



Access Guide for Mead Open Farm Ltd

Reviewed 29th June 2024
Reviewed 1st June 2023
Reviewed 10th June 2022
Reviewed 11th August 2021



This access guide does not contain personal opinions as to our suitability for those with access needs but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Introduction

Mead Open Farm is situated in the stunning countryside within half a mile of Billington, near Leighton Buzzard. The public attraction provides a safe, fun, and stimulating environment for families and groups. Mead Open Farm aims to attract a wide range of visitors including members of

the disabled community. The attraction is continuing to improve its facilities to welcome members of all abilities, and we strongly believe in maintaining high standards of customer care and visitor enjoyment.

Mead Open Farm has a variety of activities including animal barns, petting areas, grass paddocks, shop, picnic areas, the Sky Trail, Crazy Golf, outdoor play areas, and an indoor cafe and soft play zone. The attraction also brings in extra activities for various seasonal events throughout the year including Halloween Haunts with actors and Christmas Grotto. All activities are on ground floor level and members of staff are always available on site for assistance if needed.

Mead Open Farm is a member of the Visitor Attraction Quality Assurance Scheme. The attraction is designed to encourage wheelchair users and is therefore built on flat land with most of our paths and activities being accessible by wheelchair. All our animal activities, cafe and shop can be easily accessible by wheelchair; however, due to the physical nature of the Sky Trail and outdoor play areas these would likely be unsuitable. We look forward to welcoming you. If you have any queries or require any assistance, please email info@meadopenfarm.co.uk

Businesses must make reasonable adjustments under the Equality Act 2019

We have a “Access for All section on our website. In here we detail our ticketing plans for disabled and carers and what ID we require for our visitors to redeem these tickets.

Pre-Arrival

The best way to reach Mead Open Farm is by car. For full details and maps of how to reach us please see the directions section of our website. Unfortunately, due to the isolated location of Mead Open Farm, public bus services do not run to and from the attraction.

The nearest train station is Leighton Buzzard which is 4 miles away. Taxi services are available from the station, see contact details if you wish to book a taxi in advance.

The road leading up to the farm does not have any footpaths, therefore, may be a difficult route for walkers. At present, we do not have the facilities to provide hire out equipment that

specifically meets the needs of those with visual or hearing

However, large print guides can be made available on request.

Our phone lines are available and we can be reached on 01525 852954

Car Parking and Arrival

Free parking is available on site, and we currently have 13 spaces available for blue badge holders. These spaces are within 20 metres of the main entrance and on a flat tarmac surface. The rest of the car park is on level concrete terrain with light gravel in some parts and is well lit at night. On bank holiday and weekends during extraordinary peak periods we can add to this utilising the on site nursery parking that is not in use of those days.





People can be dropped off right in front of the main entrance where there is concrete flooring with no kerbs or steps.

The entrance has a light manual door with an opening width of 800mm/31inches. A handrail is provided on entry to the ticketing office with a gentle ramp and a path width that is made accessible for wheelchair users.

Main Entrance, Reception and Ticketing Area

The main entrance and ticket area is situated on the ground floor with hardwood level flooring and step free access.

There is limited seating in the main entrance outside the entry and exit.

The area is lit with fluorescent lights.

There is no low desk or glass screens, however, the low height of the desk makes it easy to serve wheelchair users.

There is no hearing loop system installed. However, our staff can provide a pad and paper.

There is a disabled and carer ticket scheme in place. We require visitors to provide a DLA, PIP or Blue badge on entry.

Signs and Communication

The main forms of interpretation are informative animal signage around the barns and the paddocks. These signs have a large visible fonts.

Some pictograms are used where applicable.

There are also animal activity entertainers who provide animal demonstrations using a microphone. In some of the special seasonal events, there are actors for Halloween and Christmas who provide stories and entertainment.

Currently we do not provide translations or Braille.

Some of the special Halloween events do use flashing lights and have claustrophobic spaces.

The attraction provides many seating opportunities indoors and outdoors, in the form of wooden or plastic picnic benches.

All doors have a width of 800mm and are light manual doors or gates, all foot paths and barn flooring are hard level concrete with some lawn covered areas in the paddocks.

Arrival Areas





Public Toilets

Public toilets are in the indoor play barn by the cafe and the main block next to the shop and main entrance and exit: all toilets have level access, and all are situated on ground level excluding the external toilet block.

There is a unisex baby changing and accessible toilet located in the main shop and in the indoor play barn. The measurements of these toilets are as follows:

A light easy open manual door 900mm/35.5ins wide.

