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VISITOR ACCESSIBILITY GUIDE



FEATHERDALE
SYDNEY WILDLIFE PARK

Tourism Taskforce
WESTERN SYDNEY
Connect • Stay • Experience

PLATINUM WINNER - 2025 TOURISM AWARDS
TOURISM BUSINESS OF THE YEAR
FEATHERDALE SYDNEY WILDLIFE PARK

Zoo and Aquarium Association Australasia
Positive animal welfare accredited

Tripadvisor Travelers' Choice Awards 2025

WELCOME TO FEATHERDALE SYDNEY WILDLIFE PARK

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WELCOME

At Featherdale Wildlife Park, we believe everyone should be able to enjoy meaningful connections with wildlife. We understand that our guests may have different access, mobility or sensory needs, and we are committed to supporting you in planning a comfortable and enjoyable visit.

This guide provides practical information about accessibility across the park to help you decide what will work best for you and your group. If you have questions before or during your visit, our team is always happy to help.



PLANNING YOUR VISIT

Featherdale is an outdoor wildlife park with natural landscaping. While most areas are accessible, some parts of the park may require assistance from a companion.
We recommend:

- Allowing extra time to move through the park at a comfortable pace
- Visiting with a companion if you may require assistance in certain areas
- Speaking with staff on arrival about your access needs.

Disabled Parking

We have four accessible parking spaces available in the main car park. These spaces are located closest to the park entry. An overflow car park is also available across the road. This car park has a gravel surface, which may be difficult to navigate with wheelchairs or other mobility equipment.

Toilets & Facilities

- Front Entrance toilets include a standalone accessible toilet with easy sink access.
- The bottom toilet block is wheelchair accessible.
- If you require assistance accessing water refill points or hand-wash facilities, please speak with a staff member.



SENSORY-FRIENDLY INFORMATION

Quieter Times of Day

Noise levels vary from day to day; however:

- The period between approximately 11:00am and 1:30pm may be quieter after early group arrivals.
- After 4:00pm is generally calmer, though some experiences and facilities may be limited.

Quieter Areas

The following areas are generally quieter:

- Reptile Pavilion
- Nocturnal House
- Picnic area near the Banana Aviary / Gift Shop exit

This picnic area is typically less crowded and away from main thoroughfares during quieter periods.

Areas That May Be Loud

Some animals can be vocal at times, including:

- Penguins
- Lorikeets
- Brolgas
- Black Cockatoos

The Farmyard area may also be noisy and involves close animal interaction.

MOBILITY, ACCESS & EQUIPMENT

To ensure the safety and comfort of all guests and animals, large cart-style mobility vehicles are not permitted within the park. This includes oversized ride-on devices such as those with roofs or multiple seats that cannot be safely accommodated on our pathways. Standard personal ride-on mobility scooters are permitted. We welcome guests with access needs and encourage you to contact our team prior to your visit so we can discuss suitable options and support where possible.

Mobility, Wheelchair & Path Access

Most areas of Featherdale Wildlife Park are wheelchair accessible and easy to get around. Paths are generally even and not too steep, however some areas may be more difficult to navigate independently due to the natural environment.





Mobility Equipment

We provide one wheelchair, one seat walker/wheelchair, two walking sticks, two children's ear muffs and two adult ear muffs for guest use. Our equipment is available free of charge (photo ID required). Guests are also welcome to bring their own mobility aids.

HOW TO BOOK

To help us support your visit, we recommend calling ahead to check availability and reserve equipment where possible. No deposit is required, and availability is subject to demand on the day.

Phone: +61 2 9622 1644

MAP KEY

AED | FIRST AID | TOILETS | DISABILITY TOILET | BABY CHANGE
HAND WASHING | PICNIC TABLE | WALK-IN EXPERIENCE | KEEPER TALK

