

Access Statement



M&D's, Scotland's Theme Park
Strathclyde Country Park,
Motherwell,
Scotland
ML1 3RT

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June 2015



- ### SNACKS KEY
- DONUTS
 - SWEETS
 - CHIPS
 - HOT DOGS
 - PIZZAS
 - ICE CREAM
 - DRINKS
 - POPCORN
 - NACHOS
 - SLUSH

KEY

- 1 ALONA FOUR STAR HOTEL
EXQUISITE RESTAURANT & BANQUETING SUITE
- 2 AMAZONIA INDOOR TROPICAL RAINFOREST
PACKED FULL OF EXOTIC ANIMALS & AMAZONIA INTERACTIVE, BE DIGITALLY TRANSPORTED INTO THE RAINFOREST
- 3 AMAZONIA BOUNCE KINGDOM New for 2014
- 4 SPACE ROLLERCOASTER
- 5 DODGEMS
- 6 BIG WHEEL
- 7 BUNJEE
- 8 RUNAWAY MINE TRAIN ROLLERCOASTER
- 9 INDOOR ENTERTAINMENT COMPLEX
WHICH INCLUDES:
THE FAMILY RESTAURANT
COSMIC BOWL SOFT PLAY AREA FOR KIDS
KRAZY CONGO SOFT PLAY AREA FOR KIDS
DIAMOND LIL'S AMERICAN POOL & SNOOKER
MEZZANINE BAR VIP FUNCTION SUITE
INSIDE OUT SPORTS BAR WITH BEER GARDEN
GUISEPPE'S COFFEE SHOP
SWEET EXPLOSION MASSIVE PICK N MIX
MARIO & DINO'S PIZZERIA,
CHICKEN SHACK
WEE ANGUS BIG GOURMET BURGERS
PLUS: GAMEZONE
AND MUCH MUCH MORE!
- 10 PAULIS THEATRE
- 11 WHITE WATER
- 12 MAGIC CARPET
- 13 TSUNAMI ROLLERCOASTER
- 14 KIDSLAND, WHICH INCLUDES:
THE BIG APPLE DROP TOWER, SEA STORM,
BALLOON RACE, STALLS, TRAMPOLINES
PLUS MUCH MUCH MORE!
- 15 THE BIG APPLE ROLLERCOASTER
- 16 FLYING JUMBOS
- 17 DEVIL'S ISLAND PIRATE THEMED,
18 HOLE ADVENTURE GOLF COURSE
- 18 CAPTAIN'S CURSE
- 19 TORNADO ROLLERCOASTER
- 20 MOBY'S REVENGE
- 21 WAVE SWINGER
- 22 EVENTS AREA
- 23 KIDS BIG DISCO BOATS
- 24 SPECTACULAR HIGH DIVING PIRATES
(PERFORMING VARIOUS DATES
DURING THE SUMMER)
- 25 GIFTS GALORE
- 26 LIGHTEN YOUR LOAD (LUGGAGE)
- 27 KIDDIE CARS

POLICY FOR LOST CHILDREN
In the event of a lost child being found by a member of staff or a member of the public, the child will be taken to Krazy Congo Soft Play area and supervised there until collected by a parent/carer or by the police.

The Four Star Alona is the latest word in style and comfort. Visit our award winning restaurant.

Scotland's only Indoor Tropical Rainforest packed with exotic animals. Plus Amazonia Interactive - digitally transport yourself into the Amazon rainforest!

Alona Banqueting Suite. A huge luxurious function suite which accommodates up to 400 people!

Fantastic fun for all as you play Ten Pin Bowling in Scotland's first 'Glow in the Dark' bowling alley.

Where all the family can enjoy fantastic food

Gifts galore. Lighten your load (luggage) and Kiddie Cars

The indoor place for kids to go crazy! One of Scotland's largest indoor soft play areas.

