop on Smith Street (just across the road from the station) which is on the route to the farm park. Ayr bus station is a 0.5 mile (11 minute) walk away.

BUS

Heads of Ayr Farm Park is located on several bus routes. The first is the 361 (Straiton – Dunure) which runs approximately every hour. This bus stops right across the road from the farm park. There is no crossing, so visitors must take care when crossing the A719. Once you have crossed the road, it is a 0.1 mile walk to our admissions desk.

https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/West%20Scotland/361-AyrDunure-18July_2018.pdf

An alternative bus is the 97 Craig Tara bus. This bus also runs every hour. This bus terminates at Craig Tara holiday park. It is approximately an 11 minute (0.5 mile) walk from Craig Tara to the farm park. This walk follows a footpath alongside the A719 road so great care should be taken.

[https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/West%20Scotland/97%20AY%20April%202019%20\(Web\).pdf](https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/West%20Scotland/97%20AY%20April%202019%20(Web).pdf)

In summer months, the X77 (Glasgow – Ayr) runs directly to Craig Tara at select times. Timetables can be found on the Stagecoach website. This bus terminates at Craig Tara holiday park. It is approximately an 11 minute (0.5 mile) walk from Craig Tara to the farm park. This walk follows a footpath alongside the A719 road so great care should be taken.

[https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/West%20Scotland/X77%20AY%20April%202019%20\(Web\).pdf](https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/West%20Scotland/X77%20AY%20April%202019%20(Web).pdf)

TAXIS

Taxis are available to reach us from Ayr town centre.

It generally costs around £12 to reach us from the taxi rank near the station.

We recommend the following firms:

Ayr Premier Taxis: 01292 404040

Streamline Taxis: 01292 477000

CAR PARK FACILITIES

Car parking is free and is open from 9am – 5pm. It is a private, open-air car park. It is locked overnight.

There is space for buses, coaches, and other large vehicles. There is no height restriction.

There are 9 Blue Badge spaces available. They are located roughly between 27-40m from the admissions desk. Blue Badge spaces do not need to be booked in advance.

The main car park is well-lit.

The parking bays are gravel, with tarmacked pathways in the main car park.

An overflow grass car park is used during peak times and is well signposted. The overflow parking areas offer gravel and grass parking bays and pathways.

Vehicles can be parked to allow rear access and there are no dropped kerbs. There is no drop off point.

ADMISSIONS DESK AND ENTRY

Heads of Ayr Farm Park is open every day from mid-March until the 31st October from 10am until 5pm with a last admission at 4pm. From January until mid-March the indoor areas of the park are open for our Winter Weekends. These run on Fridays, Saturdays, and Sundays from 11am until 4pm.

Our standard admission charges from March – October are as follows:

- £13 per adult
- £10.50 per child or OAP
- £5.50 for 1 year olds
- Free for under 2's
- Free for carers who bring along supporting documentation including a DLA or Attendance Allowance award letter, or letter from GP or consultant confirming the need for a carer. All documentation must be dated within the last 12 months at the time of entry.

The farm park is also open on select dates in November and December for our Santa's Grotto. These dates can be found listed on our website, or we can send them to you in large print on request. The admission prices also change for these events.

There are no doors to reach our admissions desk.

There is easy slope access to reach our four entry points to purchase tickets.

There is a sliding window between visitors and staff which is fully opened when dealing with customers.

The counters are moderate to high, however we have long-reaching card machines and are happy to accommodate payment at the staff entrance of our ticket booths to avoid counters if the visitor wishes to do so.

The main entrance area is covered with a roof, however on very busy days customers may have to queue without the cover of the roof. This depends on the length of the queue.

All visitors receive a wristband and a copy of the park map.

Any visitors requiring additional information should not hesitate to ask our staff members to help make the most of their visit.

PUBLIC AREAS (PATIOS, PATHWAYS, ETC.)

There are benches and seating all over the main outdoor section of the park.

There are fewer seating areas when you enter the outdoor animal zone.

There are two main sheltered seating patios that can be used as picnic areas.

The first patio next to the admissions desk has ground level access, however there is a small step from the top level to the ground access level. Access can be gained from the side of the patio to avoid the small step.

The second patio is located across from Frontier Fort in the main park. It has level access.

