

A C C E S S G U I D E

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Key to symbols

	Automated External Defibrillator		No Step-free Access		Steep Slope: Slopes or ramps that are steeper than a gradient of 1:12. Wheelchair users may require assistance.
	Doors which persons with mobility impairments might require assistance with.		Nursing Room		Toilet
	Food & Beverage Service		Retail		Tram Station
	Membership & Experiences Centre		Standard Slope: Slopes or ramps that are gentler than a gradient of 1:12. Wheelchair users can move around independently with some assistance.		Water Refill

About the Access Guide

Singapore Zoo collaborated with Disabled People's Association (DPA) and LevelField Consultants to provide visitors with disabilities the information they might need to plan their visit. Singapore Zoo is committed to working towards a more inclusive experience for its visitors and welcomes feedback on how it can make your time with us more accessible.

This Access Guide includes:

Information on getting to Singapore Zoo.

General information on key features and policies of Singapore Zoo.

Detailed maps of Singapore Zoo with the location of amenities and accessible features such as accessible toilets, diaper changing stations and water dispensers.

Please note that all information is accurate as of January 2024.

This Access Guide does not include:

Access information about temporary features and programmes.

Detailed access information about restaurants and retail shops at Singapore Zoo.

Please refer to [Singapore Zoo's website](#), call 6269 3411 or email enquiry@mandai.com for more information.

There are ongoing upgrading works at the Zoo. As and when these are completed, the relevant sections of this guide will be updated.

Planning your visit

Before your visit

Please consult this Access Guide to plan your visit to Singapore Zoo.

For group visits for persons with disabilities or for any additional information, please call 6269 3411 or email enquiry@mandai.com.

Opening Hours

Daily: 8:30am – 6:00pm
Last entry at 5.00pm

As part of Singapore Zoo's efforts to enhance the visitor experience with us, some exhibits may be temporarily closed for refurbishment.

Please refer to Singapore Zoo's website for [announcements and a list of temporary closures](#).

Admissions

- For information about ticketing prices, please visit [Singapore Zoo's website](#).
- Purchase your [admission tickets](#) online before your visit
- E-Tickets will be scanned upon arrival at the gantries.

Pre-Planning Online

For more information about additional activities such as Feeding Sessions and Presentations, please refer to [Singapore Zoo's website](#).

For a sensory-friendly map, refer to [Singapore Zoo's website](#).

Presentations

There are also various shows throughout the day at the Shaw Foundation Amphitheatre and Animal Buddies Plaza at KidzWorld. For more information on show timings, please visit [Singapore Zoo's website](#).

- Shows involve music and loud noises
- The Splash Safari presentation has designated splash zones. Occupy these seats only if you do not mind some wet and wacky fun.
- Arrive early before each presentation as seats are available on a first-come-first-served basis.
- There are designated wheelchair zones at the Shaw Foundation Amphitheatre and Animal Buddies Plaza.
- Flash photography is not allowed.
- Photography sessions are usually held at the end of presentations so that you can snap some photos with the animals!

Planning your visit

Assistance Dogs

Assistance dogs are not allowed in Singapore Zoo.

Singapore Sign Language (SgSL) Interpretation

Singapore Sign Language (SgSL) interpretation is presently not provided.

What to Wear and Bring

Singapore Zoo is mostly unsheltered. There are sheltered viewing galleries.

- Dress for outdoor sunny weather with comfortable shoes.
- You may want to bring the following:
 - Sunscreen
 - Sunglasses or visors
 - Insect repellent
 - Water bottle
 - Umbrella

Mobility Aids

- Manual and motorised wheelchairs are welcome
- Many sloped surfaces around Singapore Zoo
- No designated charging points available for motorised wheelchair
- Complimentary wheelchairs for persons with limited mobility
- Electric Scooter rental:
 - \$20 for the first three hours
 - Additional \$5 for every subsequent hour.
 - Not available on weekends, public holidays and school holidays.

Rentals are available at the reception counter located at the park entrance, on a first-come, first-served basis.

Tram Service

Explore the park at a more relaxed pace while listening to stories about Singapore Zoo's animals on the tram.

- Complimentary tram rides
- Trams are wheelchair accessible with steep portable ramp access
- Steep ramp is 0.74m wide and 1.2m long
- Assistance will be provided by the tram captain and ushers.
- Each tram can accommodate up to two wheelchairs
- Designated wheelchair access at the front of the first carriage
- 1.2m turning space for wheelchair users at the front of the tram
- 0.38m step up to the tram

Last tram timings:

- Tram Station 1: 5:30pm
- Tram Station 2: 6:05pm
- Tram Station 3: 6:10pm
- Tram Station 4: 6:15pm

Getting here

For more information about getting to Singapore Zoo, please visit [Singapore Zoo's website](#).

By MRT/Bus

Take the train to any of the following MRT stations and hop on a connecting bus from these MRT stations to bus stop #48131 (Singapore Zoo/Night Safari/River Wonders).

