



Monkey World Ape Rescue Centre – Accessibility Guide

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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.

Welcome

Monkey World – Ape Rescue Centre is an internationally acclaimed rescue centre, home to over two hundred and fifty (250) rescued and endangered monkeys and apes. Opened in nineteen eighty seven (1987) to provide a permanent home to abused Spanish beach chimpanzees, 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.

The majority of our site is accessible by wheelchair, but due to the sympathetic incorporation of the park into the natural countryside and woodland, some areas are steep and vary in footing.

Please get in touch if you require any further information about specific access or need advice planning your visit. You can reach us by phoning us on 01929 462537 or by emailing apes@monkeyworld.org prior to your visit.

Please use this table of contents to find areas of this accessibility guide that may be of relevance to you.



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Location

Monkey World is situated about one and a half (1.5) miles from the village of Wool, on the A31 between Wool and Bere Regis, in Dorset.

By road, we are six (6) miles from Wareham, fifteen (15) miles from Weymouth, sixteen (16) miles from Poole, and twenty (20) miles from Bournemouth.

Our address is:

Monkey World – Ape Rescue Centre,
Longthorns, Wareham, BH20 6HH

The park is set in sixty-five (65) acres of Dorset countryside, and your visit can be as varied or laidback as you would like.

Travel by Public Transport

You can get to Monkey World by taxi and bus.

- The nearest bus stop is located within our car park, but only runs during the summer months. Further information can found here:

<https://www.firstbus.co.uk/>

Please note, Monkey World does not operate a bus service, so please check directly with the bus service before committing to visit the park.

- Wool Train Station is one point six (1.6) miles from Monkey World, which connects London Waterloo to Weymouth. Taxis can be booked from Wool Train Station.
- It is advisable to travel from Wool Train Station to Monkey World in a taxi, as there is no 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.

Parking

Monkey World has a large car park, which is free of charge.



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.

The car park is a large field, with tarmac and gravel roads.

Disabled parking spaces are located to the right hand side of the entrance gate. These spaces are signposted and are for blue badge holders. There is also a drop-off area directly in front of the entrance gate.



The disabled parking space to the right of the main entrance

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

Most of the car park is not paved, and can get muddy during wet weather. It is uneven in places and there are stones on the ground.

Entrance Gate

Monkey World has six (6) gates available for enter the park, but in quieter times, not all of these will be open. Belt barriers will help direct visitors to the entrance kiosks. Tickets can be purchased here, or pre-paid tickets can be checked in here.



The car park side of our entrance gate, showing the belt barriers



The park side of our entrance gate, showing the metal gate and turnstiles



- There is level access at the main entrance gate
- The window at the kiosks are one thousand and fifty five millimetres (1055mm) from the floor, and there will be a member of staff sat behind the glass.
- The member of staff will take your booking reference number or payment for your entrance fee and pass you a receipt through the hatch. The member of staff will ask you if you would like any maps to help with finding you way around the site. These maps are free.

Once visitors have paid their entrance fee, or checked-in their pre-booked tickets, you can enter through a metal gate or a turnstile.

The metal wheelchair accessible gate is one thousand and ten millimetres (1010mm) wide, and will be unlocked by the member of staff in the kiosk. Pushing the gate will open it. The turnstiles are four hundred and fifty millimetres (450mm) wide, and require you to push the metal bar at the top as you pass through it.

Getting around

- Monkey World is a sixty five (65) acre centre that is mostly outside.
- There are paved paths that lead you around the park, some of the paths are uneven.
- Wheelchairs and mobility scooters can be hired with prior notification from local company Rapid Mobility, who will deliver to the park. You can contact them on 01305 759800.
- Visitors are welcome to bring their own mobility scooters and wheelchairs.
- There are some slopes and steep inclines as you get further into the park.
- There are lots of benches throughout the park so visitors can stop and rest.



- Most of the walkways around the parks have handrails
- As well as tarmac paths, there are some gravel paths and brick paths around the site.





The start of the Woodland Walk

- The Woodland Walk is an unpaved natural path through the 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 (1) small squirrel monkey enclosure on the Woodland Walk.

We do accept Registered Guide Dogs, Hearing Dogs and Medical Alert Dogs, with prior notification only by calling the office on 01929 462537 (Mon-Fri) or 01929 401012 (weekends) and on production of their ID book and vaccination record.



There are benches throughout the site



Some enclosures are accessed by grass paths. There is underlay mesh roll to help make travelling over them easier.



Things you may hear

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

- Primates performing their loud vocalizations.
- Children playing at the play areas around the park.
- Primates Care Staff delivering Keeper Talks, the times and locations of which are noted on your map.
- Occasional construction work occurring around enclosures.
- The sound of the traffic on the main road parallel to Monkey World.
- Firing ranges of local army ranges and camps.
- Walkie-talkies as staff walk around the park.
- The engines of golf buggies as staff drive around the park.

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

- The indoor viewing areas at primate houses.
- The gift shop.
- The 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.



The Pavilion Chimpanzee indoor area

Things you may see

There are a variety of things that visitors might see at Monkey World, including:

- More than two hundred and fifty (250) primates of twenty five (25) species that live in large enclosures. They have indoor playrooms and large outdoor 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 by staff.
- Occasional construction work occurring around enclosures.
- Native wildlife, such as birds, deer, and rabbits.
- Staff, volunteers and other visitors.

- Buildings for animal enclosures and public facilities.
- A camera crew filming our TV series “Monkey Life.” 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.





