

# Accessibility Guide for Hauxley Wildlife Discovery Centre & Nature Reserve

mail@northwt.org.uk, 0191 284 6884, <https://www.nwt.org.uk/get-involved/visitor-centres/hauxley-wildlife-discovery-centre>

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### Welcome

Hauxley Wildlife Discovery centre is one of the best wildlife watching spots in the North East. It's a great place for birds and butterflies and a great place to see red squirrels and tree sparrows. Wildlife changes with the seasons so there’s something to see all year round.

The eco-friendly Visitor Centre is a straw-bale building and a starting point for the walks around the reserve, offering fantastic views across the length of Druridge Bay the Lookout Cafe sells a range of hot and cold refreshments including freshly brewed coffee, scones baked on site each day, as well as sandwiches, toasties and soup.

## At a Glance

###  Level Access

* There is level access from the main entrance to:
	+ Dining Table
	+ Reception
	+ Reception Toilet
	+ The Lookout Café
	+ Classroom
	+ Nature reserve
* There is level access from the car park to:
	+ Courtyard
* The hide entrance has level access.

###  Hearing

* The fire alarm has flashing lights.
* We have a hearing loop in the reception & the classroom .
* Some staff have disability awareness training.

###  Visual

* Glass doors have contrast markings.

###  General

* There is at least 1 public toilet for disabled visitors.
* Some staff have disability awareness training.

## Getting here

Hauxley Wildlife Discovery Centre & Nature Reserve
Low Hauxley
Morpeth
NE65 0JR

####  Travel by taxi

* You can get a taxi with PHOENIX by calling 01670 333000. The taxi company has a wheelchair accessible vehicle.

####  Parking

* We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is not free.
* There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
* From the car park to the entrance, there is level access. The route is 2500mm wide, or more.


Car Park

## Arrival

####  Path to main entrance

* From the street to the main entrance, there is level access.
* The path is 2500mm wide, or more.

####  Main entrance

* The main entrance has level access.
* The door is 1100mm wide.
* The door has a push button to open it.


Main entrance


Route from car park to main entrance

## Getting around inside

#### Visual Impairment - General Information

* We have contrast markings on all glass doors.


Contrast markings

####  Ticket/ information desk

#### Reception

* From the main entrance to the desk, there is level access. The route is 1800mm wide, or more.
* Height of reception desk 1050mm.
We generally have volunteers stationed around the front door to provide information and offer assistance to visitors as necessary.


Reception area

####  Public toilet

#### Reception Toilet

* There is a public toilet for disabled visitors.
* From the main entrance to the public toilet, there is level access. The route is 1300mm wide, or more.
* The toilet door is 800mm wide.
* The direction of transfer onto the toilet is to the left.
* There is 1300mm at the side of the toilet. There is 2000mm in front of the toilet. The toilet seat is 470mm high. The toilets have handrails.
* If accessing with a large wheelchair with a poor turning circle it can be easier to enter from the classroom.  You may need to ask at reception.
The cafe toilet entrance also has more turning room.


Reception toilet

####  Shop

#### The Lookout Café

* From the main entrance to the shop, there is level access. The route is 900mm wide, or more. The door is 900mm wide.
* The route through the shop is 800mm wide, or more.
* Small shop area to rear of cafe seating.  Can become obstructed when cafe is busy.


Shop area

####  Place to eat and drink

#### The Lookout Cafe

* From the main entrance to the dining area, there is level access. The route is 900mm wide, or more. The door is 900mm wide.
* To get to a table, there are no steps.
* If you need table service, staff can help you.
* The route through the dining area is 800mm wide, or more.
* There is no background music.
* We cater for sugar free (diabetic), vegetarian, gluten free (celiacs) and vegan specific diets.
* Please ask if more infomation needed, 0191 284 6884 or mail@northwt.org.uk


Café entrance


Seating area


Till


Entrance corridor and toilet access

#### Classroom

* From the main entrance to this area, there is level access. The route is 800mm wide, or more.
* The door is 800mm wide.
* Room avalible to hire

## Getting around outside

####  Designated Walking Trail

#### Accessible route

* The trail is 1200metres long. The trail has a hard surface. The trail is sloped. The trail has seats. There are bird hides along the trail.


Path from visitor centre to top hide

#### Top Hide

* At the hide entrance, there is level access. The door is 800.00mm wide.
* There are low windows in the hide, so wheelchair users can see outside.

#### Tern Hide

* At the hide entrance, there is level access. The door is 800.00mm wide.
* There are low windows in the hide, so wheelchair users can see outside.

####  Picnic Area

#### Courtyard

* From the car park to the picnic area, there is level access. The path is 1100mm wide, or more.
* The entrance is 1100mm wide.
* Some tables have space for wheelchair users. You can bring your own food to the picnic area.


Courtyard and picnic tables

#### Nature reserve

* From the main entrance to this area, there is level access. The route is 1100mm wide, or more. The entrance is 1100mm wide.
* See attatched map


Site map

## Customer care support

#### Accessibility equipment

* We have a hearing loop in the reception & the classroom .
* We do not allow dogs (other than assistance dogs) on to the reserve including the café, with this in mind we have a dog walkers route from the car park to the beach this route makes an ideal toilet area.
* We have an area to charge mobility scooters and battery powered wheelchairs.
* Ask at reception and you will be directed to a number of indoor sockets that are free to use.

#### Emergency evacuation procedures

* We have emergency evacuation procedures for disabled visitors.
* The fire alarm has flashing lights.

#### Customer care support

* Some staff have disability awareness training.

Guide last updated: 17 May 2022