



# 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)

### ***Admission and 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. African Lion Safari is pleased to participate in the Easter Seals Access 2 card program and offer an individual with a disability and one support person, 25% off regular gate admission at the Ticketbooth. There are no discounts on tickets for the Safari Tour Bus.

\*Access 2 program is for discounted admission only. For policies regarding the operation of our attractions please see below.

### ***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.

### ***Guest Services/ Discovery Centre\*\*\* Closed for renovation***

#### ***Below Services are available at Safari Bazaar***

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 presentation 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.** \*\* Closed for renovation

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 wheelchairs or scooters.

### ***First Aid***

First aid staff can be found outside at the front of the Guest Services building, during peak summer hours. Should you require assistance throughout the park, and are unable to go to the



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Guest Services building, African Lion Safari staff will be able to radio for medical staff to assist you at your location.

## ***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 will 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 Lions 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 (hot dogs, ice-cream, and salad dressing), vegetarian options, and Halal products. Please inquire at any food service location or on our website under Shop & Dine.

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 Wet play change rooms 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, Jungle Junction, Last Stop Shop, Misumu Bay Wet play, and Tusker Trail

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

## ***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.



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## ***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.

## ***Misumu Bay Wet play***

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.

## ***Other Considerations for Presentations, Features Tours and Rides***

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.

## ***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 your ticket, guests must advise ticket sellers that a wheelchair bus is required. Guests with wheelchairs will 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. Families of two to four may load with the guest in the wheelchair loading area.

The manufacturer's rated load capacity of the wheelchair lifts is 600lbs. 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.



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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.

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 animals in the reserves. Please request a copy at time of ticket purchase in Jungle Junction.

## ***“African Queen” Boat***

The “African Queen” Boat tour 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.

Due to size, weight and maneuverability, some mobility scooters will not be permitted on the “African Queen” Boat tour. Please be advised that staff are directed to call for assistance should a guest inquire about taking their mobility scooter on the boat tour. As well, strollers, car seats, infant carriers, and walkers are not permitted on 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 welcomed 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.



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## ***Presentations***

Stands for the *Parrot Paradise*, *Birds of Prey Flying Demonstration*, and *Little Ray's Nature Centre Presentations* are all wheelchair accessible. Seating for guests with wheelchairs is located at the front of the 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 and Visual” packages for the presentations are available at Guest Services for guests who are deaf or hard of hearing. Narration of presentations will vary depending upon the animal featured as well as animal behavior.

## ***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
- Presentation areas
- Pets' Corner
- Elephant lookout
- Flamingo Exhibit

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

- Guest Services / Discovery Center\*\* **Closed for renovation**
- 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



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### *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.

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:

- A complimentary ride on the Safari Tour Bus (special needs guest only, all others pay regular bus rate).
- If a person with a disability arrives with a service animal and does not have a support person with them or another member in their group, 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)**