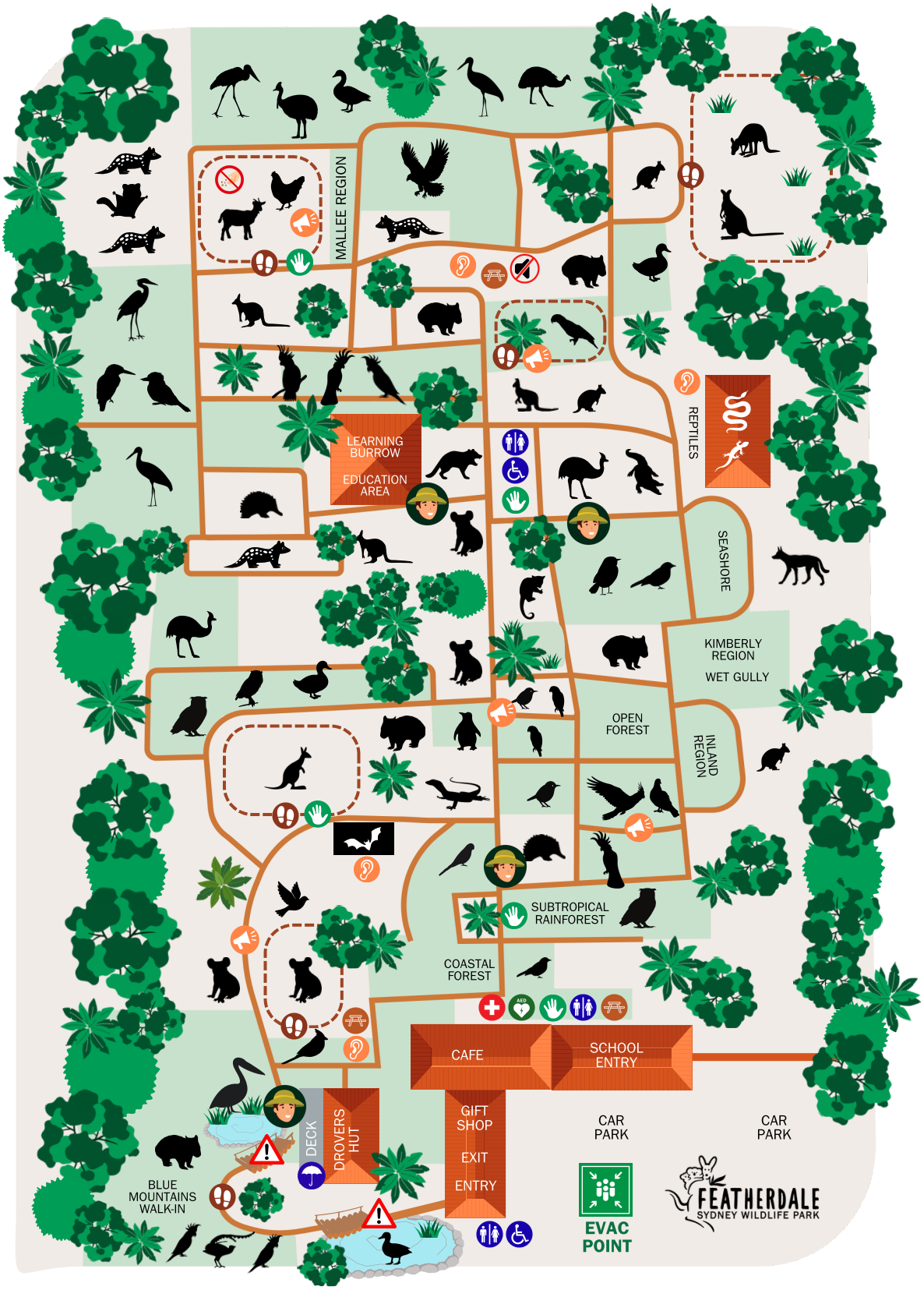
SENSORY AREAS

QUIET ZONE PICNIC AREA
WET WEATHER SEATING

NO FEEDING
NO ANIMAL FEED PERMITTED IN THE FARMYARD AS ANIMALS MAY APPROACH SUDDENLY.

HIGH NOISE
LOW NOISE

UNEVEN GROUND
AN ASSISTING PERSON IS REQUIRED WHEN USING A WHEELCHAIR.



ASSISTANCE DOGS

Featherdale Wildlife Park welcomes guests with accredited and vaccinated Assistance Dogs and is committed to providing a safe and inclusive experience for both visitors and animals.



Which assistance dogs are accepted?

We welcome dogs accredited through:

- Guide Dogs Australia (vision impairment)
- Hearing Assistance Dogs
- Assistance Dogs Australia (service dogs trained to assist with a disability)

Please note: Mind Dogs are not included.

How to register:

If you are planning to visit with an assistance dog, please complete the Assistance Dogs Registration Form and email it to:
info@austwp.com.au

Please download the Assistance Dog Policy from our website.

1 | Provide at least 72 hours' notice

This allows our team to prepare and best support you and your assistance dog.

2 | Complete our Assistance Dog Registration form

The form requires:

- Proof of accreditation
- Up-to-date vaccination records
- Confirmation your dog is in good health

3 | Await Confirmation

Your visit will be reviewed by our team to confirm whether it meets the eligibility criteria.

