

Accessibility Guide

The Agrodome aims to provide a great experience for all ages, abilities, and backgrounds.

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Contact us

If you have any questions or would like to know more about any area of Agrodome, email accessible@agrodome.co.nz

Feedback

If you would like to give any feedback on this guide, email accessible@agrodome.co.nz

1. Before you arrive: planning your visit

Assistance Dogs



- Assistance Dogs are welcome throughout the whole experience at Agrodome
- Water troughs are available for dogs to drink from
- Dogs must be kept on a lead at all times.



Carers and Support People

- If you have a carer or support person to help you, there is no admission charge for one carer



Wheelchair Users

- All types of mobility vehicles are welcome at Agrodome
- 2 manual wheelchairs are available to use free of charge. Booking is not necessary. These are available at the Customer Service Desk

2. How to get to Agrodome

- Agrodome is in Ngongotaha, near Rotorua.
- Our full address is:
141 Western Road
Ngongotaha
Rotorua
3010



By car

- Agrodome is 15 minutes drive from central Rotorua.
- Follow signs North to State Highway 5.
- Western Road is off State Highway 5.

Free parking onsite

- There is no cost to park at Agrodome
- There are 2 accessible carparks
- There are no electronic vehicle charging points at Agrodome



By bus

- City Ride bus number 1 can take you from central Rotorua to the coach park of Agrodome.
- See the timetable here:
<https://www.baybus.co.nz/rotorua/rotorua-urban/ngongotaha-via-rainbow-springsskylineheritage-farm-and-agrodome/>
- The bus stop at Agrodome is 75 metres to the front entrance





- All CityRide buses are accessible
- All CityRide buses welcome assistance dogs
- All CityRide buses have a designated area reserved for wheelchair users



Wheelchair
Mobility Vehicles

By Taxi

- You can call a taxi from anywhere in Rotorua to go to Agrodome
- To request a taxi, call Rotorua Taxis on freephone 0800 500 000
- You can book a wheelchair mobility vehicle in advance from Rotorua Taxis

3. When you arrive

Parking



- Look for the green parking sign to direct you
- Turn left for main carpark
- Drive straight for accessible carparks



- Look for the sign directing you to the entry path
- This path is concrete and includes an incline
- The main building is 130 metres from the carpark



- At the top of the incline, look for 2 yellow lines painted on the ground. Follow these lines to the main entrance
- The ground is chipseal in this area



- Follow the yellow lines around the corner of the red building



- There are 2 accessible car parks



- Drive straight ahead at the parking sign



- After you park, follow the 2 yellow lines to the main entrance of the building
- The entrance is 30 metres from the car parks



- The main entrance has glass walls and doors



- The entrance is level ground.
- There is a small concrete ramp up to the door
- There are dogs at Agrodome and may be lose on occasion



- The glass doors slide open and will open and close automatically
- The doorway is 2.4 metres wide
- There are carpet mats on the floor inside



- At the left side of the desk is an open area to interact with staff
- You can check in or buy your ticket here
- The floor is polished concrete
- Sometimes this area can be very busy
- Get a map

Toilets

- There are 2 toilets at the entrance
- 1 toilet is accessible
- 1 toilet has a baby change table
- These toilets are unisex





Wheelchairs available here

- 2 manual wheelchairs can be loaned here. There is no charge to use these



Farm Show written information here

- If you are hard of hearing, a written brochure of the show experience can be borrowed from the main desk

4. During your visit

Farm Show

Getting to the show area



- Go to your right
- Follow the ramp down into the main show area
- The ramp slopes downwards
- The ramp floor is carpet
- The ramp is 2.1 metres wide



- At the end of the ramp are two wooden swinging doors that will already be open.
- This leads into the main show area



Inside the Farm Show

- The floor is covered with hard rubber, or carpet in some areas
- If you are a wheelchair user, avoid watching the show from the outside aisles – dogs will run up here during the show



- Head sets hang on the back of most seats. You can listen to the presenter in Mandarin, Japanese or Korean
- Use the head set to listen in English if you would like it louder
- This show is 45 minutes long

During the Show

- You can leave at any time during the performance.
- It is ok to drink or eat during the show
- You can take photos during and after the show.
- The stage is not wheelchair accessible
- There are dogs in the show and they bark



Toilets

- At the rear of the show area are toilets
- There are separate toilets for men and women
- The electric hand dryers can be noisy



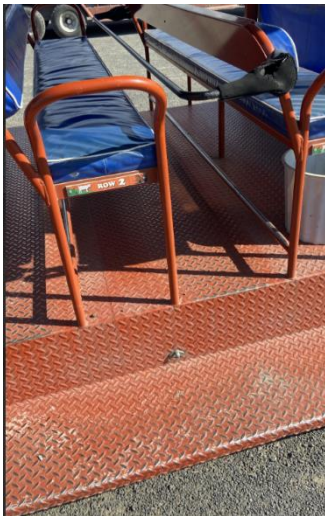
Animal Nursery

- On the left side of the seating area is the animal nursery.
- Double wooden doors swing open into the nursery – please ask a member of staff if you need assistance here



- There is a rubber ramp down into the nursery area.
- The flooring here changes from rubber to concrete and can sometimes be wet
- Exit the same way you come in

Farm Tour



- Farm Tours are outdoors, aboard a special tractor trailer
- The trailer holds up to 50 people so can be crowded
- The tractor trailer is adapted to carry a wheelchair – please book this in with us
- The Tractor Driver speaks a commentary throughout the tour. You can hear this via speakers
- The tractor travels at a maximum speed of 8km per hour and is noisy
- Two steps up are required to board the trailer. Use the red handles to help climb aboard
- The duration of this tour is 1 hour. There are no points during the tour that you can leave the tour. If you are unable to complete the tour at any point, please let the tractor driver know
- The tractor will stop three times during the tour where you can get off the trailer to feed sheep, alpaca and taste honey
- There may be a few bees around the honey tasting stop, especially during summer





- There are handwashing facilities at the honey stop
- This tour starts and finishes at the same location, 15 metres from the main building
- It is ok to eat and take photos on this tour

Farmhouse Café



- Agrodome has a café outside of the main show area.
- Cross the tractor area with care on your way to the café
- The Café is open from 9am – 4pm everyday
- Hot and cold light lunches are available, along with hot and cold drinks
- Free Drinking water here

Accessing the Farmhouse Café



- This area is not wheelchair friendly due to lips on door frames
- There is a wooden ramp and deck in front of the café building
- This ramp is steep. If you need assistance, please let our staff know



Toilets at Farmhouse Café

- These bathrooms are not wheelchair friendly – door lips and a steep ramp are present. The closest suitable bathroom is next door at ‘The Hive’, about 30 metres away



Shopping

- The Dog & Whistle is accessed to the left of the main show area
- The floor is level and carpeted
- If you are unable to reach an item staff can assist
- The sales counter 90 centimetres tall
- Use the same ramp that you used when entering the show area to exit again
- Cash, EFTPOS, SmartPay and credit cards are accepted in Agrodome



Playground

- The playground is fully fenced, with child-proof gate latches
- The flooring is a mixture of bark, concrete path and sand
- There is seating available
- There is an accessible ‘nest’ swing
- Toilets are located on the far side of the playground