The toilet height is 400mm/15.7ins and the gap to the left is 800mm.

There are horizontal and vertical rails either side of the both basin and toilet.

The sink is 680mm in height with push-on taps.

There is fluorescent lighting and lino flooring

There is an emergency system in the Grainstore toilets

Our shop toilets are only open in busier periods and are signposted.



Euans Guide in place



Low level basins



Standard toilet



Baby Changing



Shop disabled toilet



One of many handwashing facilities

24 inches from floor level



Outside toilets (Now situated near mini golf and used in peak periods)

At the time of the review these toilets are in the final stages of build and await commission and will be added in the next annual review.

Catering

The cafe is situated on the ground floor with a step free level access and a gradual ramp on the entrance. There is an additional pantry service area in the indoor play and seasonal coffee and donut huts. For adult events we operate up to 2 temporary event bars.

The entrance doors are 70 inches wide, and they are automatic

The area is well lit and has a level lino flooring.

There is a low self-service desk with staff always at hand to assist. Low desk 30 inches from floor. Standard desk 35 inches from floor.

Special dietary needs can be made available on request.

The nearest toilet is in the restaurant area.

An accessible lift is provided to access our first floor which consists of a small set of private party rooms for those visitors who have booked a party with us. Each room has tables and benches attached and individual chairs also.

Entry





Wooden long tables suitable for wheelchairs with moveable benches.

28 inches from the floor

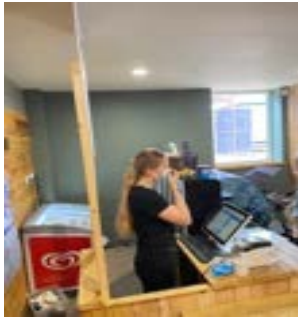


Bistro style Tables suitable for wheelchairs with moveable chairs

30 inches from the floor



Order point



Catering Overflow area and lift



Coffee Wagon seasonal



Donut Hut



Indoor Playbarn Pantry



The lift is a press and hold system there is an alarm to alert people if there was an issue.

Play Area

This area is separate from the restaurant area and accesses the same toilets.

Entry ramp for play area



Entry doors for play area



Tables in play area

32 inches from the floor



Tables in the cafe are well spaced apart and have smooth plastic seating without arms.

Shop

There is a shop on exit of the attraction that provides souvenirs and children's toys.

There are two sets of glass doors to the shop, both are 830mm/32.7ins wide and manual, they are usually kept open.

The shop has level wooden flooring throughout.

The shop has a spacious area with room for wheelchair users.

Staff are available to help if required.

Shop floor



Animal Experience Areas

Big Barn



Big Barn Entrance



Big Barn



Demo Barn



Demo barn floor



Piggy Palace Entrance



Ramp to Piggy Palace



Entrance to tractor ride



All our barns and indoor areas have suitable lighting.

Grounds

There is a large grass area which contains the animals in the paddock: access to these paddocks is via large 1200mm width concrete paths and mown grass paths. Some pathways have light gravel which may be slightly uneven underfoot.

There is a picnic area on a level lawn which has wooden tables and attached benches.



Standard picnic bench. This is 32 inches from the floor



Entrance Gate



Shaggy's Cove



Jumping Pillows



Giants Rock Wall



Sky Trail



Crazy Golf



Go Karts



Topsy Turvey



Paddock Walk



Shaggy's On Road Adventure



Textures and Surfaces

Play area surface



Pathways



Shop



Catering area



Toilet floors



Jumping pillows



Indoor play area



Grass



Emergency Access



Full width gates can be opened to allow access for emergency vehicles.

Fire Assembly Point (Main Car Park)



Medical

We have 2 first aid facilities and a roaming medic on peak events supported by trained first aid staff.

We also have an AED Defibrillator on site and this is located in the Grainstore Restaurant area as pictured below.



Additional Information

We always have a first aid trained staff member on site to assist in an emergency.

Clear large font signage is made available all around the attraction.

We welcome trained assistance dogs. A water bowl can be made available on request.

Contact Information

Address (Inc postcode): Mead Open Farm, Stanbridge Road, Billington, Bedfordshire, LU7 9JH

Email: info@meadopenfarm.co.uk

Website: www.meadopenfarm.co.uk

Grid Reference: +51.894371, -0.620893

Hours of Operation: 10:00am-6:00pm daily, except Christmas Day, Boxing Day and New Year's Day

Local Accessible Taxi: AA Taxis located in Leighton Buzzard, contact number 01525 450 000

Areas to consider in the future

Hearing Loop for front desk

Changing places toilet system