

# Access

# 2015-2016

# Statement

Access details for the Playmobil FunPark (Malta) comprising of the Playmobil shop, Indoor and Outdoor Play area, Cafeteria and other services offered.

**Playmobil  
FunPark Malta**



# Access Statement for Playmobil FunPark (Malta)

## Introduction

### *Promoting Play*

The concept of the Playmobil FunPark in Malta is to provide the opportunity for children to interact with the product thus creating and enhancing Playmobil's awareness and image through a fun, safe and healthy experience.

### Pre-Arrival

- Information about the Playmobil FunPark is available on the website as well as on the Flyers which are constantly distributed to major hotels, MTA tourist information offices and toyshops. The website can be seen on any browser and it can also be zoomed to accommodate the end user's visual necessities. It is also compatible with computers using screen-reading software. Occasionally billboards are put up on major road arteries in Malta as well as in Gozo.
- Information is also available on the FunPark's facebook Page ([www.facebook.com/playmobil.funparkmalta](http://www.facebook.com/playmobil.funparkmalta)). This page is constantly updated and monitored.
- Bus Number X4 from Valletta (on the half hour) stops right outside the Playmobil FunPark, however we offer the facility to call a taxi for our visitors should they request one. There have been problems with the route X4 coming all the way to the Playmobil FunPark. The Management has been in contact with Transport Malta/Malta Enterprise constantly to try and find a remedy and a solution.
- No pets are allowed at the Playmobil FunPark but Guide Dogs are allowed at the FunPark.
- One of the services offered at the FunPark is the Factory tour, whereby pre booking is recommended, only children 6years + are allowed to go on the Factory tour. Closed shoes must be worn at all times throughout the tour.
- The FunPark is monitored by CCTV Cameras.

## Car Parking Facilities

Users can park in an adjacent parking area as well as in an adjacent open space used by both employees and customers.

There is a designated parking spot for Disabled Badge Holders in the parking area.

## Entrance and Retail / Reception

- Opening Hours 10:00hrs-18:00hrs
- Since the car park has been removed, the FunPark gate leads directly onto the street. Therefore, we have added additional railings to safeguard and to prevent children from running out directly onto the street. After passing through the gate, the customers walk into a courtyard which has large figures as well as a throne where children and adults alike can take pictures on.
- The main entrance leading into the shop/reception area is accessible by all.
  - It is a sliding Automatic Glass Door which only opens when the people in front of it are of a certain height so as to protect little children, preventing them from entering or exiting the premises on their own.
- Natural lighting is used most of the time, but when there isn't a lot of sun; energy saving white, bright, lights are used.
- Vinyl floor surface
- There are no ramps and/or steps in the main shop counter area, it is an open plan.
- The Playmobil Funpark staff is multi lingual, with a minimum proficiency in Maltese and English. Staff, greet the visitors to the FunPark, attend to their queries + explain the services that are available.
- The shop / reception area at the Playmobil FunPark is where the customers pay for the services they would like to purchase and can proceed to the play areas or the cafeteria.
- Shop/reception is manned at all times.

## Retail Section

- The 1m high counter, is basically doughnut shaped with two point of sales on opposite sides, and one of the cupboards having wheels to ease access for the staff.
- Retail Shelving - Three of the four sets of shelves have big light boxes with the logo of Playmobil as well as large figures all around. The other set of shelves has the logo of another brand which we import (Ravensburger).
- The prices are present on each and every box on the different shelves at the following height (4 shelves in all)
- The prices are present on each and every box on the different shelves at the following height (4 shelves in all)
  - Distance from Floor
    - Bottom Shelf – 20cm
    - Second Shelf from bottom – 83 cm
    - Third shelf from bottom – 145cm
    - Top Shelf from bottom – 205cm
- 5 lit Product displays are placed at the end of the 4 retail gondolas
- There is colour contrasting.
- The floor is level except for a short humped bridge that leads to the play areas. This bridge has rope-rails.

