



WILD Zoological Park – Concession, Disability & Carer Policy

At WILD Zoological Park, we are committed to making our zoo welcoming and accessible for all visitors. We recognise that some guests may require additional support to fully enjoy their visit, and we are proud to offer concessions and carer tickets to ensure this.

Essential Companions – Carer Tickets

Disabled guests are entitled to one carer's ticket at a reduced rate, available either online in advance or on arrival, when presenting valid supporting documentation such as:

- A letter confirming entitlement to Disability Living Allowance (DLA) for children under 16, or DLA/PIP for guests aged 16–64, or the actual allowance book.
 - Attendance Allowance or Carer's Allowance award letter.
 - Incapacity Benefit books or notification letter.
 - Employment and Support Allowance (ESA), Disability Students' Allowance (DSA), or UK Disabled ID (DID) card.
 - A valid Blue Badge.
 - Visual impairment registration card (BD8) or Certificate of Visual Impairment (CVI).
 - Nimbus Access Card with the +1 symbol.
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Who Can Use a Carer Ticket?

- Carers must be aged 14 or over and able to provide appropriate assistance to the guest.
 - Carers should understand the specific needs of the guest they are supporting.
 - Carer tickets are intended solely for companions assisting guests with disabilities or additional needs and cannot be used otherwise.
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2:1 Care – Second Carer Tickets

Some guests may require the support of more than one carer. In these cases, a second carer ticket may be issued upon receipt of supporting documentation such as:

- A recent (within 2 years) letter from a registered NHS professional confirming the need for additional support.
- A Nimbus/Credibility Access Card with the +2 (or higher) carer/companion symbol.

⚠ Please note: WILD staff are not qualified to assess individual medical needs. Documentation must meet the criteria above. Letters from non-medical professionals cannot be accepted.

Carer Annual Passes

Disabled guests purchasing an Annual Pass may also apply for a Carer Annual Pass, issued in the carer's name.

- The pass will display the disabled guest's name and date of birth, and ID will be required on entry.
- Carers must be aged 14 or over and may only use the pass when accompanying the named guest.
- To apply, please provide one of the following:
 - Disability Allowance letter
 - PIP letter
 - Access Pass
 - Other relevant documentation from your local council

All documentation must be current and valid at the time of application.

Special Events

Our special events are very popular and take place in spaces with restricted capacity. For this reason, we cannot offer unlimited carer admissions in the same way that much larger zoos with vast venues are able to.

We are committed to inclusivity and always aim to provide access for as many guests as possible. To balance capacity limits with accessibility needs, WILD allocates a percentage of carer and concession tickets for selected dates across all special events.