- 927 from Choa Chu Kang (NS4)
- 138 from Ang Mo Kio (NS16)
- 138 from Springleaf (TE4)

All of Singapore's MRT and bus network is wheelchair accessible.

By Mandai Shuttle Bus

Loops daily from Khatib MRT Station (NS14) and alights passengers at the Bus Bay.

By Taxis and Private Hire Cars

There is a designated Pick-up/Drop-off Point in the multi-storey carpark where taxis will drop passengers off and are also available for hire.

You can also book private hire cars from Grab, Gojek, TADA or Ryde via the transport provider's mobile app to and from the designated Pick-up/Drop-off Point.

By Car

[Plan your route to Singapore Zoo with Google Maps](#)

Key features

Accessible Toilets

Accessible toilets are located at:

- The entrance near ticket gantries
- Ah Meng Restaurant and Bistro
- Garden Pavilion
- Pavilion by the Lake
- Reptopia
- The ramp at the entrance of KidzWorld
- KidzWorld on the way to Splish Splash

Accessible toilet features:

- Pull doors on most toilets
- KidzWorld toilets have “open and close” buttons mounted next to the doors
- Door access clearance width: Approximately 0.85m

We recommend using toilets located at the entrance and KidzWorld for easier access.

Admissions and Tickets

- Purchase [admission tickets](#) online before your visit
- E-Tickets will be scanned upon arrival at gantries.
- Clearance width of gantries: 0.97m for wheelchair users.

Please approach our staff for further assistance in the event of not having a pre-purchased ticket.

ATMs

POSB and UOB ATM machines are located at the main entrance, outside the Membership & Experiences Centre.

- Height of keypads: 1.06m
- Height of screens: 1.2m at its lowest point, 1.5m at its highest point

Diaper Changing Facilities

Diaper changing facilities are located at:

- The entrance near ticket gantries
- Ah Meng Restaurant
- Garden Pavilion
- Reptopia
- Pavilion by the Lake
- KidzWorld

First Aid

First aid station is located at:

- The entrance near ticket gantries
- KidzWorld

Automated External Defibrillators (AEDs) are located at:

- The entrance near ticket gantries
- Ah Meng Bistro
- KidzWorld

In-park WiFi

You may connect to the WiFi for free by turning on your device's WiFi connection and look for the network 'PARK_FREE_WIFI'.

Lockers

Lockers are located at the entrance of River Wonders to store personal items.

Small locker:

- Measures 45cm(H) x 43cm(L) x 28.5cm(W)
- \$5 for the first 3 hours
- \$1 for every additional hour or part thereof

Key features

Large locker:

- Measures 60.5cm(H) x 43cm(L) x 35.5cm(W)
- \$10 for the first 3 hours
- \$2 for every additional hour or part thereof

Locker features:

- Varying heights from 0.48m to 1.85m
- Cash and credit card payment options
- Audio announcements available
- Height of interactive screen: 1.35m
- Height of ticket collection output: 1.4m

Membership Services

Perks of being a member of the Friends of Wildlife community:

- Annual access to Bird Paradise, Night Safari, River Wonders and Singapore Zoo
- Exciting wildlife experiences
- Help champion the protection of wildlife

To explore becoming a member, visit [Singapore Zoo's website](#).

Mobility Rental Services

Rentals are available at the rental

services counter located at the park entrance, on a first-come, first-served basis.

- Strollers and wagons are available for rent
- You may rent strollers and wagons [online](#)
- Complimentary wheelchairs available for persons with limited mobility
- Electric Scooter rental:
 - \$20 for the first three hours
 - Additional \$5 for every subsequent hour
 - Not available on weekends, public holidays and school holidays.

Nursing Rooms

Nursing rooms are available at:

- Entrance near ticketing gantries
- Reptopia
- KidzWorld

Room are equipped with hot water, and a closed room with a couch.

Prayer Room

For access to the Prayer Room, please approach Singapore Zoo's friendly staff at the park's reception counter for assistance.

Vending Machines

Vending machines offering cold drinks and ice cream are scattered throughout the Zoo.

- Cold drinks vending machines have interactive controls and slots ranging from 1.5m high to 0.5m low.
- Ice cream vending machines have interactive controls and slots ranging from 1.56m high to 0.4m low.
- Orange juice vending machines have interactive controls and slots ranging from 1.2m high to 0.58m low.

Water Refill

Location of water dispensers:

- Ah Meng Restaurant
- Garden Pavilion
- Reptopia
- Pavilion by the Lake
- Shaw Foundation Amphitheatre
- Drinking fountain at KidzWorld

Dispenser dimensions:

- 0.60m at its lowest point
- 1.2m at its highest point
- Depth of 0.18m

Entrance

Carpark Information

Accessible parking lots are located on levels 1 and 2 near the lift lobbies.