THEME PARK TICKET OFFICE

Alona Hotel

Glasgoune Restaurant

Cosmic Bowl

Mezzanine Function Suite

Diamond Lil's

Inside Out Bar

Beer Garden

Party Area

Diner

Ice Creams

Gamezone

Krazy Congo

Coffee Shop

Wimpie

WEE ANGUS BIG GOURMET BURGERS

CHICKEN SHACK

MARIO & DINO'S PIZZERIA

THEME PARK TICKET OFFICE

Over 150 different games to play.

Information Desk

Guiseppes Italian coffee shop

Relax and chill out with your friends in our fantastic beer garden.

Biggest Pick N Mix in Scotland!

Indoor Italian hand crafted carousel.

Probably the longest bar in Scotland. Any sport that's on TV you'll get it here.

VIP area with state of the art juke box. Great for parties and night's out!

American pool parlour with pool tables and snooker tables.

♿ Toilets ♿ Baby Changing ♿ Cash Machines ♿ Telephone ♿ First Aid

We reserve the right to change the information in this leaflet without notice. Please note that any show, ride or attraction may be closed, removed, under repair or unavailable, any time due to operational reasons. No refund will be given for any reason. All info is correct at time of going to print.

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Welcome

At M&D's we endeavour to ensure that all of our guests have the best experience possible, this guide has been produced to provide you with all the information that you may need in order plan your to visit the park . It is our intention that is guide will make your visit as stress free as possible however if you have any further questions or would like more information before you visit then please contact us on 01698 333 777.



Travelling by Rail

Airbles Train Station

Accessible for wheelchair users

No accessible toilets at the station

The distance from Airbles Train Station to the Strathclyde Country Park entrance is 3 miles

http://www.nationalrail.co.uk/stations_destinations/AIR.aspx

Motherwell Train Station

Accessible for wheelchair users

No accessible toilets at the station

The distance from Motherwell Station to the Strathclyde Country Park entrance is 2.7 miles

http://www.nationalrail.co.uk/stations_destinations/MTH.aspx

Bellshill Train Station

Accessible for wheelchair users

No accessible toilets at the station

The distance from Bellshill Train Station to the Strathclyde Country Park entrance is 2.5 miles

http://www.nationalrail.co.uk/stations_destinations/BLH.aspx

Hamilton Central Train Station

Accessible for wheelchair users

No accessible toilets at the station

The distance from Hamilton Central Train Station to the Strathclyde Country Park entrance is 2.8 miles

http://www.nationalrail.co.uk/stations_destinations/HNC.aspx

More information at www.nationalrail.co.uk

Helpline: 0800 912 2901 18001 0800 912 2901 (hearing impairment)

Travelling by Bus / Taxi

The boundary of Strathclyde Country Park is served by local bus routes which stop close to the park, however local busses do not run through the park. Please Note – Visitors would have to walk from the park boundary or take a taxi from train or bus stop.

Hamilton Central or Motherwell Stations - 41, 56, 107/109, 201, 253 and 266, all of which run between neighbouring towns.

Please check <http://www.firstgroup.com> for bus availability and timetables.

A seasonal bus X7 runs direct from Buchanan Bus Station to M and D's. Please check <http://www.firstgroup.com> to confirm availability.

<http://www.travelinescotland.com/welcome.do>

Travelling by Taxi

There are a variety of local taxi companies in the area:

Club Taxi's - 01698 834545

Can accommodate wheelchairs, buggies and assistance dogs.

Penny Cars - 01236 752752

Can accommodate wheelchairs, buggies and assistance dogs.

Red Line Cab's - 01698 261330

Advance booking required can accommodate wheelchairs, buggies and assistance dogs.

Maxi's Taxi's - 01698 842525

Advance booking required can accommodate wheelchairs, buggies and assistance dogs.

Car Parking and Drop Off

- Parking is free for all users.
- The accessible car park and taxi/ coach drop off is at the front of the venue.



- Additional parking and coach parking are located to the rear.
- There are 9 designated accessible parking bay(s) within the car park (number to be increased).
- The route from the car park to the entrance is accessible to a wheelchair user unaided.
- There is a ramp which is to the right of the main entrance.
- The car park surface is tarmac.
- There is no need to cross a road to access the venue.
- The car park does not have a height restriction barrier.

