

African Lion Safari®

Canada's Original Safari Adventure™

Park Accessibility Guide

African Lion Safari is dedicated to providing excellent customer service to all of its guests, including people with disabilities. This guide provides an overview of the services and facilities available for our guests with disabilities, as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Please feel free to familiarize yourself with African Lion Safari's ***Park Accessibility Guide*** prior to your visit to the park to ensure you have an enjoyable day "on safari."

Should you have any additional needs, or questions that are not outlined in the ***Park Accessibility Guide***, please do not hesitate to make contact one of our staff members in the Main Office at (519) 623-2620 / (800) 461-WILD (9453) or by email admin@lionsafari.com

Admission

Both the individual and one support person are entitled to the special needs discount of twenty five percent (25%). There are no discounts on tickets for the Safari Tour Bus.

Parking

Accessible parking is located in the main parking lot in front of the main gift shop Safari Bazaar, as well as in front of Jungle Junction. Parking is available on a first come first serve basis. A valid disability parking permit is required, as wheelchair parking is monitored.

Guest Services/ Discovery Centre

Guest Services provides a variety of services including seasons pass purchases, first aid, station for nursing mothers, rental of wheelchairs, strollers, wagons as well as assistance with map and show times. The Discovery Centre is an educational and hands-on opportunity for the whole family. Guest Services' entrance has an electric door and is wheelchair accessible.

A limited number of wheelchairs are available for rent at Guest Services for a nominal fee. A security deposit or a valid form of identification is required. Rental of wheelchairs is on a first come first serve basis and may not be reserved in advance. African Lion Safari does not rent electric scooters.

First Aid

First aid staff are located under the tent located beside the Guest Services building, during peak hours. Should you require assistance throughout the park, and are unable to go to the tent, African Lion Safari staff will be able to radio for medical staff to assist you at your location.



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Gift Shops

All gift shop kiosks and stores are wheelchair accessible. Electric doors are available at the two main gift shops. Change room located in Safari Bazaar is wheelchair accessible. Should you require assistance, please ask any staff member in these locations.

Dining/ Picnic Areas

Mombasa Market Restaurant and all the food kiosks offer fast food counter service. These facilities are all wheelchair accessible. Tables in the main restaurant accommodate wheelchairs, as well as tables on the front outdoor patio, Cabana Patio (behind restaurant) Nairobi Fry Hut and Tusker Grill.

All picnic sites (Mombasa, Peacock Point, Antelope Pavilion and Lion's Liar) have wheelchair accessible picnic tables.

For guests with Special Dietary Needs, African Lion Safari is pleased to offer a limited number of food options, such as Gluten Free products (hotdogs, ice-cream and salad dressing), Vegetarian options and Halal products. Please inquire at any foodservice location or click the following link for complete menu details

www.lionsafari.com/planyourtrip/dining

Service Animals are permitted inside Mombasa Market Restaurant and must remain on a leash or in a harness at all times.

Restrooms/Change Rooms

All restrooms and Misumu Bay Wetplay change rooms are wheelchair accessible and are marked with a wheelchair symbol. All men and women facilities are equipped with baby change stations.

Restrooms are located in the following areas: Mombasa Market Restaurant, Jungle Junction, Last Stop Shop, Misumu Bay Wetplay and Tusker Trail.

Hearing Impairment Accommodation

A pad of paper and pen/pencil are available at locations around the park for employees to utilize, if necessary, to communicate with guests.

Accessible Bell telephone pay phones, with volume control, are located at Guest Services and Jungle Junction.

Pets' Corner

Enjoy 'face to face' encounters with a variety of animals and birds. This area is wheelchair accessible; however some guests with mobility devices may have difficulty due to unpaved surface area.



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Other Considerations for Shows, Features and Tours

African Lion Safari staff strive to assist guests with disabilities whenever possible; however, they are neither trained nor permitted to lift a guest. Should this be required African Lion Safari asks guests with disabilities to plan their visit with someone in their party who is physically able to assist and trained in proper procedures.

The seating and restraints on certain park features/tours/rides/ may prohibit elderly persons and guests of certain body shapes and sizes from participating.

Please remain seated with hands, arms, feet and legs inside all tour vehicles including boat and train.

For safety, you should be in good health and free from high blood pressure, heart, back or neck problems, or other conditions that could be aggravated by park features/tours/rides.

Misumu Bay Wetplay

This interactive water adventure is wheelchair accessible and guests with mobility devices are welcomed to use the water facilities. The Misumu Bay tipping bucket structure is not wheelchair accessible.