There are multiple handwashing stations located near each seating area. Many of these offer low-level sinks. The outdoor handwashing stations offer paper towels to dry your hands.

Most outdoor pathways are tarmacked, however there are some gravel pathways remaining.

We are currently working on the pathways around the park, and plan to eventually have all pathways tarmacked.

You are welcome to consume your own food in any of our picnic areas.

There is not level access to Treetop Tower. Visitors must climb 15 steps to reach the top viewing landing. The steps and landing are wooden. There is a handrail.

OUTDOOR PLAY AREAS AND ATTRACTIONS

We have several different attractions and play areas in the main outdoor park. These include:

- Playpark
- Buccaneer Bay and sandpits
- Frontier Fort
- Diggerland and sandpits
- Young McDonald Farmer's Yard
- Outdoor slides
- Trampolines
- Jumping Pillows
- Zipline
- Water Wars
- Quad Bikes
- Quad and Barrel
- Bumper Boats

The outdoor play park is situated on grass and has level access. There is a larger section for older children and a smaller section for younger children. The play park offers some accessible equipment for wheelchair users.

Buccaneer Bay offers two large play pirate ships surrounded by a large sandpit. To get onto the ships, there are various steps and climbing equipment. Due to the sandpit, the terrain is uneven.

Frontier Fort is a large, sheltered castle. There are various oversized sensory musical instruments in and around the castle. There is ramp access into the structure. Some of the terrain is uneven due to the hillside location of the park. The paths inside are wooden.

Diggerland is a large sandpit with various ride-on diggers and construction vehicles for younger children to play on. Due to the sandpit, the terrain is uneven.

Young McDonald's Farmers Yard is a pretend farm play area for pre-school children. There is a large combine harvester with a slide, and a few ride-on tractors. The entrance to this area is down an easy ramp. The terrain is concrete and level. The main structure is sheltered.

The outdoor slides are situated on grass. The slides are located on top of a large hill. To access the hill, there are steps available. The hill is very steep. The Astra-slide requires the visitor to sit in a large, rubber tyre. The slide surface is AstroTurf. Only one rider is permitted to sit in the tyre. There is a large board on top of the hill where the rules are clearly signposted in large print. This area is unsupervised, however we do ask that parents, guardians, and carers pay close attention to the rules and supervise their children.

The trampolines are situated on grass. They are not built into the ground, so visitors are required to climb up onto the trampoline using the step provided. Each trampoline has a net. The rules are clearly signposted in large print as you enter the area. This area is unsupervised, however we do ask that parents, guardians, and carers pay close attention to the rules and supervise their children. There is an additional, smaller trampoline for toddlers only.

We have three jumping pillows around the main park, one of which is designated for younger children only. Each jumping pillow is surrounded by rubber chips. There is level access to each jumping pillow. The rules of the jumping pillows are clearly signposted in large print as you enter the area. The area is unsupervised, however we do ask that parents, guardians, and carers pay close attention to the rules and supervise their children.

The zipline is located on grass, on uneven terrain due to the nature of the ride. Riders sit on the swing and ride the zipline down a straight line to the bottom of the hill. There are no straps. This area is unsupervised.

Water Wars is a water balloon-launching game located next to our Feed Hut. There is a tarmacked pathway to this area. The area is on level terrain. There is a small step to reach the attraction, however an alternative level access into the arena can be provided if required. The attraction and queuing area is on concrete. There is an additional charge of £2 per bucket of 5 balloons.

We have two quad bike courses, one suitable for ages 12+ (with a minimum height restriction of 5ft), and a smaller one for children ages 7-11. Children under 7 years old are not permitted to ride. The children's quad bikes are heavily speed restricted. The course is an easy circuit with a level terrain of dirt and grass. The adult course is also dirt and grass, however the terrain is not level and covers hills and curves. The adult quads are also speed restricted, but not as heavily. There is tarmacked pathway to the quad courses, however you must then queue on grass. You are able to see the course at all times from the queue. It is £5 per child and £6 per adult to ride the quads. Helmets must be worn. Disclaimers must be signed. The course lasts for 6 minutes.