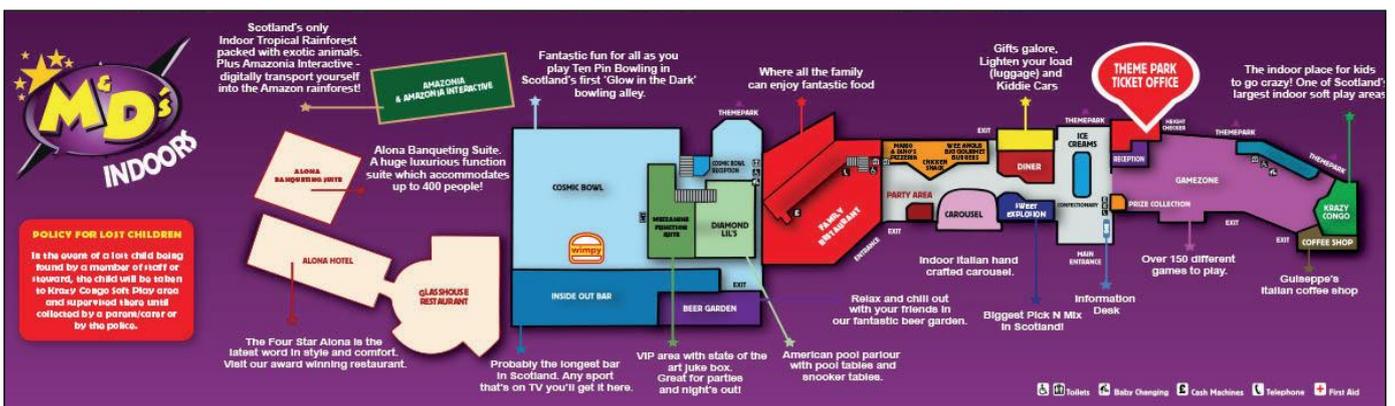


Main Entrance and Tickets

- The main doors open automatically.
- The doors are double width. The door opening is 150cm (4ft 11in) wide.
- The information/ ticket desk is located to the right as you enter the venue; there is no lowered section of the desk however, staff are happy to assist in any way.
- Staff have completed Visit Scotland's' accessible tourism training and one member of staff is fluent in BSL.



- To the right of the main entrance you will find the Game Zone, Giuseppe's and Krazy Congo.
- To the left of the main entrance you will find, The Carousel, The Food Court, The Family Restaurant, Cosmic Bowl and Pool Room.



- Directly in front of the main entrance you will find access to the theme park including the outdoor rides, Pails theatre and Amazonia

Outdoor Attractions

The majority of our rides are suitable for all customers, however some attractions within the theme park can be physically or mentally demanding, as well as vigorous. All attractions are built to industry specific strict safety standards. We will always strive to maximise customer participation, however there may be some instances where concerns for the health and safety of the individual or public prohibits this.

Key

	<u>Height Restrictions Apply</u>
	<u>Requires Upper Body Control</u>
	<u>Requires Full Body Control</u>
	<u>Stairs to Enter Ride or Step into Ride</u>

Rides

SPACE – 500m long track up to 10m off the ground. This ride reaches speeds of up to 60 km/h and has duration of just less than 1 minute.

Dodgems - flat ride consisting of several small electric cars. Generally the drivers of the cars will bump into one another throughout the duration of the game.

Big Wheel - consisting of a rotating upright wheel with multiple passenger-carrying cabins attached to the rim. This is a slow ride however the ride rises very high.

Runaway Mine Train – This ride has a track just over 200m long, featuring several dips and turns.

White Water - The largest water ride in the theme park. White water is a 42m long whitewater ride, featuring two drops of up to 20m. This ride reaches speeds of up to 70 km/h.

Magic Carpet - The ride reaches a height of 14m at the top of a revolution, and swings at 14 full revolutions per minute. The seats are fixed facing forward while rising and falling, travelling round in a loop.

