

We have introduced a new concession policy, which covers guests with disabilities and carers, designed to address recent challenges we have faced, stemming from misuse of the previous system. In light of increased instances of exploitation, we've carefully crafted new guidelines to maintain fairness and efficiency for all our valued patrons. These changes aim to uphold the integrity of our concession offerings while enhancing the overall experience for everyone. Thank you for your understanding and cooperation as we strive to importantly improve the fairness of our services. At the end of this policy, you will find an extensive list of FAQs that you may have.

1. Introduction

At the Hemsley Conservation Centre, we are committed to ensuring that all visitors, including those with disabilities, have an enjoyable and accessible experience. As part of our dedication to inclusivity, we offer special accommodations for guests with disabilities and carers accompanying disabled visitors.

This policy is effective beginning 10am on 11.05.2024.

2. Entry Requirements

To qualify for carer entry, the accompanying individual must meet the following criteria:

- Must be a registered carer: The individual must be officially designated as a carer for the disabled visitor.
- Carers will not be admitted at the concession rate without an accompanying guest that also qualifies (visitor with disability).
- We admit one carer at the concession rate per guest with a disability. That is a ratio of 1:1.

Disabled Visitor Identification: Disabled visitors will be required to produce appropriate identification to qualify for concession entry. Acceptable forms of identification include:

- Blue Badge (original or photocopy).
- Disability Living Allowance (DLA) documentation.
- Personal Independence Payment (PIP) documentation.

The above documentation must be supported by photographic ID. All documentation and ID must be valid and in date at the time of the visit.

Carer Identification: Carers must provide one of the following forms of identification:

- ID from Care Home/Employer confirming their status as a carer.
- Care Allowance Claim Letter.

The above documentation must be supported by photographic ID. All documentation and ID must be valid and in date at the time of the visit.

3. Carer Responsibilities

- The designated carer must accompany the disabled visitor at all times during their visit to the Hemsley Conservation Centre.
- Carers are responsible for providing assistance and support to ensure the safety and enjoyment of the disabled visitor.

- Carers are expected to adhere to all zoo rules and regulations.

4. Entry Procedure

- Upon arrival at the zoo, the disabled visitor and their accompanying carer should proceed to the designated entry point.
- The disabled visitor must present their appropriate identification as stated in '2. Entry Requirements', of this policy to verify their disability status as well as photo ID.
- The carer must provide their identification when requested.
- Upon verification, the carer will be granted concessionary entry to the zoo.
- It is advisable to inform the zoo in advance of your visit to facilitate a smooth entry process.

5. Additional Information

- Carer entry is provided on a one-to-one basis. Additional carers accompanying the disabled visitor will be subject to standard admission fees.
- Carers are only eligible for the carer rate while providing care for another visitor.
- The Hemsley Conservation Centre reserves the right to refuse carer entry if the provided documentation does not meet the specified criteria.
- This policy is subject to change at the discretion of Hemsley Conservation Centre management.
- Any abuse towards our staff in regard to this policy will not be tolerated and may forfeit any entitlement to concession entry.
- All other terms and conditions of entry apply. All terms and conditions can be found at www.hemsleyconservationcentre.com

6. Contact Information

For any inquiries or further assistance regarding accessibility, carer or disable entry, please contact the Hemsley Conservation Centre at enquiries@hemsleyconservationcentre.com

Conclusion

At the Hemsley Conservation Centre, we strive to create an inclusive environment where all visitors can experience the wonder of wildlife. Our concession policy is designed to support disabled visitors and ensure that their visit is as enjoyable and accessible as possible. We appreciate your cooperation in adhering to these guidelines.

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For information on concession memberships, please email enquiries@hemsleyconservationcentre.com

Frequently Asked Questions (FAQs) - Concession Policy for Guests with Disabilities and Carers

1. Why have you changed your policy regarding concessions for guests with disabilities and carers?

We have revised our policy in response to recent challenges stemming from misuse of the previous system. This change aims to maintain fairness and efficiency for all patrons while upholding the integrity of our concession offerings.

