



# African Lion Safari®

Canada's Original Safari Adventure™

## *Park Accessibility Guide*

African Lion Safari is dedicated to providing a high level of customer service to all of its visitors, 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, (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 contact one of our staff members in the Main Office at (519) 623-2620 / (800) 461-WILD (9453) or by email [admin@lionsafari.com](mailto:admin@lionsafari.com)

### ***Support Person***

Any person with a disability who is accompanied by a support person will be allowed to enter African Lion Safari's premises with his or her support person. Admission rates for the 2020 season have been discounted due to the modified experience. No further discounts apply.

### ***Wheelchairs***

A limited number of wheelchairs are available for rent at Safari Outfitters 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 wheelchairs or scooters.

### ***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.

### ***Parking***

Accessible parking is located in the main parking lot to the left 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 routinely monitored.

### ***Restrooms/Change Rooms***

All restrooms are wheelchair accessible and are marked with a wheelchair symbol. All men and women facilities are equipped with baby changing stations.

Restrooms are located in the following areas: Mombasa Market Restaurant and Last Stop Shop.

A special needs washroom, equipped with an adult change table, is located behind Mombasa Market Restaurant near the Funnel Cake patio.



# African Lion Safari®

Canada's Original Safari Adventure™

## *Gift Shops*

Safari Outfitters is wheelchair accessible. Electric doors are available at the main gift shop.

## *No Pet Policy*

To ensure the health and safety of visitor's pets, our animals, employees and other guests, African Lion Safari does not permit pets of any kind on its property. Visitors who arrive with a pet will have to leave their animal in a shaded kennel. Water bowls are available; please note that this area is not supervised.

## *Service Animals*

African Lion Safari is committed to welcoming people with disabilities who are accompanied by a service animal. The parks manner of exhibiting animals is completely different than the traditional zoo, and allows many endangered, wild animals to roam free in several acres of open reserves. For the health and welfare of our animals, our employees and other visitors, service animals are permitted onsite under specified conditions and are restricted from the areas listed below:

- Game Reserves
- Safari Tour Bus
- Boat & Train
- Birds of Prey & Parrot presentation area
- Pets' Corner
- Elephant Swim
- Elephant & Friends presentation area
- Elephant lookout
- Flamingo Exhibit
- Pony Rides

Guests are allowed to bring their service animal into the following areas:

**\*\*\* Please note some areas not in operation due to COVID-19\*\*\***

- Guest Services / Discovery Center
- Restaurant
- Gift shop(s)
- Misumu Bay Wet play
- Jungle Junction
- Fenced area surrounding boat loading queue
- Children's Playgrounds
- All parking lots
- All picnic sites and shelters

## *Identification*

Guests who arrive with service animals must inform African Lion Safari staff upon arrival. In compliance with the AODA, guests requiring the company of a service animal must identify the animal with either of the following:

1. Service animal or Service dog must be "readily apparent" or can be "readily identified" (vest, harness, belt, and leash) as assisting a person with a disability.
2. Alternatively, the visitor may provide an identification card or a letter (one-line medical note) from a health care practitioner confirming that a person requires the service animal for reasons relating to a disability.



# African Lion Safari®

## Canada's Original Safari Adventure™

Guests must be 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. Guest may not leave the service animal with any African Lion Safari staff (excluding Front Desk Staff in Main Office).

If an incident occurs on the grounds of African Lion Safari, the visitor understands that the service animal is to return to the kennels provided (or Main office). Or if the guest chooses, they may leave African Lion Safari grounds.

### ***Service Animal Accommodation***

As our policy may conflict with the special needs of some of our guests, African Lion Safari is pleased to accommodate visitors who require the use of a service animal with the following:

- If a special needs guest arrives with a service animal and is not accompanied by a support person, African Lion Safari will provide an escort to enable the guest access to the restricted areas listed above.

### ***Availability and Format of Documents***

African Lion Safari will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide accessible format in a timely manner, and at no additional cost.

#### **FEEDBACK**

**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](mailto:admin@lionsafari.com)**