Tsunami – Inverted rollercoaster with corkscrew twists, turns and loops. This rollercoaster is 650m long and can reach speeds of up to 65 km/h. The average duration of a ride is just over 1 minute.

Big Apple – One of the smaller rollercoaster's' in M&D's. Aimed at children, this rollercoaster travels significantly slower than the other rides with a figure-of-eight track 300m long.

Flying Jumbos - Riders sit inside fiberglass elephants which rotate like a merry-go-round. Holding down a button makes the elephants fly high, or lowers it.

Devil's Island - miniature adventure 18 hole golf course. There are various steps throughout the course.



Captains' Curse - a pirate ship themed ride, the ride swings backwards and forwards, going increasingly further each swing although it does not complete a full rotation.

Tornado – The Park's largest rollercoaster, with over 1 km of track. The track contains two 360 degree loops in addition to several banked turns, pulling -2Gs at some points. This ride has a top speed of over 80 km/h.

Moby's Revenge - a three-in-one water slide. The rightmost slide is a steep, straight chute, whereas the leftmost one is a winding spiral slide. The path in the centre is a straight chute similar to the one on the left; however this slide is not quite as steep and features several 'waves'.

Wave Swinger - a traditional chair swing featuring 32 tilting chairs. The ride reaches up to 14 revolutions per minute. The ride is constructed in a way that the chairs climb and fall as they swing round.

Kids Big Disco Boats - Guests board circular boats that feature a wheel at the centre that can be used to spin them in time to music.

Indoor Attractions

Krazy Congo



- There is a gate to access this area this measures at 31½” wide
- The gate opens away from you and is usually operated by M&D’s staff
- There is a small lip as you enter/ exit
- The corridor leading to the party room measures at 45” wide
- This room can be set up to accommodate your needs
- Child sized tables and plastic high back no arm chairs.



Toilets

The nearest accessible toilets are located in the Game Zone approx 150 yards from the Krazy Congo entrance. For more information please see accessible toilet section

Additional Information

Whilst our staff will oversee your party, please ensure you have at least 1 adult helper per 10 children. Maximum height restriction of 4’9”.

This is a supervised play area, M&D’s require 1 adult per 10 children to be present. If your child requires any additional supervision or help M&D’s require an appropriate adult or carer to be present at all times.

Game Zone

The game zone is an arcade area filled with multiple coin-operated entertainment machines, The arcade games include video games, pinball machines, electro-mechanical games, redemption games, and merchandisers (such as claw crane 'grab machines'). This area is very loud area with dull lighting and the games machines have various flashing lights.



There is ample room to move around in this area which is carpeted with a thick carpet. There are seating areas within the game zone which can be used when purchasing food and drink from the adjacent Giuseppe's cafe and or supervising children in Krazy Kongo soft play.



Carousel

Entry to the Carousel is via a turnstile barrier with a wooden ramp this measures at 20" wide. Alternatively wooden gate (operated only by staff) measuring at 32" wide.

Steps on to the ride which measure at 10" and 8" with no rails. Due to the nature of this ride passengers will be required to hold themselves in an upright position holding on with hands and placing feet in stirrups on the horses.

There are no buckles or belts on this ride. There are carriages on this ride which passengers can sit in. However passengers should be aware that there is a 1.5" lip to climb into the carriage and 3" drop. Also the seating is very low at 10" from the floor.



Cosmic Bowl

- The Cosmic Bowl area is accessed via a lift/ stairs at the far end of The Family Restaurant.
- For safety staff within The Family Restaurant will operate the lift.



- The bowling lanes can be accessed via a ramp to the right alternatively there are three steps up to the lanes.
- There is seating at the lanes and ample seating throughout the cosmic bowl area including seats both with and without arms.
- This area is dull with UV/ fluorescent lighting used at the bowling lanes at night. Additionally as there are arcade machines the area is also loud with various flashing lights.



Toilets

The nearest toilets and accessible toilets are located to the right of the shoe hire desk. Please see accessible toilet section.

