



Welcome to Monkey World – Ape Rescue Centre

Accessibility Guide

This access statement aims to accurately describe the facilities and services available to our visitors, and does not contain opinions as to the suitability of Monkey World for those with access needs.

Introduction

Monkey World – Ape Rescue Centre is an internationally-acclaimed ape rescue centre, home to over 250 rescued and endangered monkeys and apes of 22 different species. Opened in 1987 to provide abused Spanish beach chimpanzees with a permanent home, the site is now a sanctuary for primates from all over the world. Here you can see them enjoy the company of their own kind in a safe, natural environment.

Monkey World is situated about 1.5 miles from the village of Wool on the A31 between Wool and Bere Regis, in Dorset. It is 6 miles from Wareham, 15 miles from Weymouth, 16 miles from Poole, and 20 miles from Bournemouth.

The park is set in 65 acres of Dorset countryside, and your visit can be as active or laidback as you would like. We recommend at least 3-4 hours to spend at the park to enable you to see everything Monkey World has to offer. Due to the sympathetic incorporation of the park into the natural countryside and woodland, some areas are steep and vary in footing. We do provide wheelchairs and mobility scooters for those with mobility difficulties. We also offer disabled parking spaces, sensory statues, accessible toilets, wheelchair swings and discounted entry for disabled visitors.

We trust you will enjoy your visit to the park. Should you have any queries or questions, please do not hesitate to contact us on 01929 462537 or email apes@monkeyworld.org prior to your visit.



Getting to Monkey World

- Monkey World's address is:
Monkey World – Ape Rescue Centre
Longthorns
Wareham
BH20 6HH
- You can get directly to Monkey World via car or taxi.
- The nearest train station is Wool. The train station is 1.6 miles from Monkey World.
- It is advisable to travel from Wool train station to Monkey World in a taxi, as there is not a public footpath along the main road.
- Accessible taxis should be booked in advance. To access Monkey World please ask to be dropped off at our front entrance.



You will see the Monkey World sign at the entrance to the car park.

Parking

- Monkey World has a large car park that is free of charge.
- The car park is a large field with tarmac and gravel roads.



Cars drive into the car park down a short tarmac road.



There is a sign that points to the right for parking and disabled parking.



During school holidays and good weather, there might be a lot of cars in the car park.



Disabled parking spaces are located to the right hand side of the entrance gate.

There is also a drop-off area directly in front of the entrance gate.



- The disabled parking spaces are signposted and are for blue badge holders.
- Most of the car park is not paved and can get a bit muddy during wet weather.
- It is uneven in places with stones on the ground.

Entrance Gate

If there are a lot of people visiting Monkey World there will be up to 6 gates available to enter through, to reduce the length of queues.