- No clear signage to accessible lots but do keep a look out for the lift lobbies
- Dimension of lots: 3.6m by 4.8m
- No accessible EV charging lots for persons with disabilities

Getting to the Entrance from the Bus Stops, Carpark and Drop-Off Point

- Step-free access available from the Drop-Off Point and Carpark to ticketed area
- Pathway to the entrance is currently undergoing upgrading works
- Steep slope along the temporary path to the entrance
- Wheelchair users may require assistance
- No tactile strips leading along the path from these points to the entrance
- Dim lighting levels of 2 lux at the Drop-off Point

Entrance

Membership & Experiences Centre

To find out more about being a member of the Friends of Wildlife community, please visit the Membership & Experiences Centre that is located right beside the ticket gantries.

- “Press to open” glass doors at entrance
- Height of “press to open” button: 1.2m
- Height of counters: 0.75m high

Places to Eat and Drink

There are different seating options available in this area. The seats are not fixed and can be moved to accommodate wheelchair users.

- Height of tables: 0.75m
- Height of chairs: 0.43m
- Height of tall tables: 1.06m
- Height of tall stools: 0.75m

Inuka Cafe

Inuka Cafe has a counter height of 1.11m.

Asian Delights @ Chomel Bistro

Asian Delights @ Chomel Bistro has an ordering counter height of 0.97m and a food collection point that is 1.26m high.

Chawang Bistro

Chawang Bistro has a counter height of 1.07m while its food collection point is 1.33m high.

Häagen-Dazs

Häagen-Dazs has a counter height of 0.8m.

The Wild Mart

- “Press to open” glass door at entrance
- Height of “press to open”: 1.15m
- Height of cashier counter: 0.90m
- Height of highest display shelf: 1.65m

KFC

The seats at KFC are not fixed and can be moved to accommodate wheelchair users.

- Height of counter: 1.05m
- Height of tables: 0.75m
- Height of chairs: 0.45m

Opening hours: 8.30am – 6.00pm
(Last entry: 5.00pm)

Upper Seletar Reservoir



Shaw Foundation Amphitheatre
Animal Presentation*

	10.30am & 5.00pm
	12.00pm & 2.30pm

* Presentation timings subjected to changes, please refer to our website or Mandai App for the latest timings.

Carpark / Taxi Point / Bus Bay / Coach Bay

Starbucks, Mandai River Wonders (10am - 7pm daily), Mandai Night Safari (7.15pm - 12 midnight daily)

Scan to download the Mandai App



Park Rules

- Explore Safely**
Stay on designated walking paths
- Smoke-free Park**
Designated smoking area is outside the park
- Respect our Animals**
No feeding and teasing of animals

For assistance, call 6100 0767.

Legend

- | | | | | | |
|--|--------------|--|---------------------------------|--|---------------------|
| | Toilet | | Membership & Experiences Centre | | Standard Slope |
| | Nursing Room | | Tram Station | | Steep Slope |
| | Water Refill | | AED | | No Step-free access |
| | F&B | | Retail | | Heavy Door |



About the zones

The following section breaks down the map of Singapore Zoo into zones and gives you a detailed overview about the facilities and access information in each zone.

There are five zones, Zones A, B, C and D. The zones have been segmented based on similar exhibits or themes.

Please note that there are also strong smells and ambient noises such as the sound of crickets, monkeys and birds at Singapore Zoo.

All information is correct as of January 2024. There are ongoing upgrading works at the Zoo, such as the upgrading works at entrance. As and when these are completed, the relevant sections of this guide will be updated.

Zone A

Zone A covers the bottom area of the map. It spans from the entrance all the way to Ah Meng Bistro and Restaurant.

Zone B

Zone B covers the left area of the map. It includes Great Rift Valley of Ethiopia, Australasia, Primate Kingdom and Elephants of Asia.

Zone C

Zone C covers the right area of the map. It includes Wild Africa, Free Ranging Orangutan Island and Free Ranging Orangutan Boardwalk.

