



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, Train, Electric Quads and Electric Tractor rides
- 3 Catering outlets including Stonehouse kitchen, Grazers Grill BBQ, and Stables Coffee Bar
- Wild child woods
- 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://tiskon-maps-stagecoachbus.s3.amazonaws.com/Timetables/West%20Scotland/361AyrDunure-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://tiskon-maps-stagecoachbus.s3.amazonaws.com/Timetables/West%20Scotland/97%20AY%20April%202019%20\(Web\).pdf](https://tiskon-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://tiskon-maps-stagecoachbus.s3.amazonaws.com/Timetables/West%20Scotland/X77%20AY%20April%202019%20\(Web\).pdf](https://tiskon-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 2740m 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 end of 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 Saturdays and Sundays from 10am until 4pm.





Our standard admission charges at the ticket desk from March – October are as follows:

- £17.50 per adult
- £17.50 per child (ages 2-16)
- £15 for OAP (65+)
- £7.50 for 1year olds
- Free for under 1's

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

- £16.50 per adult
- £16.50 per child (ages 2 – 16)
- £14 for OAP (65+)
- £6.50 for 1year olds
- Free for under 1's

To receive a free carer entry, you must be accompanying the person you care for and performing the role of carer during your visit. Letter of DLA (Disability Living Allowance) accompanied with a form of ID.

- Letter of PIP (Personal Independence Payment) accompanied with a form of ID
 - Letter of ADP/CDP (Adult/Child Disability Payment) accompanied with a form of ID
 - A Travel Card which must include a +1 (no accompanying ID required)
 - An Access Card which must include a +1 (no accompanying ID required)
- 



Carers are only eligible for free entry if they are caring for a person who is entering on a full-priced ticket (carers discount does not apply if the person you are caring for has already received a discount for their entry.)

Please be aware we do not accept bank statements as proof. In the interest of protecting your personal information our staff are not permitted to view bank statements as proof of payments and will refuse to do so.

For visitors who require more than one carer, we ask that you bring documentation stating this. The visitor who requires support will pay full price.

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 they will be able to scan a QR code at the ticket desk to download 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 no access to Treetop Tower.

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
 - Train
 - Bumper Boats
 - Combine Harvester
 - Wild Child Woods
- 



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.

Behind Young McDonald's farmers yard there is another large combine harvester with small metal stairs leading up to the cabin where you can sit in. There is a





hose situated at the top on the combine and when people press a button from inside the cabin it will spray out some water, there is also a large tunnel where people may enter, and you are able to spin it around. The combine harvester is surrounded by astroturf and there is a slight slope to walk down to it, but the rest is all level access.

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 Astraslide 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 6 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 and gravel path that leads to the quad course. You can always





see the course from the queue. It is £6 per child and £8 per adult to ride the quads. Helmets must be worn. Disclaimers must be signed. The kids course lasts for 6 minutes and adults for 7 minutes.

The **train ride** is suitable for all ages. Each person sits down into a seat that can fit at least 2 people, where the driver will clip the chain across for you to remain seated throughout the ride, public will be able unclip the chain once the driver has ended the ride and they deem it safe to exit, the driver will also be able to assist with unclipping the chain if needed. It is £2 per ride. Whilst on the train, riders will be driven around the track where you will go through a tunnel, past a pond and see some of our goats. The entrance to the ride is accessed via our wooden station which you will need to head up a moderate ramp to get to the gate and wait for the driver to seat you. The gate to enter is up at the far end of the station and is clipped shut but will be opened by the driver. The gate to exit is situated at the opposite end on the entry gate and is also clipped shut but public will be able to open it once the train ride as ended and the driver has said it is okay to exit, the driver will be happy to assist with the exit gate if needed. The train also has a cabin area suitable for wheelchairs to use but it can only take one at a time, you will be able to ask the driver for a small ramp to be attached for you to get the wheelchair into the cabin.

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 £3 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 always worn. 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.

The otter house can be accessed through a door that is permanently held open, there is a slight lip to get over to enter the otter house but it all level access throughout, the exit door is also held open permanently.

To access our goat feeding platform, visitors must climb steep steps. The steps are metal with wooden 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 tubes 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 gravelled 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 £1 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 each table in every outlet. We can provide a menu in large print if required, there is also black boards displaying specials of the day in large writing.

All food is sourced locally wherever possible. All sandwiches and hot food are prepared fresh daily.

The Stonehouse kitchen 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 stonehouse, 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 peddle 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.

The catering staff will be able to heat up baby food and/ or milk if asked. Highchairs 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 Stonehouse, 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 toilets in stonehouse are unisex and they both have a baby changing facilities in them.

The female toilets in Stonehouse have 7 cubicles and they have sliding locks and open inwards. One of them is also wide enough for a wheelchair or pram to enter, it also has a sliding lock but opens outwards.

The male toilets in Stonehouse have 3 cubicles and the doors have sliding locks and open inwards.

There is easy sloped access from inside stonehouse 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 the playbarn. There is a slight ramp leading up to the first aid room but is level access after that.

GIFT SHOP

Our Gift Shop has automatic doors and moderate ramp access at the front entrance. This is adjacent to Stonehouse kitchen.

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 the playbarn.

The first aid room has level access from the playbarn.





There is multiple fully trained first aiders working all over the park daily. 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 and our otter house 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.