Amazonia

Amazonia is located to the left of the theme park, the ground is made up of a combination of tarmac a mono block and there is quite a steep slope to Amazonia.

There are two walkways to the left and right of the main door both of which will provide level and flat access to the main entrance.



The doors to Amazonia measure at 23"/ 58cm are manual and heavy. They open in and there is a slight lip at the entrance.

The ticket desk, which measures at 37"/ 94cm, is directly in front of the main entrance the path to which is flat and covered with thin carpet. The lighting in this area is bright and mostly natural daylight.

The entrance is to the left of the ticket desk, through a double door which measures at 64"/ 163cm. The door is manual, opens in and is light to operate; you will then turn to the left and enter through a clear plastic door curtain to Amazonia.



The attraction is set up like a zoo with a concrete pathway the pathway is even and has small ramps throughout. There is also some overhanging foliage.



Toilets

The nearest toilets are located within the gift shop area of Amazonia.



Additional Information

Handling Room

The entrance to the handling room is wide measuring at

This room benefits from step free access

The flooring is hard and bright providing a good contrast with the walls.

Participants are required to wash their hands before and after the session there are sinks within the room and assistance is provided by Amazonia staff.

Many of the animals are fragile and therefore children or adults participating in the handling sessions should be aware that they may not be able to take part.

Assistance Dogs are not permitted in the Zoo area as this could cause disruption / upset to the animals.

Interactive Room

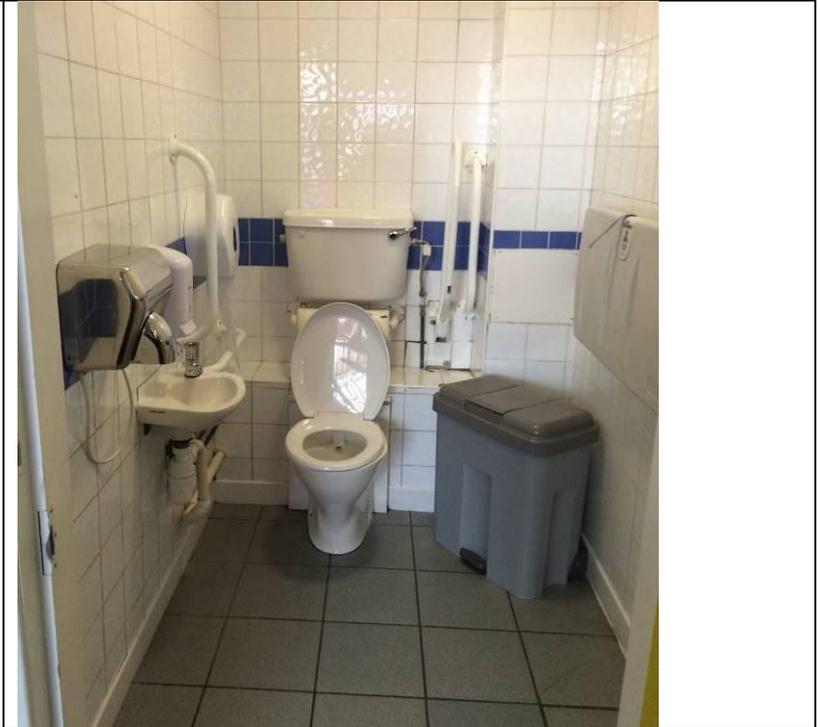
This is a digital interactive room that is dark with a projection of the amazon rainforest on one wall. This projection is bright and can have flashing throughout. Additionally the 'interactive' part requires audience participation such as shouting clapping and touching.

