



## Tour Group Information: Special Needs

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### When can Tours be Scheduled?

The Donkey Sanctuary offers guided tours May – October. Because of the amount of work to maintain the farm and care for over 70 animals, tours are scheduled in one of the following timeslots:

- Mondays: 10am - 12pm OR 1pm - 3pm
  - Tuesdays: 1 pm - 3pm
  - Thursdays: 10am - 12pm
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### Group Sizes

For safety reasons, we allow only 15 people from the same group in the barnyard and interactive learning centre areas at any one time.

If you are visiting with a group of more than 15 people, you can split into 2 or 3 sub groups. Groups can then rotate from donkey interaction in the barnyard and learning centre to the woodland trails and picnic pond area. You are welcome to bring your own activities to do by the pond.

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### Cost

The cost is \$5.00 per person.

Minimum group fee is \$50. A tax receipt can be given for lump sum payments. Please let us know ahead of time.

**Exception:** Staff assistants and caregivers are admitted free.

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### Payment Methods

Payment can be made by

- Cash
- Company cheque
- Visa or Master Card

A receipt can be issued upon receipt of payment. Please note that the DSC is not able to invoice the group.

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### Program

Our program provides hands on experience unique to the abilities of your group and includes:

- a brief introduction about donkeys, safety around the donkeys and farm,
  - petting and brushing the donkeys,
  - trail walks and activities,
  - Learning Center activities
  - picnic area
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## **Accessibility**

The Donkey Sanctuary of Canada is committed to excellence in serving all visitors, including those with disabilities.

Information about accessibility to the DSC's programs, facilities, goods and services is available on the accessibility page of the DSC's website and provided to people who call or email for information.

We have attempted to improve accessibility to the DSC's grounds and facilities where practical and possible, and strive to provide alternatives in those cases where areas are not accessible to those using assistive devices.

Terrain is uneven and rough in some areas. As a result staff will halter and lead a donkey to a more accessible area.

Dogs are welcome in most areas at the Sanctuary. However for health and safety reasons, no service dogs are permitted in the barnyard. The public is informed of this on the DSC website. Dogs may remain in the shade at the Welcome Centre where water is provided.

Support persons are not expected to donate but will be asked to pay the admission fee at our annual Donkey Day fundraiser.

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## **Facilities**

Visitors who are fatigued or hesitant/unable to interact positively with the sanctuary animals will find benches and areas in which to relax and observe the animals.

Wheelchairs and walkers are able to navigate the barn lane and paddock with assistance. However, please note the barn lane is rough and to reach the picnic area one must navigate across 50' of lawn.

### ***Washrooms***

An accessible portapotty and hand wash station are located at the Barnyard Parking Lot.

### ***Shelter***

In the event of rain, there is limited shelter.

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## **What to bring**

Please consider the following when preparing for your visit.

### ***Clothing & Footwear***

- Dress for the weather. Depending on the time of year we recommend you dress in layers.
- Running shoes or waterproof boots. No sandals or bare feet.

### ***Skin Protection***

- Sunscreen
  - Insect repellent
  - Clean and bandage any existing cuts or scrapes
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### ***Refreshments***

There are 4 picnic tables in a shaded area on the lawn overlooking our beautiful pond.

Bring your own food and water or beverages. We would appreciate you taking out what you bring in. Waste containers and recycle containers are provided.

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### **Health and Safety**

Our animals are friendly and gentle. Nevertheless, accidents can happen and you enter the barnyard at your own risk. To ensure your visit is safe and enjoyable, our staff will provide safety instructions before you enter the barnyard.

### **Barnyard Rules**

1. Use caution when moving around the animals.
  2. Approach animals from the side.
  3. Please supervise children at all times.
  4. NO RUNNING around the animals.
  5. NO FEEDING the animals.
  6. NO FOOD OR DRINK.
  7. NO SMOKING.
  8. NO DOGS.
  9. NO STROLLERS.
  10. Wash hands after leaving the barnyard and before eating.
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### **Cancellation**

To cancel your booking please call 519-836-1697 – leave a message if necessary.

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