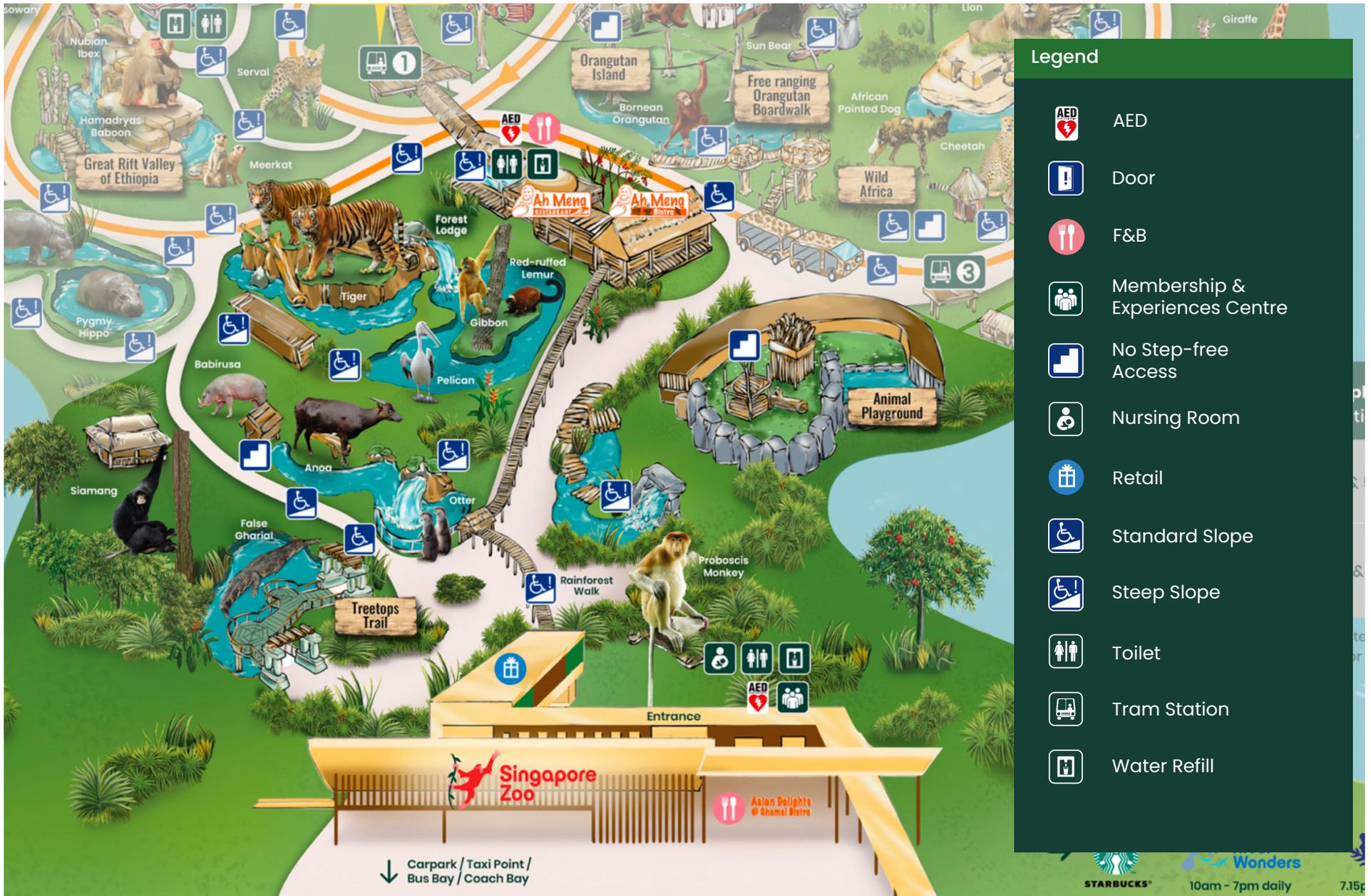
Zone D

Zone D covers the middle area of the map. It includes Reptile Garden, Tortoise Shell-ter, Sungei Buaya and Fragile Forest.

Zone E

Zone E covers the top right area of the map. It includes attractions and exhibits at KidzWorld.

Zone A



Zone A

Amenities

Accessible Toilets

Zone A accessible toilets are located at:

- The entrance near ticket gantries
- Ah Meng Restaurant and Bistro
 - Steep slope leading to the accessible toilet at Ah Meng Restaurant and Bistro
 - Wheelchair users may require assistance

We recommend using the facilities at the entrance.

Diaper Changing Facility

Zone A diaper changing facilities are located at:

- The entrance near ticket gantries
 - Height: 1.02m
 - Reach access: 0.54m
- Ah Meng Restaurant and Bistro
 - Height: 0.83m
 - Steep slope leading to the accessible toilet at Ah Meng Restaurant and Bistro
 - Wheelchair users may require assistance

We recommend that wheelchair users use the station at Ah Meng Restaurant and Bistro for easier access.

Water Dispenser

Water Dispenser is located at:

- Ah Meng Bistro

Vending Machines

Vending machines are located at:

- Pavilion opposite the Babirusa exhibit

Exhibits

Proboscis Monkey

- Steep slope leading to exhibit
- Wheelchair users may require assistance.

Siamang, False Gharial and Treetops Trail

- Step-free access to the Treetops Trail

Otter

- Steep slope leading to exhibit
- Wheelchair users may require assistance.
- Sunken pathway at the entrance/exit, please be careful.
- Strong smells

Anoa

- Slight ramp leading to exhibit

Babirusa

- No step-free access to the pavilion located next to exhibit

Tiger

- Steep slopes on pavement leading to exhibit
- Designated wheelchair space on sheltered viewing platform
- Steep ramp leading to sheltered viewing platform
- Wheelchair users will require assistance
- Stroller parking space outside exhibit

Pelican, Gibbon and Red-Ruffed Lemur

- Step-free access to exhibits

Places of Interest

Animal Playground

The Animal Playground has an auditorium setting with steps to access the lower levels.