4 | Meet a Guest Experience team member on arrival

Our team will:

- Welcome you and your assistance dog
- Brief you on available facilities
- Guide you through the park, including accessible and approved areas



Assistance Dog Park Map

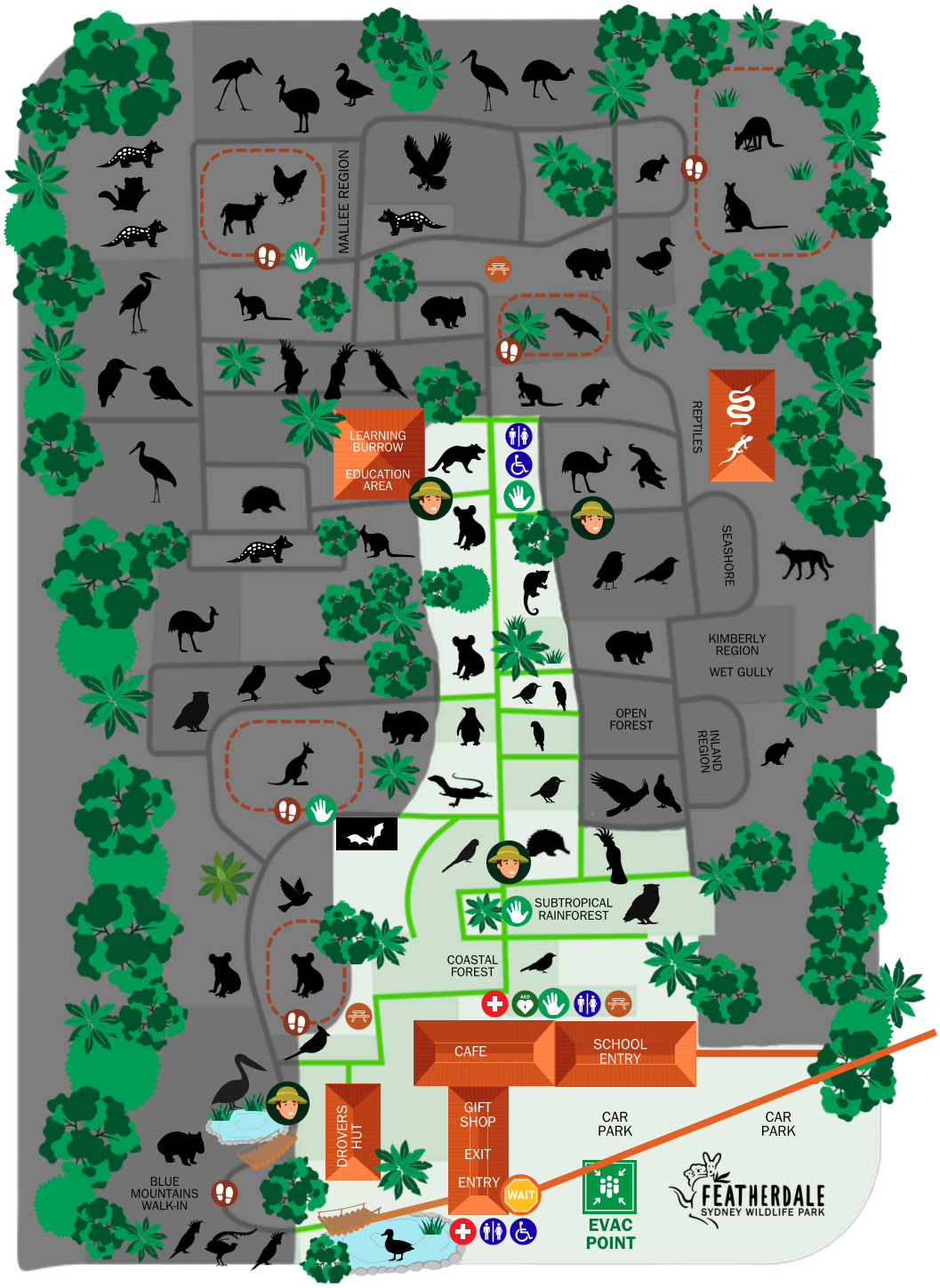
MAP KEY

WAIT WAITING ZONE

ASSISTANCE DOGS PERMITTED IN THIS AREA

Due to the nature of the Featherdale Wildlife Park, there are a number of measures we have put in place to ensure the welfare of all animals (both wildlife in our care and visiting Assistance Dogs) as well as the safety of our guests and workers.