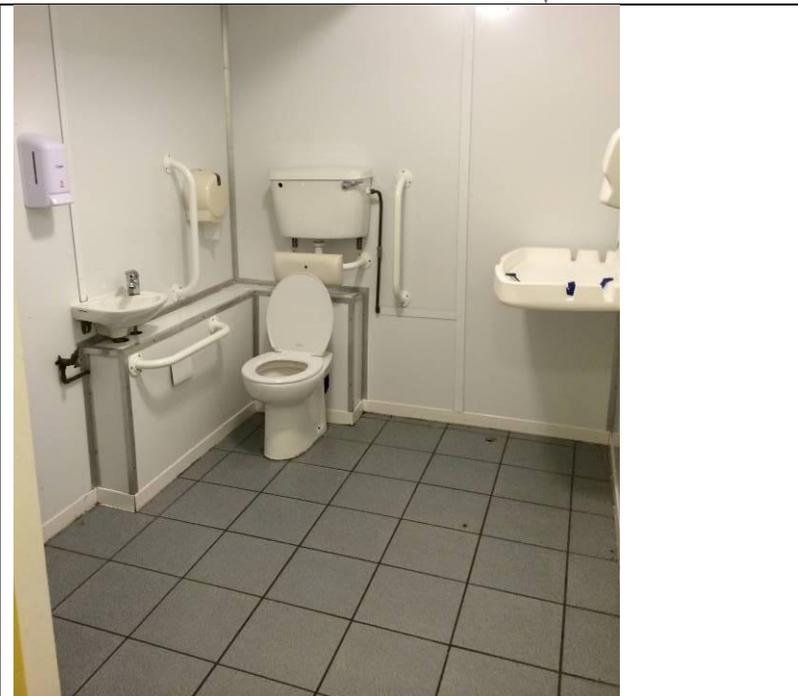
There is seating within this room in the form of a bench with no arms. The interactive session can be observed from this area

Public Toilets

Located
within
Game
Zone Area

There are Male Female and a Unisex
Accessible toilet where baby changing facilities
can also be found. The toilets are tiled
There is level entry to the toilets the door width
to the accessible toilet is 32" / 81cm.
There is space to the right side of the WC for a
wheelchair and this measure's at x wide.
The WC is 17" / 43cm from the floor and there
are horizontal and vertical grab rails as
pictured.
Currently there is no emergency notification
system within the toilets.
Currently there is no assistance
alert system within the accessible
toilet



<p>Located within Food Court Area</p>	<p>There are Male Female and a Unisex Accessible toilet where baby changing facilities can also be found. The toilets are tiled There is level entry to the toilets the door width to the accessible toilet is 32" / 81cm. There is space to the right side of the WC for a wheelchair. The WC is 17" / 43cm from the floor and there are horizontal and vertical grab rails as pictured. Currently there is no emergency notification system within the toilets. Currently there is no assistance alert system within the accessible toilet</p>	
<p>Located within The Family Restaurant</p>	<p>There are male, female and unisex accessible toilets where baby changing facilities can also be found. The toilets are tiled. There is level entry to the toilets. The door width to the accessible toilets is 32" / 81 cm. There is space to the right side of the WC for a wheelchair. The WC is 17" / 43 cm from the floor.</p>	

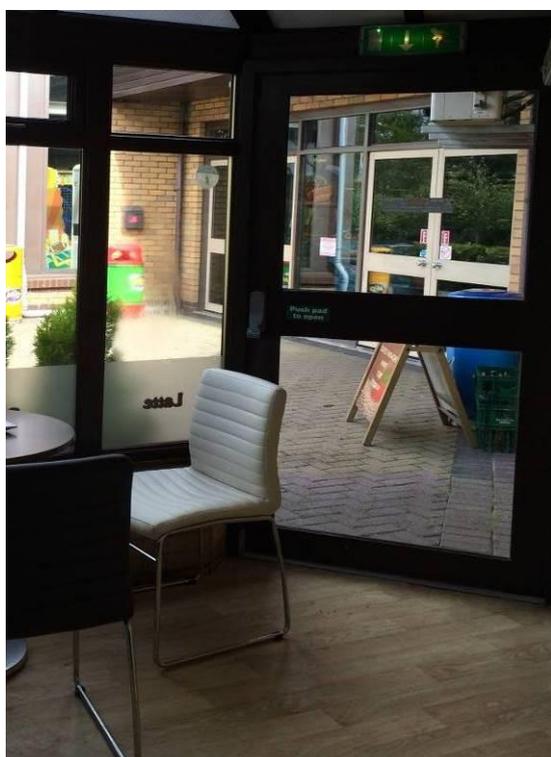
<p>Located within Cosmic Bowl Area</p>	<p>There are male, female and unisex accessible toilets where baby changing facilities can also be found. The toilets are tiled, there is level entry to the toilets. The door width to the toilet is 32" / 891 cm, there is a space to the right side of the WC for a wheelchair. The WC is 17" / 43 cm from the floor. There are horizontal and vertical rails. There is no emergency notification system, there is no assistance alert system within the accessible toilets.</p>	
<p>Additional Information</p>	<p>There is also an accessible toilet block within Amazonia.</p>	<p>There are male, female and disabled / baby changing facilities. They all have vinyl flooring with level entry door width to disabled toilet measures 34" / 88cm with space to one side of toilet for a wheelchair. The WC is 17.5" / 45cm from the floor and there are horizontal and vertical grab rails and a baby changing table.</p>

