



St Nectan's Glen Carers Policy

Our Commitment

St Nectan's Glen is committed to providing an inclusive, respectful and supportive experience for all visitors. We recognise that some guests may require the assistance of a carer or support worker to enjoy their visit safely and comfortably.

Carer Admission

We offer **free entry for one carer per supported or vulnerable visitor**. The supported visitor must hold a valid paid ticket. Carers must be aged 16 or over and must remain with the supported visitor throughout the visit.

Accepted Proof of Carer Status

To ensure fairness and consistency, we accept the following documentation:

- Disability Living Allowance (DLA) for children under 16, or DLA/PIP for those aged 16–64 (award letter or allowance book, dated within the last 2 years)

Attendance Allowance or Carer's Allowance award letter

- Incapacity Benefit books or award notification letters
- Employment Support Allowance (ESA), Disabled Students Allowance (DSA), or a UK Disabled ID Card (DID)
- BD8 or Certificate of Visual Impairment (CVI)
- CredAbility Access Card displaying the carer/companion symbol



Purpose of the Carer Ticket

The carer ticket is provided to support the visitor's wellbeing, safety and access needs. Carers are expected to remain with the supported visitor at all times.

Accessibility Considerations

St Nectan's Glen includes natural woodland paths, steps and uneven terrain. We encourage visitors with mobility needs to review our Accessibility Information before visiting.

Further Support

If you are unsure whether your documentation qualifies, please contact us before your visit and we will be happy to advise.