



Bird Gardens Scotland Accessibility Guide

In a nutshell:

It's important to us that everyone visiting us has a fun and relaxing time so please just ask our team if there is anything we can do to help you during your visit.

Later in this guide, you can find photographs of key site features to help you plan your visit.

How to find us:

Our what 3 words reference is speaker.utensil.stack

By car – we are on the corner of the A68 and Station Road at the turn off signposted Oxton.

Enter postcode TD2 6RA.

Our building is pictured below (facing North on A68 towards Edinburgh).



By bus – the 51 Galashiels to Edinburgh service runs a 7 days a week service to Oxton Village Hall, a 3 minute walk from our Visitor Centre. If you ask the driver, they will stop at the carpark entrance.

Please check the current timetable at <https://www.bordersbuses.co.uk/services>

Parking:

- The car park is immediately in front of the visitor centre and is surfaced with compressed stone.
- There are 6 designated accessible parking spaces (each bay shown below is 2 spaces so you can choose which side of your car has the wider door opening provision).



Visitor Centre:



- This is a single-storey building
- Access is via a ramp and level access doorway



Opening hours:

- We are open 10am – 4:30pm every day apart from Christmas Day and New Year's Day

Admission – pay once and visit as many times you like for a year:

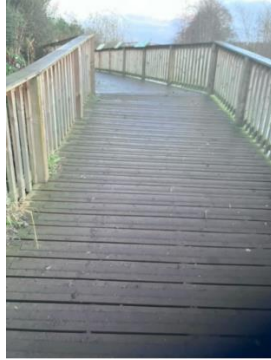
- Adult £10
- Concession (60+ yrs or full time student) £6:50
- Child/young person (5-18 yrs) £6:50
- Under 5s FREE

Essential carers:

- All essential carers are admitted free of charge

Getting around our site:

- There is level access throughout site, including the visitor centre building including gift shop, café and toilets
- We have 1 manual wheelchair to borrow free of charge. We recommend prebooking it by emailing info@birdgardensscotland.co.uk or calling us on 07512 716 047 to ensure the chair is available for your visit
- The pathway through the grounds is made of compressed stone with an accessible boardwalk with anti-slip strips through the centre of the site



- The far end of our site consists of a circular route up and around a hill. The paths here are under 1:20 gradient
- There is plentiful seating throughout the grounds including picnic benches with clearance around them to accommodate mobility aids



- Our toddler play area (1st image below) is accessed via steps that hold the woodchip surfacing in place
- Our main play area (2nd image below) is accessed via either the front steps or the ramp down the right hand side of the play area next to the emu and wallaby enclosure



- The gates into our orchard exhibits are unlatched, lightly self-closing and easily opened by mobility aid users



Hearing:

- Both our gift shop and catering counter areas are fitted with audio loops

Vision:

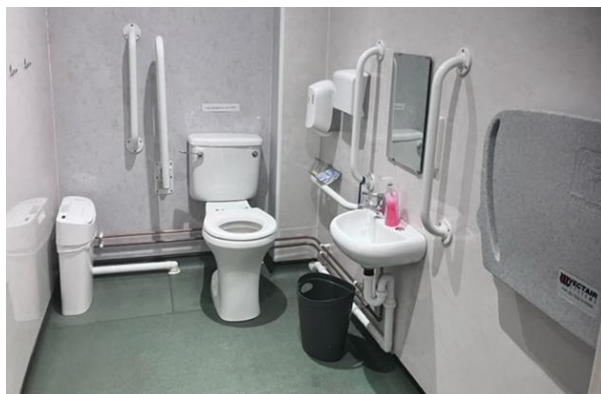
- The visitor centre is well-lit throughout
- Our paths are a very dark grey so please take care during winter months when it may be less obvious where the path ends and the less even grass verge starts



- All of our pond areas are fenced
- There are some low fences in the garden pens which branch off the main path and also around our hill area which are in slight contrast to the higher fencing along the main path

Toilets:

- Within the visitor centre are 3 individual toilets plus an accessible toilet with baby change drop down table



- Every toilet contains a personal hygiene bin
- Free period care products can be found in all toilets

Sensory needs:

- Our quieter times are Monday – Friday outside of school holidays and Sunday mornings
- We continue to manage and develop our site to be able to deliver more conservation and share it with you. This means that very occasionally there may be some machinery noises. Please feel free to contact us when planning your visit. We'll be happy to share any planned works with you to help you decide when to come
- Our main play area includes a sensory swing and an adult and child combined swing
- Some of our smaller birds can walk amongst our visitors along the pathways. They may opt to take a walk with you (most likely in the hopes that you have bought a bag of feed for them, but sometimes just for fun). They are very used to lots of people so if you prefer not to engage with them, just pay them no attention and they will go about their business.
- Some of our birds can be vocal at times so they may startle you a little from time to time

Manual mobility:

- We offer two-handled mugs in our café – please just ask
- Please just let us know if you need any help carrying anything in the gift shop or café

Assistance dogs:

- Essential assistance dogs who are non-reactive to other animals and necessary for your safety are welcome on a lead. We would ask that if any issues occur, you remove your dog from the animal areas and inform us.

If you have any suggestions after your visit which can support our visitors' needs, please do let us know.