The Quad and Barrel train ride is suitable for pre-school aged children. Each rider sits in a barrel and is pulled around the track by a quad bike, driven by an experienced driver. It is £2 per ride. Whilst in the barrel, riders are pulled around a track with various terrain elements, bumps, around plastic animals and through tunnels. The entrance to the ride is accessed via a wooden station. There is not level access in the station as there are several steps, however riders requiring level access can be let in via a gate.

The Bumper Boats are a water-based ride, where riders steer a boat around a small pond, whilst other riders bump into them. There are rules for this attraction which are clearly signposted on the fence outside in large print. The boats are always operated by a staff member, who will assist riders in getting in and out of each boat. The boats are coin operated and play music when money has been inserted. The queueing area has level access. There is a swinging gate upon exit. The staff member operating this ride will be happy to assist with the gate if required. The queueing area has a wooden surface, however there is some gravel in this area. It is £2 per boat. Under 7's must be accompanied by an adult.

All play equipment has safety surfacing where required and is maintained to the current European Standard.

INDOOR PLAY BARN

We have a large, multi-level play barn which hosts three separate soft play areas, large drop slides, as well as Fowl Play; a large shooting gallery arena game.

Shoes must be taken off to play on any of the equipment. Socks must be worn at all times. Socks can be purchased for £1 in this area.

The doors to the Play Barn are automatic. There is level access from the Fowl Play entrance to the upper floor of this area.

There is a second entrance to the Play Barn further along. There is small, easy ramp to get into this entrance. Visitors must pass through a single-width door. These doors are permanently held open. To gain entry to the indoor play area, visitors must go down a moderate ramp, past the automatic doors which open inwards. The ramp has handrails. The floor is carpeted.

Fowl Play arena has canons on different levels for players to shoot foam balls at each other. Players must climb steps to reach the canons. Goggles must always be worn in the arena. Due to the sound of the canons, this area can be quite loud.

There is level access to our pre-school soft play area and sensory equipment.

The entrance to our bigger soft play and drop slides is downstairs. The stairs are clearly marked with handrails and a landing. Any wheelchair users wishing to gain access can ask a member of staff to accompany them down the ramp at the back of the building.

The drop slides are age restricted. Children must be over the age of 4 to use the red and blue slides. Riders must go down the slides unassisted.

Background music is played in our indoor play barn.

There are rules for the soft play signposted all over the area. Our adventure play is also adequately staffed with team members who are more than happy to assist.

ANIMAL ZONES

To access Little Critters Animal Barn, visitors must go down a moderate slope in the park. There is easy ramp access to the barn. There are standard double doors that are usually held open. The doors open towards you.

This area can sometimes be quite noisy due to the parrots squawking. Background music is sometimes played.

Please be aware that the staff use peanuts in this area.

There is level access to the Aztec Reptile Zone from inside Little Critters. This area has low lighting.

There is an easy ramp to access our otter viewing platform. The platform is wooden. There are three steps with a handrail. The steps can be avoided.

To access our goat feeding platform, visitors must climb steep steps. The steps are wooden with handrails. There is no landing. The goat feeding platform is optional. Goats can also be fed through the fences with low-level gaps. There are also feeding toys around the animal enclosures for visitors to feed the animals without touching them.

Many of our animal enclosures offer viewing gaps and windows which makes low-level viewing easier. Low fences are offered when safe to do so.

The outdoor animal zone has a mixture of tarmacked and lightly-graveled surfaces.

Due to the coastal location of the park, some of the enclosures are located on hills. The steepest slope is towards the back of the park at the camel enclosure, however this can be avoided by taking the long, moderate slope further back, and heading down past the tapirs.

Handwashing stations can be found all over the park. All handwashing stations have level access.

Visitors are encouraged to feed our larger farm animals (goats, horses, donkeys, etc). Animal food can be purchased from our Admissions Desk, Gift Shop, and Feed Hut for 50p per bag.

We offer two animal handling sessions per day at 1:30pm and 3:30pm in Little Critters Animal Barn. The keepers also do Lemur Feeding in our ring-tailed lemurs daily at 2pm, and Otter Feeding at the otter pond at 3pm daily.

CATERING OUTLETS

We cater for a wide variety of dietary requirements. Any visitors with allergies or food intolerances should make themselves known at the cash registers as we are happy to accommodate requests wherever possible.