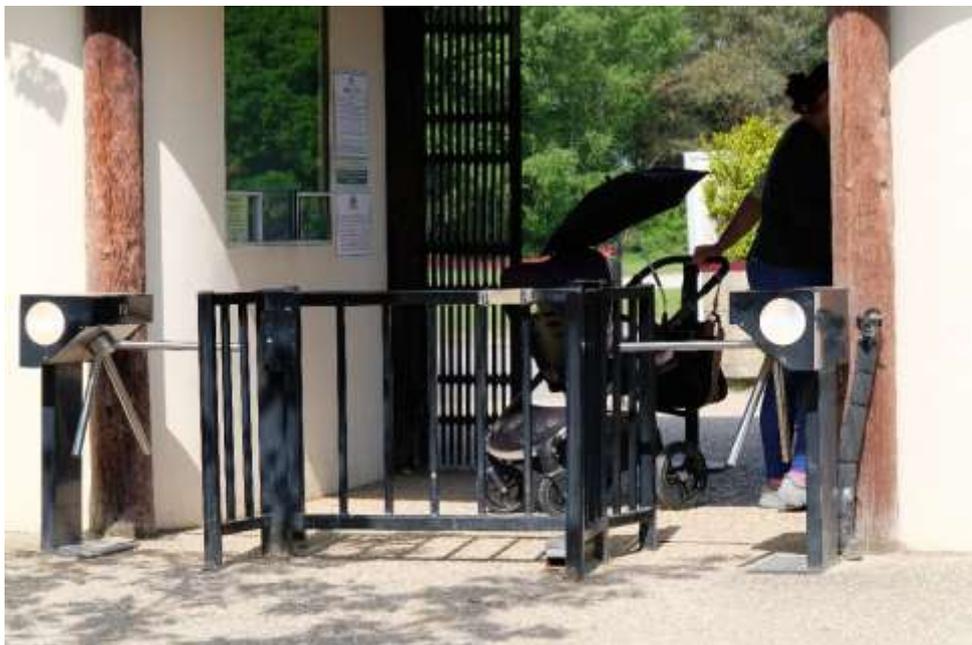


All visitors will enter Monkey World via the entrance gate. There are stantions to direct visitors where to enter.



Visitors will pay for their entrance fee at one of our entrance kiosks.

- There is level access at the main entrance gate.
- There will be a member of staff inside the entrance kiosk behind a glass window. They will take payment for your entrance fee and pass you a map and your receipt through a hatch.



Once visitors have paid their entrance fee, you can enter through a metal gate or a turnstile.

Getting Around

- Monkey World is a 65 acre centre that is mostly outside.
- There are paved paths that lead you around the centre.



There are mobility scooters to hire at the entrance gate.

- Visitors can bring their own mobility scooters or hire one from Monkey World.
- We recommend that visitors book our mobility scooters in advance, as we only have a limited number. You can book one of our mobility scooters by phoning our office on 01929 462537 or by emailing admin@monkeyworld.org. During weekends you will need to call 01929 401004 to book a scooter.
- To hire a mobility scooter, visitors are required to give a £10 refundable cash deposit and a form of ID. These will be returned to the visitor when they return the mobility scooter.
- Visitors are required to fill out a form when they hire a mobility scooter. A member of staff will explain how to use the mobility scooter and check that visitors are able to operate them before they explore the park.



- There are some slopes and steep inclines as you get further through the park.
- There are lots of benches throughout the park so visitors can stop and rest.



- As well as tarmac paths, there are some gravel paths and brick paths around Monkey World.



The start of the Woodland Walk.

- The Woodland Walk is an unpaved natural path through woodland.
- It is not suitable for wheelchairs, mobility scooters or pushchairs.
- The ground is uneven and there are roots growing on the path.
- There is only one small marmoset enclosure on the Woodland Walk.



There is a patch of grass and earth between the woolly monkeys and marmosets next to the Watering Hole Cafe.



What you might hear

There are lots of different sounds that you might hear at Monkey World and certain areas are likely to be noisier than others. You might hear:

- Primates such as chimpanzees and gibbons performing their loud vocalisations.
- Children playing at the play areas around the park.
- Keepers using a microphone to deliver their informative talks.
- Occasional construction work occurring around enclosures.
- The sound of the traffic on the main road parallel to Monkey World.
- Walkie talkies as staff walk around the park.
- Engines of golf buggies as maintenance staff drive around the park.

There are some areas that are likely to be noisy when the park is busy, such as:

- The indoor viewing areas at primate houses.
- Gift Shop.
- Treetops Café.
- Play areas.



There are some indoor viewing areas that are enclosed and can become crowded and noisy. They can also be a bit smellier than the rest of the park.



What you might see

There are a variety of things that visitors might see on a trip to Monkey World including:

- 260+ primates of 22 species that live in large enclosures. They have indoor playrooms and large outside spaces; they are free to go in and out as they please. They also have spaces in their enclosures where they cannot be seen, so they always have the option of privacy and may not be visible.
- Golf buggies driving around the park taking equipment to and from animal houses.
- Native wildlife such as birds, deer, and rabbits.
- Staff, volunteers and visitors.
- Buildings for animal enclosures and public facilities.
- A camera crew filming 'Monkey Life' our TV series. Please note that they do not film our visitors.
- Sensory statues.
- Jim Cronin's memorial statue.
- Large picnic areas.
- Signposts and maps that direct visitors around the park.
- Our small group of guinea fowl that free roam around Monkey World.