Facilities

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

- Three (3) Sensory Statues
- Gift Shop
- Two (2) catering outlets and two (2) ice cream kiosks
- Toilets
- Disabled toilets
- First Aid hut (available for adult changing)
- Three (3) outdoor playgrounds
- Wheelchair swings

Sensory Statues

There are three (3) sensory statues around the park: a chimpanzee, an orang-utan, and a common marmoset.

They are set in wooden shelters on a gravel or paved floor.

The gates are locked to prevent vandalism, but a member of staff will be happy to help visitors access the statues.



Sensory Statue shelter



Chimpanzee Sensory Statue



Orang-utan Sensory Statue



Common Marmoset Sensory Statue

Gift Shop

The gift shop is located by the entrance gate.

It can get very busy during school holidays and days of good weather.

If busy, the gift shop may not be appropriate for wheelchairs, pushchairs and mobility scooters. These are welcome to be left outside the gift shop door.



The gift shop entrance



Gift Shop counter area



Gift Shop interior



- The door to the gift shop is a double door. When one side is opened, the opening is seven hundred and sixty five millimetres (765mm) wide, but with both opened, this is doubled to one thousand five hundred and thirty millimetres (1,530mm) wide.
- The aisles are large enough for wheelchairs and mobility scooters to comfortably traverse through.

Toilets

There are three (3) toilet blocks at the park:

- Behind the gift shop to the left hand side.
- Next to Malagasy Café.
- Next to the Great Ape Play Area.

There are two (2) accessible toilets by the gift shop. They are each within the men and women's restrooms.

- From the main entrance to the gift shop toilets, there is ramp access.
 - The men's toilet ramp is six hundred and thirty millimetres (630mm) long and eighty millimetres (80mm) high.
 - The women's toilet ramp is five hundred and ninety millimetres (590mm) long and one hundred and ten millimetres (110mm) high.
- The doors to enter the men and women's restrooms from the path are one thousand and forty millimetres (1040mm) wide. The doors to enter the accessible toilets are nine hundred and forty millimetres (940mm) wide.
- The toilet seat is five hundred millimetres (500mm) high.
- There are horizontal grab rails located to the sides of the toilet, a vertical rail, and a vertical drop rail.



Gift Shop women's accessible toilet



Malagasy accessible toilet



- The three (3) toilets by the Malagasy Kiosk are all accessible toilets.
- The doors leading to the toilets are seven hundred and seventy five millimetres (775mm) wide.
- The toilet seat is five hundred millimetres (500mm) high.
- Each of the three (3) toilets have fold down baby changing facilities.

Catering outlets

There are two (2) catering outlets 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 are paved paths leading to the café through both its front and back door. Its back door leads to its outdoor seating area. The busiest time is between twelve (12) PM and two (2) PM. The door to the Treetops Café is a double door. When one side is opened, the opening is seven hundred and forty millimetres (740mm) wide, but with both opened, this is doubled to one thousand four hundred and eighty millimetres (1,480mm) wide.
- The Malagasy Kiosk is situated in the middle of the park between the orang-utan nursery and the lemur enclosure. It is an outdoor kiosk, but there is a large roof over many of the picnic benches. The floor is covered in wood chips. It is open between Spring and Autumn, and there are wheelchair accessible picnic tables.
- All of the catering outlets are wheelchair friendly.



The Treetops Café outdoor seating



The Treetops Café indoor seating



The entrance to the Treetops Café



The Malagasy Kiosk

There are also two (2) kiosks that sell ice creams, snacks and drinks. They can be found near the first play area, and the Great Ape Play Area.

Play areas

There are three (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 Great Ape Play Area, and at the first play area nearest the entrance. A member of staff will assist visitors in securing wheelchairs to the swings.
- The Great Ape Play Area is suitable for children aged eight (8) and over.
- All of the play areas are unsupervised and for use at your own risk.



The first play area



The Malgasy play area



The Great Ape Play Area



One of our wheelchair swings

Our primates

There are over two hundred and fifty (250) primates 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 playrooms.

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.



An enclosure outdoor viewing window



Visitors viewing the primates in the trees

Viewing Tower

There is a viewing tower situated at the centre of the park by the chimpanzee pavilions that looks out over some of the enclosures. This is accessed by twenty-six (26) steps, with a quarter-landing after the first ten (10) steps. The top of the tower gives views of the woolly monkey enclosure, and two (2) group of chimpanzees.



Viewing Tower



Steps to access

Keeper Talks

Our Primate Care Staff deliver free sessions every day at different areas of the park, starting at twelve (12) PM. In these sessions, the Primate Care Staff may speak louder or use a microphone so they can be heard more clearly, and will answer questions from the visitors. The times and locations of these talks are included in our park map.



A Primate Care Staff delivering one of the daily talks

In addition to our Primate Care Staff giving daily question and answers sessions, there are QR codes on every primate information sign titled “In The Wild”.

- These can be scanned by a smartphone and each link to YouTube videos.
- These videos are of members of our Primate Care Staff talking about the primates that we have around Monkey World.
- The videos include images of the primates, and subtitles.
- These QR codes can be found at the bottom of the rear side of your map, or at the enclosures in question.
- There are also written keeper talks available at the entrance gate.
- Visitors can also follow a self-guided tour via audio points around the park. The tour is two pounds (£2) and can be accessed via your smartphone or device.
- There is free Wi-Fi at the park.