

Access Statement

Llamas are wonderful creatures and Peak Hill Llamas aims to make either walking, or just meeting these gentle animals accessible to all regardless of age, physical limitations or disabilities.

Introduction

Based on a working farm just two miles outside the regency town of Sidmouth, Peak Hill Llamas offers guided walks with llamas on East Devon's Jurassic Coast, as well as llama experiences and educational sessions. Most of our walks involve some uphill walking across farmland and along tracks with uneven surfaces; however for the less mobile we are able to offer mini llama experiences in our llama paddock and/or short walks with the llamas on level ground.

Our walks are suitable for anyone aged 6 upwards in reasonable health and with a reasonable level of fitness; while our mini experiences and educational sessions are suitable for all ages and abilities.

Walks are normally of between one and two hour's duration at quite a slow pace!

We do not charge for carers accompanying visitors with special needs, and offer discounted rates for groups with special needs.

All walks are accompanied by a qualified first aider, and we always carry a first aid kit and mobile phone.

We operate all year round and offer a "winter walk" for the colder months which is a one hour walk followed by warming soup or hot drink back in the llama barn.

Advanced booking is essential for all walks especially during the busy summer months.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01395 578697 or e-mail info@walkingwithllamas.co.uk

Pre-Arrival

As most of our customers visit our website before making a booking we ensure that it is kept up to date and is easy to navigate. Enquiries and bookings are usually made either by phone or e-mail – e-mails can be sent in large print to customers with impaired vision. Fact sheets can be sent out (large print available) to customers without computer access.

As the farm is not open to the general public a confirmation e-mail or letter (large print available) is sent out **after** booking containing clear directions to the farm either by car or public transport; as well as information about suitable clothing & footwear and what to do in case of bad weather.

We are happy to send out details of local accommodation for customers from outside the area.

The nearest railway stations to Sidmouth are Exeter St David's (approx 18 miles) for fast trains from the North, Midlands and London Paddington; and Honiton (approx 8 miles) for trains from London Waterloo. Call National Rail Enquiries on: 08457 484950 for further information.

Frequent bus services connect Exeter St David's with Exeter bus station for onward travel to Sidmouth; and in summer Stagecoach buses meet certain main trains at Honiton station - contact Stagecoach tel: 01392 427711, or your local railway station for details.

There are National Express Coach Services from all parts of the country to Exeter Coach Station. Exeter Coach Station is adjacent to the bus station for onward travel to Sidmouth. Tel 08705 808080 for further details

There is a regular bus service from Exeter bus station to Sidmouth Triangle terminus. For information contact Traveline tel: 0870 6082608 or visit www.travelinesw.com. Alternatively, to obtain a complete booklet of bus timetables for East Devon please phone Devon Bus 01392 382800 or e-mail devonbus@devon.gov.uk

Sidmouth Triangle terminus is our nearest bus stop. As this is two miles from the farm down a very steep hill, we recommend that customers with mobility problems use a taxi to get to the farm from Sidmouth.

Peak Taxis offer an accessible taxi service from Sidmouth and can be contacted on 01395 512512.

For information on the local Community Transport Scheme call 01392 382123

Our nearest Shopmobility and equipment hire is operated by Sidmouth Mobility and can be contacted on 01395 512828.

Although our customers are welcome to use the farm's WC facilities, the farm does not have accessible WC facilities.

The nearest public toilets with accessible WC facilities are situated in Connaught Gardens at the bottom of Peak Hill – 1.6 miles from the farm. These have 24 hour access via RADAR keys.

Arrival and Car Parking Facilities

As we do not deal with large groups of people we have ample parking facilities. There are spaces available for up to six cars or four mini-buses immediately outside the llama barn, just 7 metres from the reception area which is clearly marked. We are unable to accommodate full-size coaches.

The car park is level and has a concrete surface. It has no artificial lighting as we only operate during daylight hours.

All visitors are greeted on arrival and assistance given if necessary.

Main Entrance and Reception Area

The reception area is situated just inside the llama barn and has under-cover seating available in the form of a wooden bench seat 48 inches/122 mm long and 20 inches/510 mm high, as well as a standard wooden picnic bench. We have additional temporary seating available in the form of standard fold-out picnic chairs as well as fold-out wooden straight-backed armless chairs which are easier for customers with limited mobility.

The floor surface of the reception area is level and consists of compressed earth and small pebbles.

Access to the llamas is normally via the wooden reception/gift cabin which has one step up of 12

inches/300 mm; then an outward opening entrance door with a clear opening width of 35 inches/890 mm; an internal clear area up to the display units of 58 x 60 inches/1470 x 1520 mm; outward opening door with a clear opening width of 35 inches/890 mm and one step down into the barn of 10 inches/250 mm.

For customers with limited mobility there is an alternative entrance through the feed area avoiding steps. This consists of a wooden outward opening gateway with a clear opening width of 44 inches/1120 mm, a walk through area of 104 x 74 inches/ 2640 x 1880 mm, and metal outward opening gateway into the llama area with a clear opening width of 44 inches/1120 mm. Staff assistance will be given if this entrance is used.

Alternatively there is direct access into the llama paddock via an inward opening wooden farm gate with a clear opening width of 118 inches/3000 mm. There is a 25m level walk from the car park to this gate, half of which is across concrete, and half across a gravelled track. Staff assistance will be given if this entrance is used.