- Designated wheelchair seating spaces on the top deck

Forest Lodge

- Steep slopes on the path from the Tiger exhibit
- Flat and level entry at the entrance located next to Ah Meng Restaurant

Ah Meng Bistro and Restaurant

Ah Meng Restaurant:

- Ramp at exit
- Height of cashier counter: 1.05m
- Height of food collection counter: 0.95m
- Seats are not fixed and can be moved
- Height of table: 0.76m
- Height of chairs: 0.43m
- Height of juices and smoothies counter: 1m

Ah Meng Bistro:

- Height of low counter: 0.86m
- Height of high counter: 1.06m
- Seats are not fixed and can be moved
- Height of table: 0.74,
- Height of chairs: 0.43m and 0.46m
- Height of wash basins: 0.9m
- Depth of wash basins: 0.45m
- No clear knee space under wash basins

Gift Shop

- Step-free access
- "Press to open" glass doors at entrance
- "Press to open" buttons mounted at 1.2m
- Width of aisle: 1.5m
- Height of display counters: 0.3m to 1.8m
- Height of cashier counter: 0.8m

Zone B



Zone B

Amenities

Accessible Toilets

Zone B accessible toilets are located at:

- Garden Pavilion
 - Steep slopes leading up to Garden Pavilion
- Pavilion by the Lake
 - Steep slope leading to the accessible toilet at Pavilion by the Lake
 - Wheelchair users may require assistance

Diaper Changing Facility

Zone B diaper changing facilities are located at:

- Garden Pavilion
 - Height: 0.79m
- Pavilion by the Lake
 - Height: 1.09m
 - Reach access: 0.5m

We recommend using the diaper changing station at Garden Pavilion for easier access.

Water Dispenser

Water Dispensers are located at:

- Garden Pavilion
- Pavilion by the Lake

Vending Machines

Vending machines are located at:

- Garden Pavilion
- Pavilion by the Lake
- Ah Meng Memorial
- Pygmy Hippo exhibit

Exhibits

Pygmy Hippo

- Steep slope leading to exhibit
- Wheelchair users will require assistance

Australasia: Wallaby, Grey Kangaroo, Tree Kangaroo and Cassowary

Entrance:

- Pull gates at entrance
- Persons with mobility impairments may require assistance

Within Australasia:

- Steep slope leading up to Emu exhibit
- Wheelchair users may require assistance
- Wooden pull doors at Kangaroo exhibit
- Persons with mobility impairments might require assistance
- Dim lighting of 55 lux at Kangaroo exhibit

Exit:

- Steep slopes leading to exit, please be careful.

Elephants of Asia

- Steep slopes at entry and exit of exhibit.
- Wheelchair users may require assistance
- Designated space for wheelchair viewing at exhibit
- Refreshment kiosk with a counter height of 0.9m

African Penguin

- Steep slope along the path leading from exhibit to Play Area
- Wheelchair users may require assistance

Primate Kingdom: Cotton-top Tamarin, Douc Langur, Colobus Monkey, De Brazza's Monkey and Black-and-white Ruffed Lemur

- Steep slope on path leading from Douc Langur exhibit to Cotton-top Tamarin exhibit
- Steep slope on pathway leading from Primate Kingdom to Shaw Foundation Amphitheatre
- Wheelchair users may require assistance

Great Rift Valley of Ethiopia: Meerkat, Serval, Hamadryas Baboon and Nubian Ibex

- Steep slopes leading up to Great Rift Valley of Ethiopia
- Steep slopes at entrance/exit of Serval exhibit
- Wheelchair users may require assistance

Places of Interest

Tram Station 1

- Steep slope along the path leading to the station
- Wheelchair users may require assistance

Tram Station 2

- Steep slope along the path leading to the station from the Hamadryas Baboon and Nubian Ibex exhibits
- Wheelchair users may require assistance

Shaw Foundation Amphitheatre

The Shaw Foundation Amphitheatre has an auditorium setting with steps to access the lower levels.

- Designated wheelchair seating on top deck
- Steep slopes along the sheltered path leading from the Amphitheatre to Ah Meng Bistro and Restaurant
- Wheelchair users may require assistance on these slopes

Play Area

- Steep slope leading down to the Play Area from sheltered pathway
- Wheelchair users will require assistance on this slope

Houbii Spot Rope Course

The course is not wheelchair accessible.

- Steep slope leading from the Garden with a View to the rope course
- Steep slope leading towards the ticketing counter
- Wheelchair users may require assistance
- Height of ticketing counters: 1m

Wild Animal Carousel

- Not suitable for wheelchair users
- 0.23m step up to the carousel

Zone C



Zone C

Amenities

Accessible Toilets

To access Zone C accessible toilets:

- Follow the tram route towards the Fossa exhibit
- Head up the slope that begins by the Fossa exhibit
- Steep and long slope leading to toilets
- Wheelchair users will require assistance

Diaper Changing Facility and Nursing Room

To access Zone C diaper changing facilities and nursing room:

- Follow the tram route towards the Fossa exhibit
- Head up the slope that begins by the Fossa exhibit
- Steep and long slope leading to toilets
- Wheelchair users will require assistance

Diaper changing station:

- Height: 1.25m
- Reach access: 0.50m
- Wheelchair users might have trouble accessing the station

The nursing room is equipped with a couch behind closed doors and hot water.

