



PrimEvil Accessibility and Carer's Guide

This guide will provide a full overview of our park's accessibility policy for guests with disabilities. We are dedicated to ensuring all our guests have a safe and enjoyable visit, and we have compiled this guide to help with any questions regarding your visit.

If you need any further information or assistance, then please ensure you visit our admissions team or email info@primevil-scare.com and one of our team members will get back to you.

Our statement on public safety for disabled guests

We make every effort to ensure that our park and its facilities are accessible to as many guests as possible. However, certain attractions have certain health and safety requirements we, as a park, must adhere to. We therefore reserve the right to refuse admission to certain attractions should our team feel there may be a danger to an individual or individuals for whatever reason. We have also been advised by the Health and Safety Executive that refusal on the grounds of Health and Safety does not constitute discrimination. We hope that you understand and accept all our decisions are made in the interest of your safety. Please note that the provision of admission discounts and access facilities is entirely at the discretion of PrimEvil at ROARR!

Scream park information

Parking

We have allocated disabled parking near the front entrance, we ask that you only park in these areas if you have a blue badge. There is plenty of parking for all our other visitors. All of our car parking at PrimEvil is free of Charge.

Please be aware, our car park, and some areas within the scream park are gravelled with stone and may be uneven in places. The nearest toilets to our car park are just inside the park entrance so please bear with us on entry as we do need to admit you and your party correctly before allowing you access to the park.

Buying tickets/entering the scream park

PrimEvil wants to ensure that all our guests have an enjoyable visit. If you require extra assistance, a free Essential Companion ticket is available where support is needed that is significant and substantial and in excess of what could be reasonably expected of family/friends already accompanying you. The Essential Companion will need to bring proof of carer status. This can be in the form of NIMBUS Access card holder showing the +1 or +2 symbol (ID will be required on entry), proof of registered employed carer (photographic ID required on entry), receipt of carers allowance (please show this on the day), or they can attend as the companion of a wheelchair user.

To enquire or to book your free Essential Companion ticket please contact Guest Services on 01603 876310 or email guest.services@roarr.co.uk

A couple of our Haunts are based on a hill with a steep decline to access and has a lower gradient incline throughout. This pathway is mostly tarmacked but with a section of rough, uneven path at the top, with some narrow turns.

Please note none of our Haunts are wheelchair accessible.

There may be queues for the different attractions if you would like to guarantee that you will not have to queue you can purchase Fast Track, VIP, or Super VIP tickets.

Guest Services team

Our Guest Services team will be able to provide you with advice on accessibility and restrictions to our attractions and Scream Park and provide you with any information you may require about our facilities.

Please contact us on 01603 876310 or email guestservices@roarr.co.uk