Safari Tour Bus

African Lion Safari offers wheelchair accessible buses. The Safari Tour Bus provides one (1) hour educationally guided tours through the Game Reserves. In order to accommodate guests with disabilities, when purchasing a ticket, guests must advise ticket sellers that a wheelchair bus is required. Guests with wheelchairs can board the bus in a special loading area located on the left side of Jungle Junction. Guests must arrive fifteen (15 minutes) prior to departure time. Safari Tour Buses can only accommodate two (2) wheelchairs; therefore guests may have to wait for the next available wheelchair bus. In order to gain access to the bus, guests must ride a lift and wheelchairs must be in a locked position.

Large families who are accompanying guests with a wheelchair will load in the regular loading area located behind Jungle Junction. Small families comprised of two to four people may load with the guest in the wheelchair loading area.

The manufacturer's rated load capacity of the wheelchair lift is 600 lbs. Some individuals and their electric wheelchairs may not be able to ride the Safari Tour Bus if the combined weight exceeds this limit. Power Scooters are NOT permitted on the Safari Tour Bus, as they are unable to be secured to the bus.

Guests with disabilities who request special loading assistance may also board the bus to the left of Jungle Junction. Special loading assistance may include guests with crutches, autism, ADD, motion sickness, difficulty with steps, oxygen tanks or other medical equipment.



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To assist guests with a hearing impairment while aboard the Safari Tour Bus, a copy of African Lion Safari's Official Guide Book is available to provide facts and visuals of birds and animals in the Game Reserves.

“African Queen” Boat

The African Queen Boat is wheelchair accessible and can only accommodate one (1) wheelchair at a time. Some wheelchairs may be restricted access due to their size and weight. Wheelchairs must be in a locked position while aboard the boat. A Tour staff member will assist you in boarding the boat.

“Nature Boy” Scenic Railway

Nature Boy Scenic Railway is NOT wheelchair accessible; however, those guests using wheelchairs that can access the train unassisted, or with the help of those in their party, may leave the wheelchair in the unloading zone and pick it up at the end of the tour. Guests may queue through the line or make contact with the tour staff member at the exit gates of the train to receive special loading instructions.

Guests with disabilities using other mobility devices are also welcome to ride the train if they are able to access the train with minimal assistance.

Guests with limited mobility or difficulty standing in line

Guests with mobility devices or who may have difficulty standing in line may request assistance from one of the Tour staff at the boat or train:

- Guests with mobility devices or who have difficulty standing in line will be asked to wait in the unloading zone for the next available tour.
- Guests with 3 or more members in their party will be asked to wait in the unloading zone until the remainder of their party progress through the queue.
- Tour staff will try to accommodate guests with 1 or 2 members in their party, and put them on the next available boat or train tour.

Bird and Animal Shows

Show stands for the *Parrot Paradise show*, *Birds of Prey Flying Demonstration* and *Elephant Round Up Performance* are all wheelchair accessible. Seating for guests with wheelchairs is located at the front of the show stands and the areas are clearly marked with a wheelchair symbol. Seating around the wheelchair area is available for family and friends on a first come first serve basis.

“Fact & Visual Packages” for the shows are available at Guest Services for guests who are deaf or hard of hearing. Narration of shows will vary depending upon the animal featured as well as animal behavior.



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Service Animals

To ensure the health and safety of African Lion Safari's birds and animals, employees and other guests, African Lion Safari does not permit pets of any kind on its property. For visitors who do arrive with a pet, shaded kennels with water bowls are available. However, please note that this area is not supervised.

Service animals are permitted on African Lion Safari's grounds but are restricted from certain areas. Service animals do not have access to the following areas due to the potential risks that may occur:

- Game Reserves
- Tour Bus
- Boat & Train
- Birds of Prey & Parrot Show area
- Pets' Corner
- Elephant Swim
- Elephant Show / Rides and Lookout
- Flamingo Exhibit
- Pony Ride

Guests are allowed to bring service animals into the following areas:

- Guest Services / Discovery Centre
- Restaurant
- Gift shop(s)
- Misumu Bay Wetplay
- Jungle Junction
- Jungle Playground
- Fenced area surrounding boat loading queue
- All parking lots
- All picnic sites and shelters

Guests who arrive with service animals must make contact one of our staff members in the Main Office upon arrival. Appropriate paperwork is required to be completed and vaccination certificates must be provided. Service animals must have all proper equipment – harness, belt and leash. Guests are responsible for the cleanliness of the service animal and collect all stools while on African Lion Safari grounds. The handler must be responsible for and have control of the service animal at all times. Handler may not leave the service animal with any African Lion Safari staff (excluding Front Desk Staff in Main Office).

If you have questions or require clarification on any of the policies outlined in the Park Accessibility Guide, please contact the Main Office at (519) 623-2620 / (800) 461-WILD (9453) or by email admin@lionsafari.com