Water Dispenser

Water Dispensers are located at:

- Washroom cluster up the slope beside the Fossa exhibit

Vending Machines

Vending machines are located at:

- Near the Sun Bear viewing gallery
- Washroom cluster up the slope beside the Fossa exhibit
- Pavilion opposite the Leopard exhibit

Exhibits

Sumatran Orangutan

- Steps at the main entrance of exhibit
- Ramp access at side entrance

Borneon Orangutan and Free-Ranging Orangutan Boardwalk

- Steep ramp on boardwalk
- Wheelchair users may require assistance

Sun Bear

- Steep slope leading to exhibit
- Wheelchair users may require assistance

African Painted Dog

- Slope leading up to the Wild Africa exhibits
- Step on the path leading to exhibit. Please be careful.

Cheetah, Red River Hog and Meerkat

- Steep slope leading up to exhibit
- Wheelchair users may require assistance

Lion

- Steep slope leading up to exhibit
- Wheelchair users may require assistance

Leopard

- Steep slopes leading up to exhibits
- Wheelchair users may require assistance

Naked Mole Rat

- Steep slope leading up to the pavilion located across this exhibit
- Wheelchair users may require assistance

Fossa

- Steep slope leading up to exhibit
- Wheelchair users may require assistance

White Rhinoceros

Wash basin at exhibit:

- Height: 0.98m
- Depth: 0.9m
- Wheelchair users might have difficulty accessing this basin

Zebra and Giraffe

- Steep ramp leading up the feeding platform at Giraffe exhibit

Zone D



Legend

- AED
- Door
- F&B
- Membership & Experiences Centre
- No Step-free Access
- Nursing Room
- Retail
- Standard Slope
- Steep Slope
- Toilet
- Tram Station
- Water Refill

Zone D

Amenities

Accessible Toilets

Zone D accessible toilets are located at:

- The exit of Reptopia exhibit
 - Steep and long slope leading up to toilets if accessed from tram route
- Wheelchair users will require assistance

Diaper Changing Facility and Nursing Room

Zone D diaper changing facilities are located at:

- The exit of Reptopia exhibit
 - Steep and long slope leading up to toilets
- Wheelchair users will require assistance

Diaper changing station:

- Reach access: 0.50m
- Height: 1.25m
- Wheelchair users might have trouble accessing the station

The nursing room is equipped with a couch behind closed doors and hot water.

Water Dispenser

Water Dispensers are located at:

- Washroom cluster at the exit of the Reptopia exhibit

Vending Machines

Vending machines are located at:

- Washroom cluster at the exit of the Reptopia exhibit
- Tram Station 4

Exhibits

Estuarine Crocodile, Giant Tortoise and Komodo Dragon, Ploughshare Tortoise

- Steep slopes on paths connecting exhibits
- Wheelchair users may require assistance

Reptopia

- “Press to open” glass door at entrance of exhibit
- “Press to open” button is mounted at 1.15m
- Dim lighting between levels of 2 to 16 lux

Indian Gharial

- Steep slope on the path leading to exhibit
- Steep ramp at the entrance/exit of exhibit
- Wheelchair users may require assistance

Chimpanzee and Red-capped Mangabey

- Steep slope on the path leading up to exhibit
- Sunken pathway on the slope leading up to exhibit.
- Wheelchair users may require assistance

Celebes Crested Macaque and Emperor Tamarin

- Steep slope leading towards the Celebes Crested Macaque exhibit
- Wheelchair users may require assistance

Fragile Forest

Entrance:

- Slope along the path leading up from the Pizza Deli to exhibit
- Steep slopes at entrance and exit of exhibit
- Push glass doors at entrance
- Height of door handle: 1.02m
- Barrier of hanging chains at entrance and exit of exhibit
- Please be careful and ensure that your mobility aid does not get caught on the chains

Within exhibit:

- Steep ramp leading up to viewing platform
- Wheelchair users will require assistance
- "Press to open" glass door at entrance of Butterfly exhibit
- "Press to open" button is mounted at 1.33m
- Pull metal door at entrance
- Vertical door handle is mounted at 1.06m
- Horizontal handle is mounted at a 1.23m
- Steep slopes with wet surfaces along the pathway
- Wheelchair users may require assistance

Wash basin:

- Height: 0.72m
- Depth: 0.38m
- No clear knee space

Places of Interest

Pizza Deli

- Step-free access
- Height of counter: 1.09m
- Height of table with bench-style seating: 0.74m
- Height of static bench: 0.43m

