



## Tour Group Information: Special Needs

---

### When can Tours be Scheduled?

The Donkey Sanctuary offers guided tours May – October. Because of the amount of work to maintain the farm and care for over 80 animals tours are scheduled in on of the following timeslots:

- Mondays – 10am to 12pm or 1pm to 3pm
  - Tuesday afternoon – 1pm to 3pm
  - Thursday morning – 10am to 12pm
- 

### Group Sizes

For safety reasons the number of visitors in our interactive learning center and barnyard is limited to 15.

If you have more than 15 in your group you can split into 2 or 3 sub groups. Groups can then rotate from donkey interaction to our woodland trails and picnic pond area. You are welcome to bring your own activities to do by the pond.

---

### Cost

The cost is \$10 per person.

Minimum group fee is \$80. A receipt can be given for lump sum payments. Please let us know ahead of time.

**Exception:** Staff assistants and caregivers are admitted free.

---

### Payment Methods

Payment can be made by

- Cash,
- Company cheque
- Visa or Master Card

Please note that the DSC is not able to invoice the group.

---

### Program

Our program provides hands on experience unique to the abilities of your group and includes:

- A brief introduction about donkeys, safety around the donkeys and farm
  - Petting and brushing the donkeys
  - Trail walks and activities
  - Learning center activities
  - Picnic area
-

---

**Facilities**

Visitors who are fatigued or hesitant/unable to interact positively with the sanctuary animals will find benches and areas in which to relax and observe the animals.

***Accessibility***

Wheelchairs and walkers are able to navigate the barn lane and paddock with assistance, however please note the barn lane is rough and to reach the picnic area one must navigate across 50' of lawn.

***Washrooms***

An accessible portapotty and hand wash station are located at the Barnyard Parking Lot.

***Shelter***

In the event of rain, there is limited shelter.

---

**What to bring**

Please consider the following when preparing for your visit.

***Clothing & Footwear***

- Dress for the weather. Depending on the time of year we recommend you dress in layers.
- Running shoes or waterproof boots. No sandals or bare feet.

***Skin Protection***

- Sunscreen
- Insect repellent
- Clean and bandage any existing cuts or scrapes

***Refreshments***

There are 4 picnic tables in a shaded area on the lawn overlooking our beautiful pond.

Bring your own food and water or beverages. Waste containers and recycle containers are provided.

---

**Health and Safety**

The donkeys you will be interacting with are very friendly and love to interact with humans. To ensure your visit is safe and enjoyable, your tour guide will give you safety instructions before entering the barnyard.

Some key points to consider

- Strollers are not permitted in the barnyard around the animals.
  - Brushes are provided so you can brush the donkeys.
  - Wash hands after leaving the barnyard and before eating.
  - No food or drink is permitted in the barnyard around the donkeys.
- 

**Cancellation**

To cancel your booking please call 519-836-1697 – leave a message if necessary.

---