



**EAGLE HEIGHTS**  
NON-PROFIT ORGANISATION

## **EAGLE HEIGHTS ACCESSIBILITY**

Eagle Heights strives to provide a welcoming experience for everyone, including those with additional needs.

We understand the importance of accessibility, which is why we offer a free carer for those with additional needs.

We recognize that some situations may require more than one carer. Additional carers may be eligible for a discounted rate at Eagle Heights' discretion. If you have any questions or concerns, please contact us in advance, and we will be happy to assist you.

Your safety is our priority. We have well-established evacuation procedures in place. If needed, our staff members will be there to assist you with a safe evacuation from the building to a designated area.

We want everyone in the family to enjoy their day, so we've made sure that as many areas as possible are accessible.

To make navigation easier, we have signage on our patio outside the Tearoom.

When it's time to rest and enjoy refreshments, you'll find an abundance of seating and picnic tables inside and out.

Our Tearoom are happy to assist you with any questions about specific dietary requirements.

In our Auditorium, we have reserved spaces for wheelchairs, ensuring that everyone can comfortably enjoy the display if held inside.

The Foundation is kept in as natural a state as possible, but there are also pathways. Some pathways may prove more difficult and visitors with mobility issues may find these challenging. Our staff are always willing to assist and support those finding anything difficult.

Safety is a top priority, so we kindly ask that you pay close attention to any safety signs or briefings given by our staff.

Mobile phone signal is good.

All staff are trained First Aiders.

We offer free parking with designated blue badge parking.

Getting to the entrance from the disabled parking area is no more than a couple of minutes.

We have 2 Wheelchairs available free of charge (we recommend emailing to ask in advance to avoid disappointment).

We have disabled toilet facilities.

Doorways are wide for ease of access in and out of the building.

Our building with Toilets, Tearoom and Gift Shop are on one level with no steps.

The following policy has been created with reference to recognised advice regarding admittance of Assistance Dogs to Animal Attractions.

Visitors are unable to bring their assistance dogs with them when they visit our site, due to the stress this causes to our animals and the possibility of cross contamination. We do offer free carer/guide in these situations.

There are also several areas on our site that have been identified as unsuitable areas for assistance dogs.

Emotional support animals are under the same guidance as assistance dogs.

Animals must not be left chained-up in our carpark or left unattended in vehicles on hot days. The Police will be contacted if we or a member of the public identifies any animal in distress.

In the near future we aim to provide a 'Reflection Area' for those needing some quiet time away from other members of the public and for Prayer.

We are committed to creating unforgettable experiences for all families, especially those with disabilities. We can't wait to welcome you and we would be pleased to receive any feedback to assist us with improvement.

Lullingstone Lane, Eynsford, Kent, DA4 0JB

[office@eagleheights.co.uk](mailto:office@eagleheights.co.uk)

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