Menus are displayed on the wall in each outlet. We can provide a menu in large print if required.

All food is sourced locally wherever possible. All sandwiches, pasta pots, and hot food is prepared fresh daily.

Rooster's Snack Bar is our main catering outlet with 200 seats available.

There is a small level change to reach this area from the entrance opposite the gift shop with easy ramp access. There are automatic doors which open towards you. There is also level access from a large, wide double entrance (160cm width) from the ticket desk. The nearest table is approximately 4m from the main entrance.

Inside, there is plenty of space to accommodate wheelchairs and mobility scooters.

In Roosters, food is ordered at the till point where there are low counters. The food is then brought to your table.

Stables Coffee Bar is accessible from inside the Indoor Play Barn. There is also an outdoor entrance opposite the Electric Tractors. This entrance has level access. There is a large, wide wooden door that is permanently held open. There are also automatic doors that slide open.

The coffee bar itself seats around 40 people however there is much more seating in the soft play area. There is plenty of room for wheelchairs.

In Stables, food is ordered at the till point. The counters are moderate to high. If desired, orders can be placed at the opening to the counter, where the counters are lower. Hot food is brought to your table.

Most furniture is moveable.

We provide facilities to heat up baby food. High chairs are also readily available.

Grazers Grill is located in the main park. It offers mono block paving and easy ramp access. The sliding doors are permanently held open.

There is outdoor seating plenty of room for wheelchairs with an overhead net to keep birds away. This outlet is opened seasonally, weather permitting.

Food is ordered and served at the counters.

Background music is played in all catering outlets.

TOILETS

There are three toilet blocks in the farm park, each offering a disabled option and baby changing facilities. These can be found next to Rooster's Snack Bar, in the Indoor Play Barn, and at Little Critters Animal Barn.

The disabled toilets are clearly signposted. There is at least one disabled toilet in each toilet block.

The disabled toilet in Rooster's Snack Bar is unisex.

There is easy sloped access from inside the Snack Bar and level access from outside. Each entry has a single-width door that opens towards you.

The disabled toilets have a twist lock. The cubicles have a sliding lock.

In the Play Barn, the disabled and female toilets are stand alone.

They have twist locks. The male cubicles offer sliding locks. The doors open inwards.

In Little Critters Animal Barn, the toilets are stand alone with a twist lock. The entry doors open towards you, whilst the toilet doors open inwards.

There are handwashing facilities and hand dryers at each toilet block.

If adult changing facilities are required, we are happy to offer our first aid room for visitors to use. This is situated in Rooster's Snack Bar. There is level access from inside Rooster's Snack Bar.

GIFT SHOP

Our Gift Shop has automatic doors and moderate ramp access at the front entrance. This is adjacent to Rooster's Snack Bar.

There is level access from the back entrance. There is a single-width door that is usually held open. The door opens inwards.

There is level access from the back entrance. This has a standard door which opens one way. It is usually held open with a door stop, however staff members are happy to assist if required.

Inside the shop there is a small ramp. There is plenty of room for a wheelchair.

Many items are on low-level shelves. All items are clearly priced.

CUSTOMER CARE

We have a first aid room located in Rooster's Snack Bar.

The first aid room has level access from Rooster's Snack Bar.

There are multiple fully-trained first aiders working all over the park daily. There is level access to the first aid room. Our first aid room has a bed and a chair.

We allow assistance dogs into the park.

Some staff are Makaton trained.

We can provide wheelchair hire from our admissions desk. A £10 deposit is required, which is returned at the end of the visit, when the wheelchair is returned to us. Due to limited availability, this facility is offered on a first-come-first-served basis.

Customers are welcome to bring their own food to consume in any of our sheltered and unsheltered picnic areas.

Our inside areas offer medium lighting. The only exception to this is our Aztec Reptile Zone inside Little Critters Animal Barn where the lighting is low.



ADDITIONAL INFORMATION

There are party rooms available for hire. These are located in the Indoor Play Barn. There is level access.

We have smoking areas located throughout the park. We ask that all cigarette ends are extinguished and disposed of properly.

We also ask that customers refrain from smoking around our animal enclosures and play areas.

In the event of an emergency evacuation, staff will be on hand to assist and direct customers to the nearest evacuation point.

