****

**Clyde Valley Family Park**

**Crossford ~ South Lanarkshire ~ ML8 5NJ**

Telephone ~ 01555 861222

Email~info@clydevalleyfamilypark.co.uk

[www.clydevalleyfamilypark.co.uk](http://www.clydevalleyfamilypark.co.uk)

 **Access Statement for Clyde Valley Family Park**

This Access Statement 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 to all our guests/visitors.

**PLEASE CONTACT US BEFORE YOUR VISIT IF YOU WOULD LIKE TO KNOW MORE DETAILS ABOUT OUR FACILITIES OR THE SUPPORT WE CAN OFFER**

**Introduction**

We are situated in 70 acres of farmland, next to the banks of the River Clyde, 4 miles West of Lanark, South Lanarkshire. We have both indoor and outdoor areas at the park, please allow at least 3 hours for your visit.

The main area of the attraction is outdoors on a flat surface with good, gravel paths. There are also gravel path walkways around the animals which are hilly with one specific area (up to the folly) which is quite steep. All indoor buildings can be accessed by concrete/wooden ramps. Staff have experience in offering help to visitors to learn about our animals. Support is available on request (some restrictions may apply at busy times).

Many people with additional needs, or who rely on carers, visit us on a regular basis.

Our indoor and outdoor play areas are both suitable for children and adults of any age excluding the pedal tractor area which is for under 7’s.

There is a café on site as well as a gift shop selling a range of gifts, souvenirs and other items. These are located at the entrance/admissions area on ground floor with ramped access.

We have 2 electric scooters on site which can be borrowed from the Admissions Desk free for use. Prior booking is advisable.

DOGS: Assistance dogs only are allowed onto the Farm Park. The café has a dog friendly area available if families wish to take them in to have lunch with them.

We are members of Visit Scotland Quality Assurance Scheme and look forward to welcoming you.

**If you have any queries or require any assistance, please phone 01555 861222 or email** **info@clydevalleyfamilypark.co.uk**

**Pre-Arrival**

For full details and maps of how to reach us please see the directions section of our website. We are just off the A73 West of Lanark. **Our Post Code is ML8 5NJ**

Local Public Transport:

o **BUS SERVICE:**

Stuart’s Coaches 317B Lanark to Crossford

Stagecoach X74 Glasgow to Hamilton,

McGills Bus 243 Hamilton to Lanark,

Stuart’s Coaches 317B Lanark to Crossford

Ask the driver of the 317B to let you off the bus at Braidwood Road, the park is around a 10 minute walk from the bus stop.

o **RAIL STATION:**

Carluke station – then taxi to Clyde Valley (2.8 miles)

Lanark station - From there you can get a 317B bus (as above) to Braidwood Road or get a Taxi to Clyde Valley Family Park. We are around 10 minute walk from Braidwood Road.

**Online Booking**

Pre book tickets online to guarantee entrance and access cheaper tickets. Link can be found on the website, through Facebook or from [www.eventbrite.co.uk](http://www.eventbrite.co.uk) search for ‘Clyde Valley Family Park’.

Once the park has reached its capacity additional tickets cannot be sold.

Book your dates carefully as tickets cannot be refunded or transferred from Eventbrite.

Children under 24 months old are free and do not require a ticket.

Children under 16 years old MUST be accompanied by an adult.

**Car Parking and Arrival**

There is car parking on site.

Car parking is £2 at Clyde Valley Walkway carpark.

We have five marked disabled/less ambulant parking spaces, which are outside the main entrance.

Coach parking is available by prior appointment only.

The car park surface is tarred/chipped with a tar/concrete pathway leading to the main entrance. The car park is unlit during the day.

**Main Entrance, Reception and Ticketing Area**

The main entrance is at ground level and is step free, level access, throughout.

The area is lit with natural and overhead lighting.

Assistance can be requested for those with visual or auditory impairment.

Site maps, directions and activity information are available from this area.

Discounted tickets are available for disabled/carer/senior citizens.

**Attraction (displays, exhibits, rides etc.)**

SHOW PADDOCKS: this area is largely outdoors with well-maintained gravel paths. The pathways range from gentle rising, medium rising to one hilly slope which is quite steep.

EDUCATION BARN – This area is up stairs, there is ramped access suitable for wheelchairs/buggies via the Cattle Court; indoor cages for small animal viewing; small animal handling is available by request from a member of staff (when restrictions allow). There are information boards aimed to educate all ages with fun facts. These are in large text and have pictorial representation where applicable.

CATTLE COURT – This area is at floor level with ramps which lead up to the Education Barn and Fortress. Larger farm animals are on display in pens.

OUTDOOR PLAY AREAS – these are suitable for all ages.

THE FOLLY – uneven ground especially after periods of inclement weather. There are two pathways to this area, one is steep and the other is very steep.

FORTRESS – this area is up stairs or via ramps in the Cattle Court. Suitable for all ages.

GROUP VISITS - all ages and abilities can be supported by prior booking.

**Public Toilets**

There are two WC areas.

o The main toilets are located in the Clyde Walkway Café at the park entrance with disabled facilities & baby changing in the gender neutral toilets.

o There is also a small set of toilets within the park- three ladies toilets, two males plus urinals and also a baby changing station.

Hand-washing facilities are located:

* in all toilets
* outside the park toilets
* outside the Fortress building
* Inside the education barn
* Inside the Cattle Court

**Catering**

There is a Café on site serving light meals, snacks and drinks. This is in the same building as the admissions/shop area. This area is for consuming food/drinks purchased in the café only.

Some special dietary items are available; please ensure that we are aware of any special requirements prior to ordering your food.

Hot and cold food/drinks can be ordered at the counter.

A take away counter is also available, accessed from the walled garden area. High chairs are available.

There are outdoor PICNIC AREAS with seating available for use for those who have brought their own food including an indoor picnic barn.

BBQ’s are not allowed within the park due to the large number of children in the vicinity.

**Defibrillator**

The nearest defibrillator is at – The Post Office Shop, 60 Lanark Road, Crossford, Carluke, ML8 5RE (within 1 mile of the park).

**Payment Options**

Payment can be made by cash or card. Both the Café and shop accept card payments. The nearest cash line is in Crossford town centre.

Personal cheques cannot be accepted.

**Nearby Facilities**

The nearest petrol station is just after Braidwood on Lanark Road A73 about 2 miles away or in Carluke. The nearest Electric Charging Station is at - Smugglers Brig Car Park, Crossford.

**Additional Information**

Evacuation procedures and marshals are in place.

There is NO SMOKING within any of the buildings or on the Farm Park. There is a dedicated smoking area just outside the entrance in the car park.

First Aid facilities are located at the Main Entrance and by contacting any member of staff. Trained General First Aiders are always on site.

**Future Plans**

We welcome your feedback to help us continuously improve; if you have any comments please telephone us on 01555 861222, or email info@clydevalleyfamilypark.co.uk

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| **Contact Information**Address  | Clyde Valley Family ParkCrossfordSouth LanarkshireML8 5NJ  |
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| Website:  | [www.clydevalleyfamilypark.co.uk](http://www.clydevalleyfamilypark.co.uk)  |
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| Opening Times:  | **Open 7 days a week****10am to 5pm February to December**Winter closing at 4pmClosed Christmas Day, Boxing Day and New Years Day plus for essential maintenance in January (check website or Facebook before arrival) |