Catering

Giuseppe's

Giuseppe's forms part of the M&D's indoor complex as such can be accessed both externally and from within M&D's indoor complex. Externally Giuseppe's can be accessed from the car park area there are two entrances which can be used the first is located at the top of the ramp 38" / 97cm.

The second entrance is located to the rear of the building and can be accessed from within the park via a raised patio area next to Devils Island adventure golf. The door width here is 31" / 79cm. There are dog water bowls in this area.



With the exception of the counter area, all of the furniture within the café area can be moved to create additional space where required. The tables are round and are on pedestals. The height under the table measures at 37" / 94cm. The chairs are upright without arms.

Nearest Toilets

The customer toilets for the cafe are located within the M&D's complex in the arcade area. They are situated across from the cafe and to the left as you enter the arcade area from the cafe. Full details in the Public Toilets section.

Additional Information

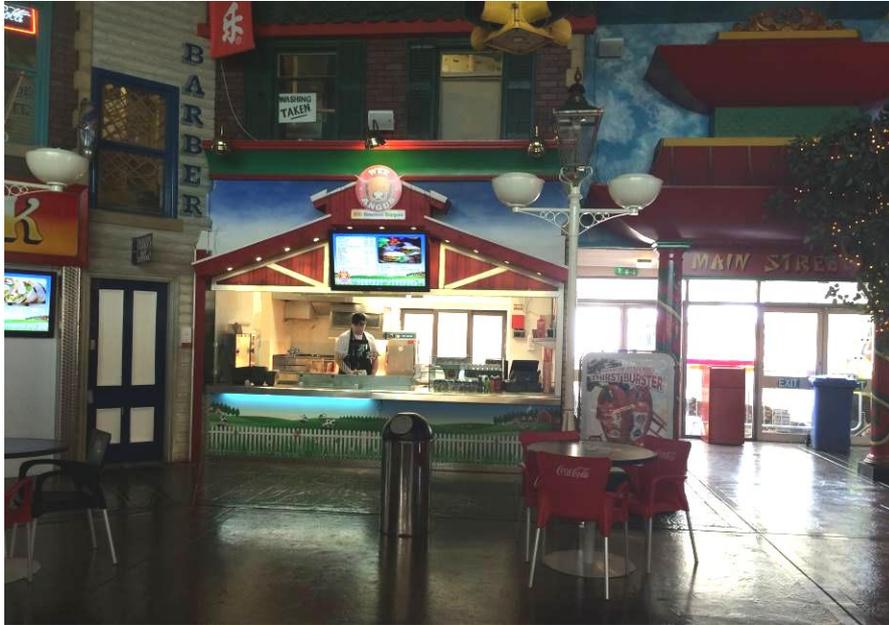
All our chicken items are Halal.

We are now listed on the Celiac UK website as a venue offering both gluten and wheat free foods.

Staff are happy to discuss dietary requirements with you to accommodate your needs.

Food Court

The food court area is predominantly a flat hard floor seated area with self-service fast food counters. There is a raised seating area which is decorated in a retro American diner style.



