



WWT Arundel Wetland Centre

Accessibility Guide 2024

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<https://www.wwt.org.uk/wetland-centres/arundel/>

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Welcome

Set in the splendor of the South Downs; adjacent to the River Arun; overlooked by the historic Arundel Castle skyline this gorgeous wetland reserve is a great place for a great day out in West Sussex for the whole family.

Arundel Wetland Centre is home to a collection of wetland birds including Dalmatian pelicans and a walk-through Coastal Creek Aviary, as well as 8 wildlife hides offering views of kingfishers, lapwings and egret. This gorgeous nature reserve has accessible boat rides and an stunning reedbed boardwalk. Arundel Wetland Centre is has buggy and wheelchair friendly pathways, comfortable hides and disabled and parent & baby facilities. There is a cafe and gift shop onsite.

At a Glance

Level Access

- There is level access with change of surface from the main entrance to:
 - Dining area
 - Disabled Toilet with Baby Change facility
 - Changing Places Toilet
 - WWT Gift Shop at Arundel
 - Swan Lake Room
 - Pelican Cove
 - Pond Skaters Play Area
 - Wetland Discovery Boat Safari
 - Pond Dipping at Raised Pond
 - Coastal Creek Aviary

- There is level access from the car park to:
 - Family Picnic Area, past the pay point
- The hide entrances have level access or ramps

Hearing

- We have a hearing loop in At the admissions desk.
- Some staff have disability awareness training.

Visual

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- The menu is in large print.
- We have display information in large print.
- We have information in large print.

General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors. At least one toilet is a Changing Places toilet.
- Some staff have disability awareness training.

Getting here

Arundel Wetland Centre, Mill Road
 Mill Road
 Arundel
 BN18 9PB

Travel by public transport

- You can get near to Arundel Wetland Centre by bus and train.
- There is a service from Littlehampton (Route 9) once an hour to the Arundel town centre, then pavement along Mill Road to Mill Stream bridge, then onto the road for a short distance to the centre. The bus stop is 1.0 miles / 1.6 km from Arundel Wetland Centre.
- The nearest train station is Arundel Train Station. The train station is 1.5 miles / 2.4 km from Arundel Wetland Centre.
- Arundel train station is situated approximately half a mile from the town. If you are traveling from the direction of Brighton, Littlehampton or Chichester you will have to change trains at Ford or Barnham. There are direct trains to Arundel from Bognor Regis and London Victoria.

If you travel by rail you may qualify for the DaysOut 2for1 admission offer. Download the online voucher from the National Rail Days Out Guide.

Travel by taxi

- You can get a taxi with Castle Cars by calling 01903 884444.

Parking

- We have a car park. There are 8 accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is 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 with change of surface. The route is 1850mm wide, or more.
- A wide wooden boardwalk with hand rails leads visitors from the car park and drop off point to the visitor centre.



Entry board walk from car park to Visitor Centre.



Drop off point opposite the entry boardwalk.

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 5000mm wide, or more.

Main entrance

- The main entrance has level access.
- The door is 1400mm wide.
- The main door is sliding and automatic.



Automatic sliding entry door halfway open

Getting around inside

Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



Admissions desk with lower access counter on front



Hearing loop station at the admissions desk.



Three manual wheelchairs visitors can borrow on first come first served basis

Ticket/ information desk

Admissions desk

- The desk has a low section.

Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have display information in: large print.

Public toilet

Disabled Toilet with Baby Change facility

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 920mm wide, or more.
- The toilet door is 920mm wide.
- The direction of transfer onto the toilet is to the left.

- There is 900mm at the side of the toilet. There is 1500mm in front of the toilet. The toilet seat is 460mm high. The toilets have handrails.



Inside view of the disabled toilet and baby change

Public toilet

Changing Places Toilet

- There is a public toilet for disabled visitors.
- The toilet is a Changing Places toilet.
- You need a RADAR key to open the public toilet.
- From the main entrance to the public toilet, there is level access. The route is 300mm wide, or more.
- The toilet door is 102mm wide.
- The direction of transfer onto the toilet is to the left and right.
- There is 100mm at the side of the toilet. There is 200mm in front of the toilet. The toilets have handrails.
- CPT contains a height adjustable changing bench, an X/Y Ceiling track hoist with spreader bar, a height adjustable sink, a peninsular toilet, a colostomy shelf, grab rails and a retractable privacy screen.



Inside view of CPT with changing bench

Shop

WWT Gift Shop at Arundel

- From the main entrance to the shop, there is level access. The route is 1200mm wide, or more. The route through the shop is 800mm wide, or more.

