

Charlie Park Indoor Soft Play

Accessibility Policy

At Charlie Park Indoor Soft Play, we strive to create a welcoming and enjoyable environment for all visitors. We understand that accessibility is an important consideration, and we aim to provide as much assistance as possible to those who may require it.

Location & Access Charlie Park is located on the first floor of Victoria Mill. Access to the play area requires customers to use a **staircase**, as there is currently no lift in the building. We recognise that this may present challenges for individuals with mobility impairments, wheelchair users, and those with physical disabilities.

Support & Assistance Our staff are always happy to assist customers up the stairs if needed. However, we recommend that prams and pushchairs be left at the bottom of the stairs, with valuables taken with you. Please note that any belongings left unattended are at the owner's risk.

Wheelchair Users & Individuals with Limited Mobility Due to the lack of a lift, wheelchair users and those with significant mobility challenges may have trouble accessing our facilities. We sincerely apologize for this limitation and encourage customers to contact us in advance if they require additional information or support.

Contact Us If you have any concerns or questions regarding accessibility at Charlie Park, please feel free to contact us. Our team is happy to discuss your needs and offer guidance to help you plan your visit.

We appreciate your understanding and look forward to welcoming you to Charlie Park Indoor Soft Play.