### **Main Attraction Area (Indoor and Outdoor Play Area)**

- The FunPark play area is on one floor, having an indoor and outdoor play area. The indoor play area covers an area of 377m<sup>2</sup>.
- Toilet facilities are available (Male, Female, Kids and for Disabled Persons), which also has a nappy changing facility.
- A Cafeteria (which covers 311m<sup>2</sup>) is located at the far end with indoor and outdoor seating with a designated outdoor smoking area.
- The outdoor play area covers 1585m<sup>2</sup>.

### **Indoor Play Area**

- The indoor play area is floored with a Vinyl carpet.

- In the indoor play area there are areas designated for the different age groups. These are marked accordingly.
- There are no steps involved.
- There is a ramp in the play area to facilitate wheelchair access, as follows:
  - One ramp to get on the stage
- Natural lighting is used most of the time, but when there isn't a lot of sun, energy saving white, bright, lights is used.
- There is one automatic door leading from the indoor to the outdoor play area.
- There is a notice board for the latest information and promotions, whilst within the play area large posters are used to show the house rules and other vital information.
- In case of the fire alarm taking off, all the clients in the FunPark play area and in the cafeteria, together with the staff, are ushered out immediately via the nearest exit and taken to Assembly Point A which is located next to the parking bays of the FunPark.
- There no particular known hazards as these are all kept to a minimum by taking precautions (such as sanding off the corners of our displays, putting foam borders on edges so that children will not hit their heads)
- The Indoor Play Area features a Knights' Castle as well as a police Station together with a suspended Helicopter. All the necessary safety requirements and tests have been taken prior to installing the Helicopter. All this was done in liaison with the Company's Health and Safety Officer.

## Outdoor Play Area

- The outdoor play area includes safety flooring where necessary.
- The outdoor play area consists of a Pirate time setting.

- Risk assessments are carried out periodically.
- The FunPark staffs are trained first aiders, in the event of an accident taking place. A number of fully equipped first aid boxes are available
- Water-bowls are provided for Guide Dogs.

## **Exhibits and Interpretation**

### **(The Smiling Faces in the Making Tour)**

- Interpretation of the factory tour is offered verbally in the English language, though it is pertinent to highlight that most of it is visual therefore language barrier is not an issue.
- The restriction which we primarily impose on the tour is that children should not be younger than 6 years of age. We also advise our customers that they are to wear closed shoes for the tour.
- As to what regards machinery, there is a predefined path that the visitors are to follow. This was designated in such a way that visitors view the machines from a point where it would be hazard-free for them and the children. They are not allowed to roam around in the departments to see all the machines.

## **Public Toilets**

- The toilets are located at the end of the Internal Play Area and are marked appropriately
- There are 1 male and 1 female toilets, 3 toilets for children as well as one for people with a disability.

- The male and female cubicles cover an area of 2m<sup>2</sup> each, the children's toilets cover an area of 2.45m<sup>2</sup> each whilst the toilet for persons with a disability covers an area of 3.4m<sup>2</sup>.
  - The adult toilet seat is 39cm high
  - The children toilet seat is 32cm high
  - The disabled toilet seat is 49cm high
    - There are two handrails in the disabled toilet, on either side of the toilet seat.
- The flooring in the toilets is tiled.
- There is a baby changing facility + a nappy dispenser, which is found in an area of the public toilets where it can be used both by males and females.

## Cafeteria

- Located at the far end of the indoor play area (covering an area of 311m<sup>2</sup>)
- The entrance is the FunPark entrance since it is only accessible by FunPark customers.
- There are no steps involved to access the cafeteria
- The flooring is tiles in the indoor part, whilst the outdoor part of the Cafeteria has rubber carpeted flooring.
- Natural lighting is used.
- The tables and the seats are both moveable and very stable.
- The chairs are 46cm high and have no arms.
- High chairs are also available.
- The menu offers a wide variety of food, varying from light snacks to meals. The font is in such a way that it is easy to read by anyone. (Sans Serif Font in size 12).
- Outlet caters also for people with allergies and special dietary needs.
- Waste separation bins are located in the outdoor seating area of the cafeteria.
- There is both waiter and counter service.
- The WC of the FunPark is used by the patrons of the Café as well.

## **Future Plans**

Outdoor play area is being refurbished in 2016.  
Continuous improvements are ongoing in all areas.