- Assistance dogs are permitted throughout some areas of the park that are highlighted in green.
- Our staff will assist you with navigating any restricted or alternative routes if required.
- Should you wish to visit restricted areas where Assistance Dogs are not permitted at Featherdale Wildlife Park, you may opt to leave your Assistance Dog with a trained team member at a designated 'waiting zone' along with your phone number in case contact is required.



AUSTRALIAN WILDLIFE PARKS Companion Pass

$70* ANNUAL PASS



SUPPORTING ACCESSIBLE ADVENTURES EVERYDAY.

At Australian Wildlife Parks, we're committed to removing barriers so guests of all abilities can explore our parks with confidence and comfort because everyone deserves the opportunity to connect with wildlife and enjoy meaningful experiences their way.

INTRODUCING THE AUSTRALIAN WILDLIFE PARKS COMPANION PASS.

- **Free entry for 2 support workers, 365 days to 3 iconic wildlife parks**
- **30% off additional general entry tickets - up to 4 accompanying guests**
- **10% off all in-park purchases including food and beverages, animal encounters & experiences**
- **Free Wildlife Adventure Trail experience (1 per year)**
- **Free Mt Franklin Water or Coca-Cola beverage (1 per year)**

PURCHASE YOUR PASS TODAY!

FEATHERDALE.COM.AU



*Companion Pass is available to valid Companion Card holders only. Terms and conditions apply. Please visit our website for more information.

ANIMAL ENCOUNTERS & EXPERIENCES

Wheelchair Accessible Encounters

Koala Experience

Featherdale Sydney Wildlife Park offers a one-of-a-kind Personal Koala Experience, where visitors can get up close to Australia's beloved marsupials. This hands-on experience provides a chance to bond with these adorable eucalyptus-loving animals. You'll even get to pat a koala!

$40.00 | Available all day

Save 10% with a Companion Pass

includes a souvenir photo pack

- Printed Photos: 1x 6"x9" | 2x 6"x4"
- Digital Download | Souvenir Photo Holder



Reptile Encounter

Get up close with some of Australia's fascinating reptiles during this guided behind-the-scenes experience. Led by one of our expert keepers, you'll explore the Reptile Pavilion, learn about a variety of cold-blooded species, and discover what makes their habitats unique.

Meet several lizards and snakes up close, with the opportunity to gently pat or hold select reptiles, depending on guest and animal comfort. Our knowledgeable keepers ensure a safe, engaging, and memorable experience for all participants.

This experience is suitable for guests aged 5 years and over. Children aged 5–15 must be accompanied by a fully paid adult participant. One carer may enter free of charge for assistance.

$200.00 | 11:15am

Save 10% with a Companion Pass



Exclusive Keeper Tour

Experience Featherdale Sydney Wildlife Park like never before with our Exclusive Zookeeper Tour—a 90-minute, fully immersive, behind-the-scenes adventure designed for wildlife lovers seeking a truly special experience! Led by an expert zookeeper, this bespoke tour provides unparalleled access to the world's largest collection of Australian animals, with each experience tailored to your interests for an unforgettable journey into the heart of the animal kingdom. One carer may enter free of charge for assistance.

$799.00 (2 Guests)

Save 10% with a Companion Pass

8:00am, 10:00am, 1:00pm or 2:30pm.

We understand that everyone experiences the world differently. Guests with sensory needs are welcome to bring personal comfort or support items, including ear defenders, sensory toys, or other aids, to help make their visit and animal encounters more comfortable.

SAFETY & SUPPORT



Staff Support

Featherdale is continually working to improve accessibility and inclusion across the park. We welcome feedback from our guests and disability communities to help guide future improvements.

Our staff are available throughout the park to assist with directions, access support and general enquiries. Emergency evacuation routes are accessible, and assistance-dog friendly and guest safety and animal welfare are always our top priorities.

Support Workers

Up to two support workers or companions are admitted free of charge for guests who present a valid Companion Card on arrival. A Companion Pass is not required to access free support worker entry.

Need More Information?

If you have questions about accessibility or would like to discuss your visit in advance, please contact our friendly team.

We look forward to welcoming you to Featherdale Wildlife Park and supporting you in having a safe, enjoyable and memorable experience.



FEATHERDALE SYDNEY WILDLIFE PARK

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AUSTRALIAN WILDLIFE PARKS

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Terms and conditions apply. Please visit our website for more information.