Facilities

Monkey World has a range of facilities available for visitors, including:

- Gift Shop
- 3 cafes and 2 ice cream kiosks
- Toilets
- Disabled toilets
- First Aid Hut (available for adult changing)
- Sensory statues
- 3 outdoor playgrounds
- Soft play area
- Wheelchair swings.



Chimpanzee sensory statue



Marmoset Sensory Statue



Orang-utan Sensory Statue



- There are 3 sensory statues around the park: a chimpanzee, an orang-utan and a marmoset.
- They are set in wooden shelters on a gravel floor.
- The gates are locked to prevent vandalism, but a member of staff will be happy to help visitors access the statues.



- The Gift Shop is located by the entrance gate.
- It can get very busy during school holidays and good weather.
- We advise that mobility scooters and pushchairs are left outside, if possible.

- There are 3 toilet blocks at Monkey World:
 - Behind the Gift Shop
 - Next to Malagasy Café
 - Next to the Great Ape Play Area
- There are disabled toilets behind the Gift Shop and next to Malagasy Café.



Toilet block at Malagasy Cafe.



Inside view of disabled toilet.



There are 3 cafes at Monkey World:

- Treetops Café is situated next to the Gift Shop and is open year round. There are indoor and outdoor seating areas. There is a paved path leading to the café. The busiest time is between 12pm and 2pm. To avoid crowds and queues please avoid these times.
- The Watering Hole Café is situated next to the playground near the entrance gate and is open during school holidays. It is often cooler and quieter than Treetops Café. The café is in the middle of a picnic area, so there is some grass to walk across for one entrance. The rear entrance has a concrete path leading to double doors.
- The Malagasy Café is situated in the middle of the park between the lemur enclosure and the orang-utan nursery. It is an outdoor café, but there is a roof over the majority of the picnic benches; the floor is covered in wood chips. It is open between Spring and Autumn.
- All of the cafes are wheelchair accessible.

There are also two kiosks that sell ice creams, snacks and drinks. They can be found near the Watering Hole Café and the Great Ape Play Area.



Tree Tops Cafe outdoor seating.



Entrance to Tree Tops Café.



Entrance to the Watering Hole Café.



Inside the Watering Hole Café.

- There are 3 unsupervised outdoor play areas spread throughout the park. There are climbing frames, slides and swings at each of them.
- There are wheelchair swings located at the play area next to the Watering Hole Café and at the Great Ape Play Area. A member of staff will assist visitors in securing wheelchairs to the swings.
- The Great Ape Play Area is suitable for children aged 8+.
- There is an indoor play area with soft play equipment inside Treetops Café. We recommend that this play area is best for children up to the age of 6.
- All of the play areas are unsupervised and for use at your own risk.



The Great Ape Play Area



One of our wheelchair swings in use.



Primate Enclosures

- There are over 260 primates of 22 species that live at Monkey World.
- They live in family groups in large enclosures spread around the park.
- They all have access to inside and outside areas of their enclosures.
- Inside their houses, the primates have large playrooms as well as bedroom areas that are not visible to the public.
- Most, but not all, of the primate houses have viewing windows at their indoor quarters.
- Most, but not all, of the primates' outside areas have a large viewing window set into the fence.
- The viewing windows are lowered for more accessible viewing.
- There are lots of trees, plants and climbing equipment inside the enclosures, so visitors cannot always immediately see the primates.
- Our ring-tailed lemur enclosure is a walkthrough exhibit where the primates free-roam. Feeding and/or touching the animals is prohibited. The lemurs will not interact with visitors, but will go about their normal business of foraging, climbing and socialising with each other. There is antibacterial hand gel available to use before and after entering the enclosure. This enclosure is only accessible to the public during set time



An enclosure viewing window.



Inside the ring-tailed lemur enclosure.



Viewing the primates through the fence.



periods; these times are subject to change and will be displayed at the entrance gate and at the ring-tailed lemur enclosure.

- Our keepers deliver free talks daily outside set enclosures, starting from 12:30pm. They will use a microphone so they can be heard more clearly and will answer questions at the end of the talk. There are written copies of these talks available at the entrance gate. The times and locations of these talks are included on our park map.



A keeper delivering one of the daily talks.