

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Scare Asylum

Introduction

Scare Asylum is a scare maze attraction based within Raze the Roof indoor soft play centre in Penryn, Cornwall.

The site is all on one level and accessible, however due to the scare maze being on the 1st floor it is not suitable for wheelchairs. Access to the scare maze depends on an individual's mobility requirements – please contact us in advance to see if we can accommodate you.

Wheelchair users are welcome on site at a concessionary rate and can access the VR and bar areas.

The event takes place at night with artificial lighting provided to aid navigation and emergency lighting installed over most of the site in case of emergency. All staff carry torches.

Visitors with vision and / or hearing impairments are welcome on site and may access the scare maze; although Guide dogs are not allowed in the maze (A carer or staff member (arranged in advance) may accompany the customer through the maze).

You should allow at least 1-2 hours for your visit. To discuss your individual needs and requirements please do contact us in advance and we will do our best to accommodate you at the event.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01326 377481 or email info@scareasylum.co.uk

Pre-Arrival

We are located on Parkengue, Kernick Industrial Estate behind B&Q.

- The site is in Penryn, 4 miles from Falmouth and 8 miles from Truro.
- Full details and maps of how to reach us can be found on our website.
- Our postcode for sat nav users is TR10 9EP.
- The nearest railway stations are Penryn (0.5 miles) which can be accessed from Penryn.
- Accessible taxis can be booked from Penryn: 01326 378262 or Falmouth: 01326 212141.

Car Parking and Arrival

- Parking is available on site 5 metres from the main entrance.
- Disabled visitors can be dropped off at the main entrance.
- The main car park is level with tarmac. Secondary car park has gravelled surfaces and lighting is installed throughout the car park.
- Entrance to the site requires visitors to pass through a bag and ticket checking area on a level tarmacked surface, some queueing, between barriers, may then be required outdoors until a covered, level, concrete slope

of 4 metres leads to the final entrance to the site with a handrail on the left hand side.

- Entrance doors are manual and these open to a width of 1 metre.

Main Entrance, Reception and Ticketing Area

- Once inside the event the floor of the main hall is carpeted and level.
- Due to the nature of the event lighting levels are reduced and the use of special lighting and effects such as smoke machines can reduce visibility.
- Wheelchairs are not available on site.

Attraction (displays, exhibits, rides etc.)

- The Scare Asylum experience immerses you in a living nightmare using a variety of mediums through which you make your way from the scare maze to the VR, Food & Bar areas.
- As soon as you enter the site and throughout your experience you will encounter loud music, loud sudden noises, smoke effects, strobe lighting and other lighting effects (UV, fluorescent, LED etc).
- Our nest of horror staff will interact with you as you make your way around the site; although they are not allowed to touch you and you can't touch them.
- Within the maze corridors are narrow, roof spaces may be low and floor surfaces may be uneven.
- The remainder of the site is a mixture of indoor and outdoor areas with tarmac and gravel surfaces and varying levels of lighting and special effects.
- Access to the maze involves queuing.
- Access to the VR and bar & food areas is accessible to all visitors.

Toilets

There are two toilet blocks on site:

- One block is situated adjacent to the main entrance and contains an accessible toilet. The other is within the main building beside the servery.
- Both toilets have a door width of 1 metre and a height from floor to seat of 48cm.
- In the disabled toilet the clear space for a wheelchair is to the right of the toilet when facing it. Horizontal grab rails are located on the left of the toilet against the wall and on the back of the door. Vertical grab rails are located again to the left of the toilet.
- The second sets of toilets are in the main arena beside the servery area. This toilet is accessed from a level floor surface and has a door width of 1 metre and a height of 48cm. Wheelchair access is not available here.
- All toilets have non-slip silica screed flooring and are well lit with fluorescent lighting.
- Disabled toilets have lever operated taps. Standard toilets have a press button.
- The fire alarm system which covers most of the site has several flashing red-light beacons to alert visitors to an emergency.
- All toilets will be cleaned, restocked and monitored continuously throughout the evening.

Catering

There is one servery onsite:

- The main restaurant with a licensed bar in the main area.
- The area is lit with LED lighting and colour changing spot lights. The floor is non-slip by the servery and carpet for the rest.
- The bar height is 110cm from floor to counter with a lower section in the middle of 96cm.
- The nearest WC is beside the servery and accessible WC is in the entrance lobby.
- A Challenge 25 ID system is in operation at the bar.
- Food is ordered at the counter by the customer and can be eaten on the adjacent tables or taken elsewhere to be consumed.
- Customers with dietary needs should speak to a member of staff who can consult with the chefs and provide information on suitable dishes or adaptations.
- The menu is written on paper A5 leaflets which are available throughout the restaurant and servery.
- All food is served in disposable packaging.

Additional Information

- In the event of an emergency we have a fully rehearsed evacuation plan in place.
- All staff, and actors are fully trained in the evacuation routes and how to reach the main assembly point in the car park.
- Our radio system in place on the site can get assistance to anyone who needs additional help to evacuate the site.
- Green & white running man signage is in use to lead customers to the exits and emergency lighting is installed in all buildings.
- Guide dogs are allowed on site but not through the maze.

Contact Information

Address (Inc postcode):
Scare Asylum % Raze the Roof
30a Parkengue, Kernick,
Penryn, Cornwall
TR10 9EP.

Telephone:
01326 377481
Email:
info@scareasylum.co.uk

Website:
www.scareasylum.co.uk
Hours Of Operation:
7pm – 11pm on 5 evenings between 26th October - 1st November 2024
Local Accessible Taxi:
Falmouth: 01326 212141

