

KENTS CAVERN

PREHISTORIC CAVES

UNESCO GLOBAL GEOPARK

Kents Cavern Accessibility Guidelines

Kents Cavern is an easy cave to visit however, visitors should be aware that the natural features of the cave result in some narrow passages, low ceiling heights, slopes and steps and some visitors may require assistance.

The Kents Cavern car park is located level with the visitor centre. There are no designated parking bays for blue badge holders. Blue badge holders must also pay to park in the car park.

Sensible footwear should be worn in the cave. There are concrete paths throughout the tour. Assistance may be required by some visitors as there are a few steep gradients of up to 1:4 - 1:5 in the caves and on the Woodland Trail. There are nine steps in the caves, with a narrow point on route of 55cm (21.5") at ground level extending for 1m (3'3"). This can be negotiated by normal size child pushchairs but not by wheelchairs.

The caves are electrically lit but the lighting levels are purposefully kept low to protect the cave environment. There are periods of reduced lighting and short spells of complete darkness during the tour.

The temperature in the cave is a constant 14°C (58°F)

Any visitor with additional needs should inform the front desk so that we can do our best to accommodate them.

We ask that all visitors pay particular attention to the safety briefing given by the guides before entering the cave.

Any visitor feeling uncomfortable in the cave should inform their tour guide, who will arrange for an escort out.

A visual story is available to download from the Kents Cavern website.

Wheelchair users:

Access to the visitor centre from the car park is along a level path with an access ramp leading into the building.

Due to the way that the cave is naturally formed, access through the cave is not possible for wheelchairs or mobility scooters.

Anyone visiting Kents Cavern in a wheelchair or mobility scooter can visit the top of the first chamber and watch a filmed version of the guided tour of the cave at no cost.

Due to the steep natural position of the woodland trail in Ilsham Valley, this area is also unsuitable for wheelchairs and mobility scooters.

Accessible toilets are located through the Kents Cavern restaurant and are equipped with right hand transfer.

Visually impaired visitors:

Registered Guide Dogs are welcome at Kents Cavern when accompanied by and under the control of their owners.

Due to the way that the cave is naturally formed, there are some low hanging rocks. Head protection helmets are not required for visitors but are available on request.

At certain points of the cave tour, your guide will use their torch to point out certain formations or hold up certain replica artefacts to help explain the heritage. A tactile box containing geological and archaeological specimens, like the ones shown on the cave tour is available for people with visual impairments. A member of the Kents Cavern team will sit with you after your tour to explain each artefact. Please make sure that you request this service when you arrive.

Large print versions of our Stone Age Zone exhibition panels are available on request.

Deaf and hearing impaired visitors:

A British Sign Language version of the guided tour is available. This is accessed via a mobile tablet device available to rent for free from the ticket desk for the duration of your tour.

Instructions on how to use the tablet are shown at the beginning of the clips. *Please note that the BSL tablet is available subject to demand.*

A printed version of the guided tour is available on request.

Pushchairs:

The cave passageways are naturally narrow in places and there are 12 shallow steps halfway through the cave system.

Where possible, we encourage visitors to carry babies through the cave but understand that this is not always possible.

We permit standard sized single pushchairs in the cave, but you must be prepared to lift them over the narrow passageways and up the steps where needed.

We do not permit double pushchairs in the cave.

Assistance Dogs:

Registered Support Dogs are welcome at Kents Cavern when accompanied by and under the control of their owners. These dogs must be registered and trained by one of the 8 accredited members of Assistance Dogs International (ADI) or the International Guide Dog Federation (IGDF). These include:

Canine Partners - Registered Charity No: 803680

Dog A.I.D - Registered Charity No: 1098619

Dogs for Good – Registered Charity No: 1092960

Guide Dogs – Registered Charity No: 209617

Hearing Dogs for Deaf People – Registered Charity No: 293358

Medical Detection Dogs – Registered Charity No: 1124533

Support Dogs – Registered Charity No: 1088281

The Seeing Dogs Alliance – Registered Charity No. 1156790.

These are all member organisations associated with Assistance Dogs UK (ADUK). All ADUK dogs adhere to the highest health, behaviour/training and welfare standards as set out by Assistance Dogs International and the International Guide Dogs Federation

Dogs that are not accredited by one of these organisations are not permitted.