



DISABILITY POLICY

1. **WELCOME** - We do our best to make people feel welcome and understood at Westport House. We want you to get the very best out of their experience. Introduce yourself when you arrive, we are looking forward to meeting you.
2. **UNDERSTANDING** - We train our staff to understand the general challenges that people living with disabilities face. We trust you to help us understand if there are any personal considerations that we need to keep in mind.
3. **PREPARATION** – Just like each of our guests we do our best to get things right first time. We might need a little time to prepare so that everyone's experience will be a safe one. Check our Westport Estate map, age and height restrictions in advance and contact us if you there is anything you are not sure about.
4. **PERSONAL SUPPORTS** - We work every day to make sure the different experiences are safe and enjoyable for all our guests. Please bring with you the personal assistance necessary to allow each guest to enjoy the activities safely.
5. **ONE STEP AT A TIME** - We are a very old site that will take some time and imagination to introduce new best practice accommodations that will help everyone experience Westport Estate. Please share your suggestions with us so that we can understand what we can do better by emailing info@westporthouse.ie.



Westport Adventure INFORMATION FOR OUR GUESTS

HOW TO PREPARE

Knowing what to expect is crucial in making your experience a good one for the entire family. We trust that you know what's works best for each person and how best to prepare for a great day out. Here are some suggestions when planning ahead:

- 1. Have a Visual Schedule** - By providing a possible timeline, you can help each guest understand what to expect next (including crowds, sights, sounds and smells). We have compiled a social story to assist in your preparation for the day.
- 2. Choose a Meeting Location** - Pick a place on the map to meet in case your party becomes separated – we suggest our Ticket Office as one of the most central locations on the. Be sure all guests are aware of the location and show it to them as soon as you arrive. Should someone get lost, stress the importance of finding a staff member who will assist in attempting to reunite you.
- 3. Practice Waiting in Line** - Waiting in line is a normal part of what everyone must do. We are very happy to expedite an activity if it makes for a better experience and through signage, all our guests are aware that this is our policy.

WHAT SOME PEOPLE BRING

A Safety Bracelet - A bracelet or some variety of visual identification for the guest may include your name and contact number. Have a photo of the guest on your mobile device or digital camera, especially if they tend to wander off.

Ear Plugs or Headphones - The park can be noisy, involve music and other guests' voices. Ear plugs or headphones may help for a less intense experience for the guest. If you forget to bring your ear defenders on the day we have pairs to borrow. These are available from our ticket office staff.

A Sensory Toy - Keeping the guest calm might be an issue due to the sights, sounds, scents, and commotion at the park. Have a sensory toy on hand, a stress ball or other calming item to assist with the experience of a sensory overload. If you forget to bring your sensory toy on the day we have sensory packs available. These can be collected from our ticket office staff.



Westport Adventure

GENERAL ACCOMODATIONS

Ticketing - The person with the disability pays for entry to Westport Estate adventure activities (we offer a reduced-price concession ticket). However, a person who acts as an escort for the visit to assist enters free of charge (on production of the relevant documentation). (**Please note;** do not include these escorts when booking online as they will be given complimentary admission on arrival). There is a designated desk to assist Sunflower and JAM card holders.

Communication Boards – these are located in four areas throughout the park to assist our customers and staff to communicate with participants who may be non-verbal, or English is not a first language.

Dietary Accommodations - We accommodate most food allergies, intolerances and specific dietary needs. Advance requests can be made when booking a dining reservation, or by speaking with the chef or manager on duty at food outlet. All guests with food allergies or intolerances are also allowed to bring food items into the parks. (**Please note;** we are strictly prohibited from storing, preparing, cooking or reheating any food brought into the park).

Wheelchairs - We have 2 standard wheelchairs on site that are available for our guests to use (1 in the house and 1 in the farmyard office). If a wheelchair will be needed, please email us in advance to be sure that it is available. (**Please note;** These wheelchairs cannot be adapted or adjusted to a specific personal requirement that the guest may have).

Accessible Toilet Facilities - In addition to multiple men's and women's restroom facilities throughout the parks, accessible toilets are available. They are larger than a traditional restroom which can be helpful if guest needs assistance or requires that someone accompany him or her. Ask staff around Gracy's, Caravan Park (incl. shower) and on main floor of Westport House and they will direct you.

Accessible Parking - Accessible parking spaces are available.

Break Areas - Should the guest with a cognitive disability become over-stimulated or need some down time, we have seating areas and lots of green areas available where a guest can "take a break." For further information, please speak with a staff member at each attraction.