Place to eat and drink

Water's Edge Cafe

- To get to a table, there are no steps.
- The menu is offered in large print.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs) and vegan specific diets.



Seating area of Water's Edge Cafe

Swan Lake Room

- From the main entrance to this area, there is level access. The route is 700mm wide, or more.
- The door is 700mm wide.
- Meeting room off the main visitor gallery/cafe seating area where displays and activities are sometimes held for visitors

Getting around outside

Arundel Wetland Centre reserve and collection areas

- The trail is 2800metres long. The trail has a hard surface. The trail has seats. There are bird hides along the trail.

Reedbed boardwalk

- The trail is 800metres long. The trail has a hard surface. The trail has seats.

- The walk through SSSI Reedbed is beautiful and not to be missed. A wooden boardwalk with a lipped edge, grip-board and wired surface to prevent slips. The boardwalk widens in several places to allow easy passing and has two seating areas.

Lapwing hide

- At the hide entrance, there is level access. The door is 1800.00mm wide.
- There is a low window in the hide, so wheelchair users can see outside.
- There is a step up to the benches at hide windows.
- The hide is dark inside when you first enter.

Ramsar hide

- At the hide entrance, there is level access. The door is 1800.00mm wide.
- There is a low window in the hide, so wheelchair users can see outside.
- There is a step up to the benches at hide windows.
- The hide is dark inside when you first enter.

Sand Martin hide

- At the hide entrance, there is level access. The door is 1800.00mm wide.
- There is a low windows in the hide, so wheelchair users can see outside.

Scrape hide

- At the hide entrance, there is level access. The door is 1800.00mm wide.
- There is a low window in the hide with a slight ramp to it, so wheelchair users can see outside.
- The hide is dark inside when you first enter.
- There are three steps up to the seating area

Woodland Lodge

- At the hide entrance, there is level access. The door is 1800.00mm wide.
- There is a low window in the hide, so wheelchair users can see outside.

Discovery 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

Family Picnic Area

- From the car park to the picnic area, there is level access. The path is 900mm wide, or more.
- The entrance is 900mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- Picnic areas are inside the attraction beyond the paypoint, one area is fenced in with a woodchip ground cover, one is in a small grass field.

Pelican Cove

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 900mm wide, or more. The entrance is 1600mm wide.
- Pelican Cove is slightly sloped downwards towards the water but there is fencing preventing contact with the water.



Member of staff standing in Pelican Cove with fish for the Dalmatian pelicans

Pond Skaters Play Area

- From the main entrance to this area, there is level access. The route is 900mm wide, or more. The entrance is 900mm wide.
- The play area is woodchipped. The Pondskater play area has a sloped entrance with a small wooden gate.



Pondskater play area with scramble net, balance boards, see-saws, slide and bird house hideout

Wetland Discovery Boat Safari

- From the main entrance to this area, there is level access on paved pathway. The route is 900mm wide, or more.

- The Wetland Discovery Boat safari runs daily from 11am-3pm with trips lasting 20 minutes. Rides cost £3 per person. The boats must be booked at the admission desk, please tell staff if you intend to take a wheelchair onboard.
- The boats have built in entry ramp for passengers and can accommodate two manual wheelchairs per trip. Children 7 and under must wear a life jacket.



Wetland Discovery Boat Safari

Pond Dipping at Raised Pond

- From the main entrance to this area, there is level access. The route is 900mm wide, or more. The entrance is 2000mm wide.
- The Raised Pond station has a level approach and the floor is flagstone. The pond sides are raised bring the water's surface level with a seated person. Family pond dipping sessions are available to booking at the admissions desk on the day of your visit from April -October.

Coastal Creek Aviary

- From the main entrance to this area, there is level access. The route is 900mm wide, or more. The entrance is 900mm wide.
- The Coastal Creek Aviary has a wide path approach and a wide, one way path inside - there is plenty of turning space. The entrance and exit doors are heavy, and must be pulled open, with two sets of doors either end to ensure one set is closed behind/ in front before the other door is opened to ensure birds do not fly out.



view of the pathway inside the aviary

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in At the admissions desk.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In case of fire, staff will clear all building areas. Staff is posted outdoors to direct visitors to safely leave the attraction site.

Customer care support

- Some staff have disability awareness training.
- We have information in large print.
- We ask visitors to request large format maps in advance but we can enlarge any of our info on request.

Guide last updated: 4 May 2024