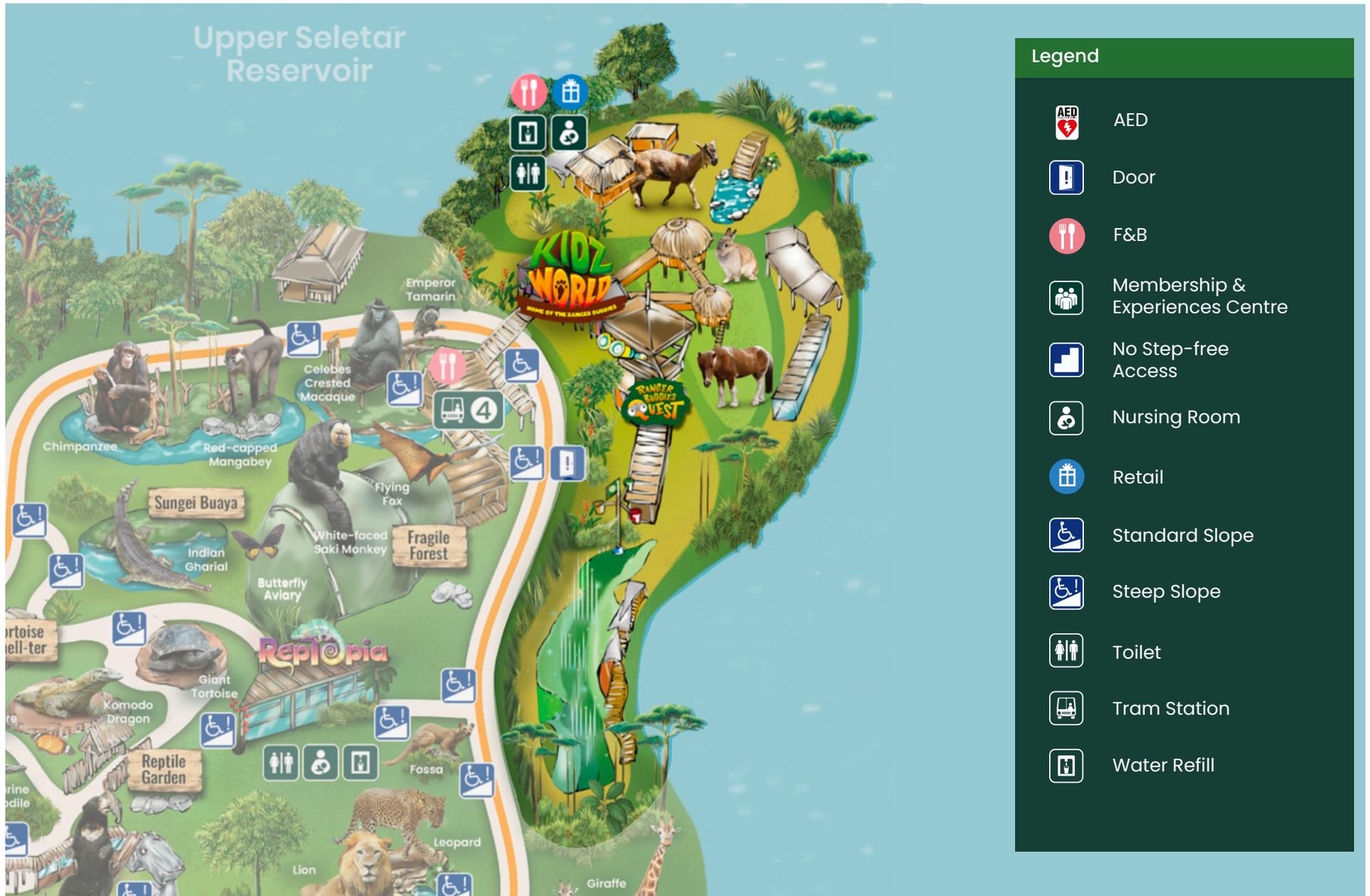
Wash Basin:

- Height: 0.93m
Depth: 0.36m
- Width of access path around basin: 0.7m
- Inaccessible for wheelchair users

Tram Station 4

- Slope leading up to Tram Station 4 from the Pizza Deli

Zone E



Zone E

Amenities

Accessible Toilets

Zone E accessible toilets are located:

- Near the ramp at the entrance of KidzWorld
 - “Open and close” buttons at entrance
 - Buttons at height of 0.95m on right side of door
 - Door has audio announcement
 - Short, steep ramp at doorway
- On the way to Splish Splash
 - “Open and close” buttons at entrance
 - Buttons at height of 0.86m on left side of door

Diaper Changing Facility and Nursing Room

Zone E diaper changing facilities are located at:

- Near the ramp at the entrance of KidzWorld
 - Short, steep ramp at doorway
 - Height of diaper changing station: 0.79m

- Family room on the way to Splish Splash
 - Height of diaper changing station: 0.9m
 - No clear knee space under changing station
- Nursing Room on the way to Splish Splash
 - Equipped with 2 diaper changing stations, sink, hot/cold/ambient water and lactation rooms
 - Height of diaper changing stations: 0.9m
 - No clear knee space under changing stations
 - Restricted access to hand dryer for wheelchair users
 - Lactation room is equipped with 1 sofa and 1 side table behind closed doors

Water Dispenser

Water Dispensers are located at:

- Level 1 of the Play Trees
- Height of water dispensers: 1.0m and 0.75m
- Clear knee space under dispensers

Exhibits

Animal Land

- Swing doors that open inwards at entrance
- Entrance is able to accommodate wheelchair users when both leaves of the swing door are open
- Wash basins at exhibit:
 - Heights: 0.86m and 0.61m
 - Clear knee space of 0.15m