Nearest Toilets

Accessible toilets are located to the right hand side of the entrance to the Family Restaurant. Full details in Public Toilets section.

The Family Restaurant

- Level access from within the M&D's complex
- The floor surface is a thick carpet with a small lip at the entrance.
- The doors are open at all times and measure at 61" wide (external) and 53" wide (internal) upon entering the restaurant there is ample space to manoeuvre a wheel chair or pram/ buggy.
- The seating within the restaurant is very flexible; there are a combination of fixed booths and free standing tables and chairs. The chairs are high backed with no arms.

Accessible Toilet

Located to the right hand side (as you face it) of the bar area. Full details in Public Toilets section.

Additional Information

The Family Restaurant menu can be viewed online at www.scotlandsthemepark.com/restaurant/family_restaurant/ alternatively if you require any further information please contact us on 01698 333 777 and select option 4.

Shops

Sweet Explosion

The Sweet Explosion Shop is located to the left of the main doors to the M&D's indoor complex. The shop can be accessed via 3 steps at the main entrance. There are no hand rails at the steps and they may be slippery when wet.

There is low lighting throughout.

There is a thick carpet.

There are sweet stands throughout.



Alternative entrances include a ramp which is located outside at the left of the main entrance. You must inform M&D's staff if you wish to use the ramp as they will have to open the doors from the inside. The ramp is made of decking so may be slippery when wet and there is a thick lip at the start of the ramp. There is a hand rail to the right.

Additional Information

Ride Prices and Wristbands

Guests with disabilities are still required to pay the full standard 'wristband to ride' prices as are any carers/ helpers. However please note that entry to the park is free and access to rides can be purchased on an individual ride basis using tokens. For health and safety reasons it is imperative that you inform our ride operation staff of your disability before you ride, this will allow us to assist and /or priorities you in the unlikely event of a ride malfunction and subsequent evacuation.

Group Visits

If you intend to visit in a larger group, please contact us on 01698 333 777 so that we can best accommodate your needs. Please also note that for health and safety reasons the number of disabled people permitted on certain rides at any one time may be limited, this may require group separation in order to improve your experience. Additionally guests with disabilities are required to have a carer or helper over the age of 14 accompany them on rides with a view to providing assistance in the unlikely event of a ride malfunction and subsequent evacuation.

Carers and Helpers

Any helper that is accompanying a disabled guest on any of our rides are required to sit in the same carriage boat, seat or row to allow them to assist with ingress and egress of the ride. Whilst our ride operation staff will endeavor to support you in any way possible, for everybody's safety all lifting and physical maneuverings of disabled persons will be left to a qualified carer or experienced helper.

Wheelchair Hire

Wheelchairs are available for hire from our information desk. This can be arranged on the day of your visit once you have arrived at the park however to be sure of availability you should book in advance. A security deposit and suitable ID is required to do this. At this time, we regret that we cannot offer queue priority due to the layout of our facilities.

Assistance Dogs

Assistance dogs are welcome within the park however there is no designated spending area. Water bowls are available on the patio area at Giuseppe's. A member of the party must remain with the dog at all times. Unfortunately for the safety of the animal assistance dogs are not permitted on any M&D Leisure attraction.

Local Information

There are to be significant improvements to the M73, M74 and M8, due for completion in spring 2017. If you are travelling by car it is likely that these roadwork's' will have an impact on your journey to Strathclyde Country Park. More information on the upgrades can be found here

www.transportscotland.gov.uk/m8m73m74.

Additionally you can receive live traffic updates at <http://trafficscotland.org/>

Nearby

Watersports Centre – 0.5 miles

We hope that this information pack has been useful, should you require any further information please do not hesitate to contact us using the contact details below.

Contact Information

Julia Jardine
M&D's, Scotland's Theme Park
Strathclyde Country Park,
Motherwell,
Scotland
ML1 3RT

Tel: 01698 333 777

Fax: 01698 303 034

Email: info@scotlandsthemepark.com