Inside the reception/gift cabin we have llama gifts and souvenirs for sale. We also have a selection of reference books and leaflets about the local area, history and wildlife as well as a small display of fossils and archaeological finds from the area. We have a magnifying glass available for visitors with impaired vision. For people with impaired mobility who are unable to access the gift cabin we can bring anything of interest out into the barn.

The Llama Barn and Paddock

Customers are normally introduced to the llamas inside the llama barn and given instruction on how to handle them before we set off on our walks.

Indoor activities such as grooming and making up feeds also take place in the llama barn.

Although there is plenty of natural light in the barn, there is also artificial light available in the form of fluorescent strip lights.

In the feed area there are hand washing facilities available in the form of a large dairy sink measuring 28 x 21 inches x 33 inches high (710 x 530 x 840 mm), a standard tap over the sink 38 inches/970 mm from the ground and anti-bacterial soap in a dispenser bottle.

The llama area inside the barn measures 3m x 9.5m. The floor surface is level and covered with clean hay bedding for the llamas. From the llama barn to the llama paddock there is a level walk across a gravelled area of 6m.

The llama paddock is level and grassy although after periods of rain some areas can become muddy. There is a small obstacle course set up in the paddock for use on llama experiences and educational sessions. Staff assistance is always given with the obstacle course.

Our Walks

We offer a choice of walks of various lengths, usually between one and two hours. These are set out on our website along with prices; and also on fact sheets which can be posted out on request to people without computer access. The fact sheets can be produced in large print for customers with impaired vision.

Our walks are suitable for anyone aged 6 upwards in reasonable health and with a reasonable level

of fitness, while our mini experiences and educational sessions are suitable for all ages and abilities.

All walks are accompanied by a qualified first aider and we always carry a first aid kit and mobile phone.

All walks are conducted at “llama pace” (not very fast!) as llamas are extremely inquisitive animals and like to stop occasionally to admire the scenery – and eat the hedges! On an average two hour walk we would normally cover around 5 miles. Llamas are gentle animals and are easy to handle and lead.

To take advantage of the magnificent views from the top of the farm most of our walks involve some uphill walking but we are always happy to arrange flatter routes for less mobile customers. For customers with severely impaired mobility we can arrange mini llama experiences in the llama paddock and/or short walks on level ground. Our llamas are happy to walk with assistance dogs and are shortly to undergo training to walk alongside wheelchairs.

Educational sessions and llama experiences are conducted mainly in the llama barn and paddock, usually followed by a short walk around the farm.

Refreshments

We do not serve full meals, just light refreshments including cream teas. These are normally served after the walks in our “Llama Look-out” gazebo which is situated on the edge of the car park on level concrete overlooking the llama paddock. The gazebo has a step up of 15 inches /380mm, so for customers who are not able to manage this we provide fold-out picnic chairs and tables on a level concrete surface just outside the gazebo. We also have wooden fold-out chairs which are straight-backed, armless and easier for customers with impaired mobility.

Hand washing facilities are available in the farm's toilets (which are not wheelchair accessible) and also in the feed area of the barn which is wheelchair accessible. (Full details given in Llama Barn section.)

In bad weather we serve refreshments under-cover in the reception area of the barn – this has a level surface consisting of compressed earth and small pebbles. In this area we use either a standard picnic bench or fold-out picnic chairs and tables, depending upon customer requirements.

Special dietary requirements can be catered for including vegan and gluten-free diets.

Toilets

Although Peak Hill Llamas' customers are welcome to use the farm toilets, there are no accessible WC facilities on the farm. The nearest public toilets with accessible WC facilities are situated at the bottom of Peak Hill, in Connaught Gardens – 1.6 miles from the farm. These have 24 hour access via RADAR keys.

The farm's toilets consist of two cubicles set in an old farm building. There is an outer inwardly opening door with a clear opening width of 35 inches/890 mm; a downward step of 7 inches/180 mm; and two inwardly opening doors into the cubicles with clear opening widths of 27 inches/690 mm. Each toilet cubicle measures 80 inches/2030 mm and contains a standard toilet and washbasin with standard taps. They have bathroom-type electric lighting, with a pull cord 40 inches/1020mm from the ground just inside each doorway.

Additional Information

We welcome small groups (of up to 15 customers) with special needs and will happily tailor sessions to their needs. Special discounted rates are offered to such groups and accompanying carers will not be charged. Please contact us for further information.

We welcome assistance dogs – the llamas are quite happy to walk with them but will require a short introduction before setting off as they are naturally wary of strange dogs. Dogs may be required to be kept on leads whilst walking through fields of livestock. We are happy to provide water bowls.

Future Plans

To train the llamas to be led from a wheelchair.

To continually review our walks and research ways in which we can make them even more accessible.

To continually review and update our website.

Contact Information

Proprietor: Maggie Jee

Address for correspondence: 4 Lower Brook Meadow, Sidford, SIDMOUTH, EX10 9PS, Devon

(Farm address and full directions including postcode are sent out after booking)

Telephone No: 01395 578697

E-mail: info@walkingwithllamas.co.uk

Website: www.walkingwithllamas.co.uk

Times of Operation: All year round, advance booking essential

Transport: National Rail Enquiries: tel 08457 484950

Bus travel: Traveline tel 0870 6082608

Accessible taxis: Peak Taxis tel 01395 512512

Community Transport Scheme: tel 01392 382123

Shopmobility & Equipment Hire: Sidmouth Mobility tel 01395 512828

Feedback

We welcome feedback to help us continually improve so if you have any comments please contact us.

Last Modified: 1st June 2011