Assistance Dogs - Assistance dogs are welcome in the house, garden, Gracy's and Adventure Park. Puppies in assistance dog training are welcome in the house if they are house trained.

Audio Tour – you can download the Westport House Audio Tour App from iTunes or the Playstore to help you get the best from your trip to Westport House itself. (***Please note;*** the audio tour is not available as an audio descriptive option).

First Aid - First aid supplies are located at the ticket office, the adventure park and at reception in the main house. A defibrillator is located at the entrance information point, ticket office and Adventure Park. Staff members throughout the park can call for and deliver first aid assistance upon request.

Medication – Westport Estate staff members are not qualified to store or administer any routine or emergency medication. Please ensure that the guest and their escort carry the necessary medication safely with them and is able to administer it when required.



Westport Adventure ACCESSIBILITY

Adventure Park Accessibility – In order to make sure that our guests are safe when enjoying Westport Adventure activities many are subject to height and weight restrictions. These requirements are posted on our website and at each attraction. All guests, including those using wheelchairs, must meet the height requirement.

Participant restrictions – Participations in wheelchairs must be able to leave their chairs free from any medical aids. Adventure staff are trained to adapt activities to allow our guests to participate.

Expedited Queuing – Expedited Queuing is designed for guests who are unable to tolerate extended waits at activities due to a disability. We will be happy to expedite your entry if queuing becomes difficult. We offer a different colour wristband that you can show to team members who will expedite your queue time. Please request this wrist band at ticketing.

One at a Time - Only one mobility-impaired guest may be facilitated on the activity at one time, due to equipment and staff availability. Please inquire about specific requirements prior to arrival as there is additional set up time required.

Personal Lifting - Staff members can offer assistance steadying a guest transferring to or from a wheelchair. Staff members may assist anyone using a wheelchair using the specified equipment in Adventure only. Should you have slide boards for transferring please bring with you on the day.



Westport Adventure

SPECIFIC GUIDANCE

Some Limitations – Our objective is for all guests to be safe and have an enjoyable day. It is our policy to work with each person and their escorts to do what we can so that everyone can get the best they possibly can from the Westport Estate experience.

However, because of the nature and location of some of the activities access maybe either curtailed or fully restricted for some people who have mobility challenges. Some activities incorporate safety systems designed by the manufacturer to accommodate people of average physical stature, body proportion and movement capabilities. Sometimes recent weather conditions may mean that access the Quarry's Edge is made more difficult. For these reasons some of the Westport Adventure experiences are subject to some possible access limitations. To check, please contact us in advance or speak with a staff member at each attraction.

Oxygen Tanks and Concentrators - Oxygen tanks and concentrators are permitted in the house and in all areas of the estate. Due to the dynamics and certain characteristics of some of the activities, they may not be permitted.

Casts, Braces, and Walking Boots - Where the cast or brace may present a hazard to the guest or others or where the cast or brace does not allow the guest to use the safety equipment guests may be restricted from riding certain attractions. It would be helpful in arriving at a decision if guests brought with them medical advice indicating what activities would be safe for that person to experience.

Prosthetic Devices and Amputations - Guests with any type of prosthesis should talk to the adventure park manager to determine their specific ability to take part in the activities.

Activity Interruption. In the unlikely scenario where a activity is interrupted with weather, power or mechanical emergency the guests may have to negotiate stairs or wet conditions in order to safely evacuate. In these circumstances a staff member will assist the person and their escort to stay safe as they evacuate.

Appropriate Observed Conduct: Guests assisted by their escorts must demonstrate appropriate observed conduct by indicating a willingness and ability to understand, participate in, and follow all participant requirements. Appropriate observed conduct may include but not be limited to, attention to and compliance with safety instructions, proper use of restraints and safety equipment and a willingness to participate in the activity.

Please note

Because each person is unique, the Adventure Park manager in consultation with yourself, your escort and other guests can decide how a person can safely take part in the activity. The final call will be made by the manager. They are not permitted to work based on a waiver from the guest or their escort. Please see the table for details of possible limitations on the specific Adventure activities.