Little Paws

- Stroller parking outside Little Paws
- Lift beside entrance of Little Paws leads to KidzWorld Shop on Level 2
 - Lift has audio announcements
 - Lift buttons at 1.35m on left side of door
- “Wave to open” doors at entrance
- “Wave to open” sensor at 0.98m on right side of the door
- Wash basins at exhibit:
 - Height: 0.85m
 - No clear knee space

Places of Interest

Animal Buddies Plaza

- Designated wheelchair seating on top deck

Play Trees

- Step-free access on both Levels 1 and 2 of the Play Trees
- Activities that are wheelchair accessible on Level 1 such as the trampoline and merry-go-round

Ranger Buddies Base Camp

- Step-free access
- “Press to open” glass door at entrance
- “Press to open” button is mounted at 1m on glass door
- Height of counter: 1m
- Exhibits are of varying heights to accommodate children with different statures

Splish Splash

- Step-free access
- No cubicle with wheelchair access in the shower area

KFC

- Stroller parking outside KFC
- “Wave to open” doors at entrance
- Sensor at height of 0.96m on right side of door
- Height of counter: 0.99m
- Seats are not fixed and can be moved to accommodate wheelchair users
- Height of chairs: Varying heights between 0.44m to 0.46m
- Height of tables: Varying heights between 0.76m to 0.77m
- Height of sink: 0.86m and 0.66m
- No clear knee space under sinks

KidzWorld Shop

- Step-free access
- “Press to open” glass doors at entrance
- “Press to open” buttons mounted at 1m on right side of the door
- Lift in KidzWorld Shop leads to entrance of Little Paws on Level 1
 - Lift has audio announcements
 - Lift buttons at 1.2m on left side of door
- Height of display counters: 0.36m to 1.26m
- Height of cashier counter: 0.86m

KidzWorld Cafe

- Step-free access
- “Wave to open” doors at entrance
- “Wave to open” sensor is mounted at 1m on the right side of the door
- Height of counter: 0.96m
- Height of rectangular tables and accompanying chairs: 0.76m and 0.45m
- Height of rounded tables and accompanying chairs: 0.62m and 0.45m (wooden chairs) 0.41m (yellow stools)
- Height of tall tables and accompanying chairs: 1.15m and 0.76m
- Height of wooden tables and sofas: 0.40m and 0.38m

About the Access Guide collaboration

Development of Access Guide

Singapore Zoo collaborated with Disabled People's Association (DPA) and LevelField Consultants over a five-and-a-half-month period to produce an Access Guide to provide visitors with disabilities with the information they might need to plan their visit.

After LevelField Consultants conducted an initial accessibility audit of Singapore Zoo and produced an internal audit report, DPA translated that information into the Access Guide. The Guide was validated by persons with disabilities to ensure it was easy to understand and helpful to visitors with disabilities.

Singapore Zoo is working towards a more accessible experience for its visitors and welcomes feedback on how it can improve. Likewise, DPA and LevelField Consultants appreciates feedback on its Access Guides and would love to hear what you think would make it an even better resource.

About Disabled People's Association

Disabled People's Association
Disabled People's Association
(DPA) is Singapore's only
cross-disability non-profit
organisation. We represent the
disability community, working to
build a fairer society where
everyone can participate in all
aspects of life from education to
employment and access to social
integration.

What we do

A Voice of Our Own: We are an organisation for people with disabilities run by people with disabilities. We listen to the needs of all persons with disabilities in Singapore, their allies, carers and other social service organisations that provide essential services and we ensure their needs are represented at a national level. We provide a platform for all people with disabilities to speak up and ensure their voices are heard.

How we do it

We help the disability community have a voice in society by working with decision-makers in political, commercial and educational institutions so that no decision that impacts them is made without them. We also provide training, consultancy and education for both people with disabilities and the public, so we can work together to create an inclusive, accessible society we are all proud of.



Website: www.dpa.org.sg

Facebook: [@DisabledPeople'sAssociation](https://www.facebook.com/DisabledPeople'sAssociation)

Instagram: [@dpa.sg](https://www.instagram.com/dpa.sg)

About LevelField Consultants

LevelField Consultants advocates and promotes the need for an environment that is accessible, safe and inclusive for persons of all ages and abilities. In addition, we strive to improve the level of awareness about the need for a friendly and conducive built environment to promote the social inclusion of all in particular people with disabilities and the elderly.

What we do

LevelField Consultants conducts access audits and provides advice and recommendations to developers, architects, town planners, facility managers, service providers and businesses to improve accessibility and work towards achieving universal design while ensuring compliance of the Code on Accessibility in the Built Environment.

Through our trained and experienced access auditors, LevelField Consultants capitalises on this knowledge to explain the hows and whys of accessibility in a functional and practical manner. LevelField Consultants also conducts accessibility and universal design training and is the only known accessibility consultancy in Singapore. It champions an inclusive built environment.



Website: <http://www.levelfield.com.sg>

