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**East Links Family Park**

**Dunbar~East Lothian~EH42 1XF**

Telephone ~Dunbar 01368 863607

Email~enquiries@eastlinks.co.uk

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

 **Access Statement for East Links 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 20 acres of farmland next to the coast, around 1.5 miles West of Dunbar, East Lothian. We have both indoor and outdoor areas at the park, please allow at least 3 hours for your visit.

The majority of the attraction is outdoors on a flat surface with good, gravel paths. 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 play barn 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 3 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. We have 4 dog kennels available in the car park which are free for use. Padlocks can be borrowed at the shop for a £5 deposit.

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 01368 863607 or email enquiries@eastlinks.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 A1 West of Dunbar. **Our Post Code is EH42 1XF**
* Local Public Transport:

o **BUS SERVICE:**

East Coast X7 Edinburgh/Dunbar

Borders 253 Edinburgh/Dunbar/Berwick-upon-Tweed

Eve 120 North Berwick/Dunbar

Ask the driver to let you off the bus at East Links Road End, the park is around a 3 minute walk from the bus stop.

o **RAIL STATION:** Dunbar

Dunbar High Street is a minute walk from the Train Station. From the High Street you can get a bus to our Road End or get a Taxi. We are around 40 minutes walk from Dunbar High Street.

**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 ‘East Links 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 (with additional field parking).
* Car parking is Free at East Links Family Park.
* We have seven 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 gravel or grass field with a concrete ramp 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 with some ramps and there 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. It is mostly level. There are information boards aimed to educate all ages with fun facts. These are in large text and have pictorial representation where applicable.
* SMALL ANIMAL BARN – there is ramped access suitable for wheelchairs; indoor cages for small animal viewing; small animal handling is available by request from a member of staff.
* OUTDOOR PLAY AREAS – these are suitable for all ages.
* WOODLAND MAZE – uneven ground especially after periods of inclement weather.
* PLAY BARN - suitable for children up to 7 years old.
* 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 front of the Train Station

with disabled facilities & baby changing in both the Mens’ and Ladies’ areas.

o There are six unisex toilets in the CAFÉ.

one with disabled facilities & baby changing.

* Hand-washing facilities are located:

o in all toilets

o outside the main toilets

o outside the Small Animal Barn

* A carer’s room is available on request.

with disabled facilities, toilet, large changing bed and a ceiling hoist. Slings for the ceiling hoist must be provided by the user.

**Catering**

* There is a Café on site serving light meals, snacks and drinks. This is adjacent to 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 window will be available on busy days, accessed from outside.
* High chairs are available.
* There are outdoor PICNIC AREAS with seating available for use for those who have brought their own food including a covered picnic barn.
* BBQ’s are not allowed within the park due to the large number of children in the vicinity.

**Payment Options**

* Payment can be made by cash or card. Both the Café and shop accept card payments for purchases. The nearest cash line is in Dunbar town centre.
* Personal cheques cannot be accepted.

**Nearby Facilities**

* The nearest petrol station is in Dunbar about 1 mile away or at ASDA on the A1.
* The nearest Electric Charging Station is at -

Springfield, West Barns Village EH42 1UF

**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 01368 863607, or email enquiries@eastlinks.co.uk

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| **Contact Information**Address  | East Links Family ParkDunbarEast LothianEH42 1XF  |
| Telephone:  | 01368 863607  |
| Email:  | enquiries@eastlinks.co.uk  |
| Website:  | [www.eastlinks.co.uk](http://www.eastlinks.co.uk)  |
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| Opening Times:  | **Open 7 days a week****10am to 5pm**Winter closing at 4pm.Closed Christmas Day, Boxing Day and New Years Day.May close for maintenance in January, check website or Facebook before arrival. |