Adventure Park Activities

Experience	Possible limitations	Commentary
<i>Interactive Gaming</i>	Located on first floor – no mechanical lift access	<i>Escorts and the person will have to negotiate two flights of stairs to access this area</i>
<i>Swans Pedalos</i>	Physical personal lifting into and out of a water-based activity may be required	<i>Escorts may have to support a person to be lifted into and out of the Swan Pedalos on the water</i>
<i>Miniature Rail Train</i>	Physical personal lifting into and out of the train may be required. Limited room for a very small mobility device.	<i>Escorts may have to support a person to be lifted into and out of the train.</i>
<i>Disc/Foot Golf</i>	Grass undulating outdoor course. Disc Golf requires upper body mobility. Foot Golf requires lower body mobility	<i>Escorts may need to help navigate the course.</i>
<i>Aerial Trekking</i>	Flight of stairs to access the course. Oxygen tanks not usually permitted. Safety equipment must be worn. Significant physical mobility required.	<i>Escorts and the person will have to negotiate flights of stairs</i>
<i>Net Park</i>	Physical personal lifting into and out of the net may be required.	<i>Person and their escorts should have the capacity to evacuate the net from its highest point in the event of an evacuation.</i>
<i>Slides</i>	Physical personal lifting into and out of the slides may be required.	<i>Escorts and the person will have to negotiate a flight of stairs to access the upper slides. Alternative access can be given to the lower slides. Escorts may be required to assist exit from the base of the slide.</i>



WESTPORT ESTATE
AWAKEN YOUR WILD

<i>Climbing Zone/Tower</i>	Physical personal lifting required. Safety equipment must be worn.	<i>Alternative access can be given to the upper quarry. Staff can transfer guests using our onsite buggy.</i>
<i>Quarry's Edge Leap</i>	Safety equipment must be worn.	<i>Alternative access can be given to the upper quarry. Staff can transfer guests using our onsite buggy. Escorts may be required to assist the exit from the base of the leap.</i>
<i>Zip Wire</i>	Flight of stairs to access and exit the activity. Safety equipment must be worn.	<i>Alternative access can be given to the upper quarry. Staff can transfer guests using our onsite buggy. Escorts and the person will have to negotiate a short flight of stairs.</i>
<i>Giant Swing</i>	Flight of stairs to access and exit the activity. Safety equipment must be worn.	<i>Alternative access can be given to the upper quarry. Staff can transfer guests using our onsite buggy. Escorts and the person will have to negotiate a short flight of stairs.</i>

Westport House, Grounds, Caravan and Camping Facilities

SPECIFIC GUIDANCE

Westport House – 90% of our 400-acre estate is wheel-chair accessible. However, the 18th century historic house, terrace area, and rose garden are not fully accessible. Improvements in accessibility are a priority in our plans for the development of the historic house.

Garden and Grounds, Coach House - The garden is accessible to visitors who use manual wheelchairs and electric scooters. Please be aware that Westport House is a woodland site with uneven terrain, pebble stone parking area in front of the house and soft bark surfaces. We ask that you take extra care on steeper slopes.

Caravan and Camping - Facilities in our caravan and camping park include wheelchair accessible toilets and showers. Much of the access underfoot is on smooth tarmac. Naturally, the camping and caravan areas themselves are grass. In 2018 and in previous years we have enjoyed welcoming guests in this area that use a range of accessibility equipment.

Experience	Possible limitations	Commentary
Westport House	18 steps to access the front door of the house. 3 stories (incl. first floor and basement) currently with no lift. Some of the surfaces in the basement area are uneven. Access to the downstairs area involve some additional steps.	An escort may have to support a person living with mobility challenges to negotiate the 18 steps at the front of the house In general, the accessible toilet is made available to our visitors on request. Just talk to our friendly staff at reception. An escort may have to support a person living with mobility challenges to negotiate the stairs to the first floor and down to the basement area.
Grounds and Gardens	Pebble stones in the area in front of the main house mean that pushing a wheelchair can be difficult	It is possible for cars to transport a person living with mobility challenges to park immediately adjacent to the front steps. Please notify staff in advance.
Coach House	Pebble stones in this area mean that pushing a wheelchair can be difficult	
Caravan and Camping	Grass covered areas in the caravan and camping park	Guests are reminded that the use of accessibility scooters on grassy areas is not generally recommended and where



WESTPORT ESTATE
AWAKEN YOUR WILD

		possible guests should use the tarmacked areas for getting around. Where it is absolutely necessary to travel across the grass on a mobility scooter the route should be checked for any occasional natural indentations in the ground.
<i>Westport House Train Tour</i>	The train tour is not wheelchair accessible. Neither does the seating arrangement on the train tour allow a person to be seated in a wheelchair or buggy	An escort may have to support a person living with mobility challenges into and out of the train tour. A folded-up wheelchair must be lifted into and out of the train tour.