2. Who qualifies for carer entry at the Hemsley Conservation Centre?

To qualify for carer entry, the accompanying individual must be a registered carer, or providing care in an official capacity for the disabled visitor. Additionally, the disabled visitor and carer must both provide appropriate identification as outlined in our policy.

3. What documentation is required for disabled visitor identification?

Acceptable forms of identification for disabled visitors include the original or photocopy of a Blue Badge, Disability Living Allowance (DLA) documentation, Personal Independence Payment (PIP) documentation, accompanied by photographic ID. All ID must be valid and in date.

4. What documentation is required for carer identification?

Carers must provide identification such as ID from a Care Home/Employer confirming their status as a carer or a Care Allowance Claim Letter if they are the registered carer, accompanied by photographic ID. All ID must be valid and in date.

5. What are the responsibilities of a designated carer?

The designated carer must accompany the disabled visitor at all times during their visit, provide assistance and support as needed, and adhere to all zoo rules and regulations.

6. How does the entry procedure work for disabled visitors and their carers?

Upon arrival, disabled visitors should present their appropriate identification for verification. The carer must also provide their identification when requested. Once verified, the personnel will be granted concessionary entry to the zoo.

7. Is there a limit to the number of carers accompanying a disabled visitor?

We allow one carer at the concession rate per guest with a disability, maintaining a ratio of 1:1. Additional carers accompanying the disabled visitor will be subject to standard admission fees.

8. Under what circumstances might concession entry be refused?

The Hemsley Conservation Centre reserves the right to refuse concession entry if the provided documentation does not meet the specified criteria outlined in our policy.

9. "I'm not a registered carer, but I think I should qualify for the concession rate".

Benefits like concession entry for carers are tied to official recognition or registration to ensure that those who receive the benefit genuinely need it and are recognised as carers by relevant authorities. Registration involves providing documentation or proof of caregiving responsibilities. If you believe

you qualify as a carer and want any benefits associated with it, you might consider looking into the process of registering as a carer in your area to access the support and privileges available to you.

10. What should I do if I forgot to bring my identification?

It is paramount that you bring your identification and photo ID with you. In the interests of fairness to other carers and guests with disabilities, if you forget the correct documents and ID, you will be subject to standard admission prices.

11. Do you offer concessionary rates for animal experiences?

All animal experiences are priced per person and don't qualify for concessionary rates. All guests participating in animal experiences are required to purchase experience tickets.

12. Would admission be granted to me despite my obvious disability and without the requirement to provide proof of entitlement, given that I utilise a wheelchair?

Our staff members are not medically trained to assess individuals' disabilities. To ensure fairness and consistency, we require all patrons to provide proof of entitlement for. This policy applies to all visitors, regardless of visible disabilities.

13. Do you offer concessionary and disabled membership options?

We do offer concessionary membership options for carers and visitors with disabilities. Please see our memberships page.

14. How is this policy fair?

This policy is designed to ensure fairness by providing concessions for disabled visitors and their carers while maintaining the integrity of the system. By requiring appropriate documentation for verification, we aim to prevent exploitation of the concession system, thus ensuring that those who genuinely require assistance receive it. Additionally, the 1:1 ratio of carer to disabled visitor entry helps distribute resources equitably, ensuring that our services remain accessible to all who need them.

15. I have a blue badge but not a carer, what does this mean for me?

We understand that not all blue badge holders need a caregiver but may still experience mobility challenges. Hence, you are eligible for the concession rate. While our previous policy provided a free caregiver, it was unfair to those who officially require one and have the paperwork required. Previously a blue badge holder would pay the full admission rate, however you will now only pay the concession rate.

16. How can I get further assistance or enquire about accessibility?

For any enquiries or further assistance regarding accessibility, carer or disabled entry, please contact the Hemsley Conservation Centre at enquiries@hemsleyconservationcentre.com.