



Accessibility and Concessions Policy

Date of issue December 2020

Last review January 2026

Policy Statement

At Durrell, we welcome everyone to enjoy time at Jersey Zoo connecting to wildlife and learning about conservation.

We aim to create an experience that is accessible for people of all needs and abilities. To help us achieve this we work with local people and specialist organisations to learn how we can improve and make positive changes to ensure every visitor has a wonderful experience.

From January 2021 any visitor with a disability will be required to purchase the relevant child or concession admission ticket. Jersey Zoo then provides the option to admit one essential carer FREE of charge.

This policy is in place to

- Establish consistent messaging and communication across entry to Jersey Zoo for visitors and members.
- Ensure fair and considerate measures are taken to enable carers to access the site to support individuals with a disability.
- Aligning membership policy with admissions policy for people with disabilities to access Jersey Zoo.

What is classed as a concession

Concession means Senior Citizen, Student or registered disabled – valid proof is required. Senior Citizen means a person aged from 65 years old. Student means a person who is in full time education.

What is classed as a disability

Disability means a physical or mental impairment that has a substantial and long-term negative effect on a person's ability to do normal daily activities within the meaning of the Equality Act 2010. Under the law, disability is a long-term impairment which can affect a person's ability to participate or engage in activities such as:

- Work
- Eating out
- Shopping
- Staying in a hotel or any other area of life covered by the law.

An impairment may be physical, mental, intellectual or sensory. Employers and service providers should think broadly about a range of impairments, such as:

- Mobility impairments, including stick users and wheelchair users
- Visual impairments
- Hearing impairments
- Limited dexterity, e.g., arthritis
- Mental health
- Learning difficulties
- Autism

To qualify as 'long-term', the impairment must last, or be expected to last, for six months or more (or for the rest of the individual's life).

Who is classed as a carer

Carer means a person who accompanies a disabled person for the purpose of providing them necessary support and assistance with accessibility to the Zoo. A maximum of one carer is permitted to enter Jersey Zoo free of charge when accompanying someone with additional needs unless arranged in advance with the Admissions team.

Determining Eligibility

Verification could be in the form of a blue badge, a letter from a recognised authority such as Doctor, Health and Social Services, Jersey registered Charity or a Nimbus Card, DID or Access Card, Avanchi Card (Liberty Bus).

These options must be supported by photo ID.

Once verification has been received, one carer will be able to access Jersey Zoo FREE of charge with the visitor with disability.

Accessibility

Most areas of the site are accessible by motorised scooter, wheelchair, pushchair or stroller via pathways. Motorised scooters (£20) wheelchairs (£6) single strollers (£10) and double strollers (£14) are available to hire from our Admissions team at the entrance of the Zoo. These facilities can be booked in advance by contacting our Admissions team on **+44 (0) 1534 860 000** or by sending an e-mail to **visitor.centre@durrell.org**

Blue Badges

If you plan to show your blue badge at the entrance, the blue badge will need to be taken back to your car afterwards to authenticate your parking in a disabled parking bay (please note that limited Disabled car parking spaces are available).

For Visitors with Medical Assistance Dogs

Dogs are not currently permitted on site at Jersey Zoo, with the exception of medical assistance dogs under specific conditions, with the following rules we ask you to follow:

- Zoo staff may require evidence that a medical assistance dog is necessary to assist the visitor. If required, this should be discussed on entry to the Zoo or in advance of the visit by contacting our Admissions team on **+44 (0) 1534 860 071** or e-mailing **visitor.centre@durrell.org** Examples of this could be a letter on headed paper from a recognised health professional.
- Medical assistance dogs must never be left unattended and must be kept under the close control of a responsible handler. A harness/jacket is preferred during the visit; however, this is the visitor's choice.
- Your medical assistance dog must remain calm and quiet, away from enclosure fronts where possible. Some of our animals are free-ranging within the zoo - please keep your medical assistance dog under control and away from these.
- Our animals and medical assistance dog can react to each other. If you notice any behavioural changes of concern, please move to an area where no Zoo animals are present. **We reserve the right to ask medical assistance dog to leave the area or site if they are obviously causing disruption or distress.**
- Medical assistance dogs are not permitted in any of our walkthrough areas which includes but is not limited to Jewels of the Forest, First Impressions, the Lemur Pontoon, Butterfly Kaleidoscope, Tortoise Tunnel and Kirindy Aviary.
- Your medical assistance dog must be fit and healthy when visiting the zoo, and not show any signs of ill health – including diarrhoea and vomiting – in the last 24 hours.
- You must clean up after your medical assistance dog with all faeces being immediately cleaned up and disposed of appropriately.

Notes

Emotional support animals (i.e. animals that provide emotional and psychological support to their owners whose health conditions don't fit into the prescribed disability category) are excluded from the definition. Currently, emotional support animals do not have legal recognition in the way that medical assistance dogs do in the UK. There is no register for emotional support or assistance dogs in the UK, so it is not possible to register, validate or get an ID booklet for an emotional support dog. This means that service providers are not legally required to make reasonable adjustments for emotional support animals, or even to allow them access to premises.

This section has been produced with reference to BIAZA's "Advice Regarding Admittance of Assistance Dogs to Zoos and Aquariums".

Accessible toilets

Accessible toilets are located:

- inside the Firefly Cafe in the Visitor Centre
- behind the Gerald Durrell statue between the Visitor Centre and Cloud Forest
- inside the Dodo Cafe in the centre of Jersey Zoo
- outside the Butterfly Kaleidoscope

If you have any queries regarding our policy, please contact our Admissions or Supporter care teams.

Notes

Concession means Senior Citizen, Student, or registered disabled – valid proof is required.

- Senior Citizen means a person aged from 65 years old.
- Student means a person who is in full time education, this could be Jersey, UK or International.

A valid photo Student ID Card that is in date must be validated each year to gain entry or register a membership.

- Disability means a physical or mental impairment that has a substantial and long-term negative effect on a person's ability to do normal daily activities within the meaning of the Equality Act 2010.
- Carer means a person who accompanies a Disabled person for the purpose of providing them necessary support and assistance with accessibility to the Zoo. A maximum of one carer is permitted to enter free of charge when accompanying someone with additional needs, unless prearranged in advance.