



Festival of Light 2018 – Accessibility Guide

This guide has been designed to ensure that you have a safe and enjoyable visit to Robin Hill's Festival of Light. We would like all of our guests to have a pleasant experience at our event, and guests should use this guide in combination with the Festival of Light Map available at the entrance.

Statement on public safety for disabled people

Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is practical to ensure a pleasurable and safe visit. Please note, attractions within the Park can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain attractions should we feel there is a danger to an individual or individuals for whatever reason.

We have been advised by the Health & Safety Executive that refusal on the grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety.



Lighting

The Electric Woods event continually evolves and adopts different themes – many different lighting effects will be in use which include 'moving head lights' and numerous flashing & Strobing lights within the majority of areas. Visitors with photosensitive epilepsy or other conditions which could be triggered by light should consider this information carefully before making their visit.



Effects

Within the different themed areas, there are selected effects which may include flame jets, Smoke, machines and CO2 cannons. Flame machines will not be publicly accessible. Both smoke and CO2 effects happen infrequently and may cause surprise however they pose no threat to health. It may be of preference however for those with respiratory conditions to avoid these areas.



Sound

Sound forms an intrinsic part of the event with many PA systems in different locations. These have been installed thoughtfully to enhance the attraction and will not be operate above a safe decibel level. For those sensitive to loud noises, it may be advisable to consider the areas with the louder operating systems.



Environment

The majority of the park's attractions are outdoors. Due to the unpredictable nature of the British weather paths may be wet and conditions could be windy. Visitors should ensure they are dressed appropriately including suitable footwear, and any mobility aids used should be fit for purpose. Paths and walkways will include the following surfaces: tarmac, gravel, grass, concrete and wooden decking.



It goes without saying that Electric Woods events are held after the hours of darkness. Whilst there is always adequate lighting to navigate all paths, attractions and features that are open for the event.



However, the reduced lighting levels inevitably mean that in places changes in surface and terrain will be harder to identify – particularly for those with sight impairment.



Wheelchair and electric mobility scooter users

The park is set within 88 acres of down land and a wooded valley. This means that the route around the site is sloping in places and some paths have a gradient of 1:5. The majority of the park is accessible by wheelchair, but some paths are gravel based. Visitors in manual wheelchairs who wish to visit all areas of the Festival of Light should be accompanied by strong helpers. Those using electric mobility scooters must ensure they are confident in using the equipment and **do not exceed its capabilities**. Particular attention should be paid to the paths leading through Wild India, Historical India where gradients are likely to be at their steepest.

Parking

For visitors in cars, we have Disabled Car spaces in our main car park adjacent to the pedestrian exit. If necessary, it is possible to stop outside the main entrance in order to allow disabled passengers to alight. Drivers can then return their vehicles to the car park.

For visitors arriving by coach or mini bus the parking is approximately 300 metres away. Again, it is possible for disabled groups to alight next to the entrance before the vehicle returns to the appropriate park.

Facilities

We offer a range of facilities for our guests, these include;

- First Aid
- Cold Storage of Medicines
- Recharging of Electronic Equipment

Disabled toilet facilities are located adjacent to the main entrance and in Celebration India.



Supplementary Map Information

Please note during our evening only opening some areas of the Park may not be open, the following is included as reference only and does not guarantee that they will be open. The key below outlines certain accessibility considerations for the listed attractions below.

- | | |
|--|---|
|  Enclosed Spaces |  Strobe Lighting |
|  Narrow Access (to or within) |  Dynamic Effects |
|  User Restrictions |  Loud Sound |
|  Steep or difficult ground. |  Steps (to access or within) |

Key areas of the Festival of Light are set out below, with accessibility symbols, some key attractions within these areas have also been noted for your reference. However, this is not an exhaustive list.

Entrance & Exit

- First Aid Room
- Disabled Toilet
- Lantern Making Workshop 

Amphitheatre

Wheelchair access via upper entrance.
LED Circus show contains strobe lighting and Loud Volume levels.

Jungle Heights

- Canopy Skywalk
(Wheelchair access at Amphitheatre End Only)
- Jungle Heights     
- Squirrel Run   

Woodland Gardens

- Portal Archway
- Interactive screens
- White Garden

Woodland Ponds

- Woodland Ponds,
- Ornamental bridges  

Zen Zone

- Cascading Bridge & Ornamental Temple
- Gypsy caravan area
- INDIA Hollywood Sign 

Neon Jungle

- Colour Arena – Strobe Lighting    
- Disabled Toilet
- African Adventure Play Area  

Taj Mahal Garden

- Projection and Lighting Displays 
- Troll Bridges  

BIG ASH Show

- Light Show  
- Treehouse
- Wooden Maze (closed)
Maze Viewing Platform  

Note: Various lighting effects are in use in all areas.