



Access Family Ambassadors Day Trip

Feedback Report for Xplore!
Science Discovery Centre



Date
19th October 2025

Presented by
Piws

Trip Summary

Parking & Entrance
Rating

7.8

Average /10

Exhibits & Layouts

7.4

Average /10

Staff Communication
and Awareness

7.6

Average /10

Toilets & Changing
Facilities

8

Average /10

Overall Experience

2ppl - Excellent

2ppl - Good

1ppl - Fair

Summary

Feedback gathered from participating families reflects a strongly positive experience at Xplore!, with the majority of families rating their visit as Good or Excellent. Many highlighted the warm, friendly and supportive attitude of staff, describing the venue as welcoming, calm and engaging for children with a wide range of additional needs.

Family Challenges:

The most common challenges related to signage and navigation, unpredictable sensory triggers (such as lighting and noise), exhibit height accessibility, and confusion around the location and suitability of toilet and changing facilities. These issues did not prevent families from enjoying the experience, but they did influence the overall ease of access and comfort level of some children.

Barriers Identified During the Visit – Xplore!

Key Barriers Reported by Families

1. Signage & Navigation Difficulties

- Some families found it challenging to move around the centre without clear directional signage.
- Maps and wayfinding were not always intuitive, especially for visitors with cognitive or sensory needs.

2. Sensory Triggers

- A small number of exhibits had unexpected noises, flashing lights or bright colours that caused sensory overload.
- Families suggested more information about sensory levels in each area.

3. Accessibility of Exhibits

- Some interactive stations were positioned too high for wheelchair users.
- Certain activities were difficult to access independently for children with limited mobility.

4. Toilets & Changing Facilities

- Families noted difficulty locating accessible toilets or understanding what facilities were available.
- More visible signage and clearer pre-visit information were requested.

5. Overstimulation in Busy Areas

- At peak times, crowded zones created sensory challenges for some children.
- Families felt having clearly labelled quieter areas would help.

What Xplore! Did Well in Supporting Accessibility

Positive Accessibility Highlights

1. Friendly and Supportive Staff

- Families consistently praised staff for being welcoming, patient and understanding of their children's needs.
- Staff attitudes helped families feel at ease and reduced anxiety during the visit.

2. Calm and Safe Environment

- The venue offered a relaxed atmosphere where families felt comfortable exploring without judgement.
- Many described Xplore! as a “safe space” for their children.

3. Engaging and Inclusive Exhibits

- Hands-on activities encouraged children of different abilities to participate at their own pace.
- Exhibits were stimulating without being overwhelming for most visitors.

4. Flexibility and Understanding

- Staff were accommodating when families needed extra time, support or explanations.
- This flexibility helped children feel more in control of their experience.

5. Good Sensory Balance Across Most Areas

- The majority of the centre avoided harsh lighting or sudden loud noises.
- Families appreciated that many exhibits were suitable for children with sensory sensitivities.

Improvements to Make the Experience More Inclusive

Suggestions from Families

1. Clearer Signage & Wayfinding

- Families requested more obvious signage and easier-to-follow navigation routes.
- Visual floor maps and colour-coded zones would reduce confusion and increase independence.

2. Sensory-Friendly Adjustments

- Offering clear information about noise, lighting and sensory levels in each area would help families plan visits.
- Designated quiet spaces or sensory calm zones were highly recommended.

3. Improved Accessibility of Exhibits

- Adjusting exhibit heights or providing alternative interaction methods would support children using wheelchairs or with limited mobility.
- Clearer labels indicating which exhibits are accessible.

4. Enhanced Toilet & Changing Facility Signage

- More visible indicators for accessible toilets and changing rooms.
- Pre-visit information about equipment available (e.g., hand dryers, table height, alarms).

5. Additional Seating & Rest Spaces

- Families suggested more benches or rest spots to support visitors with mobility or fatigue needs.

Next Steps for Xplore

A horizontal timeline showing key milestones month by month in first quarter of 2026:

Month 1



Review Key Accessibility Themes

Reflect on barriers and prioritise 2–3 realistic changes that can be implemented in the short term.

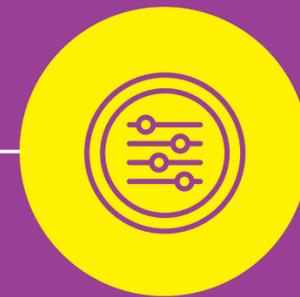
Month 2



Accessibility Training Session with Piws

Training will focus on disability awareness, communication, sensory considerations and inclusive customer experience.

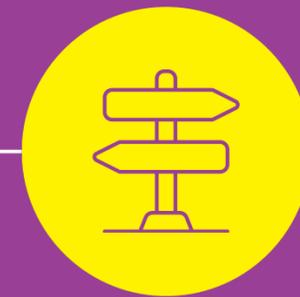
Month 3



Explore Small Adjustments

Consider low-cost improvements such as seating, sensory calm spaces, clearer exhibit indicators, and quiet hours.

Month 4



Improve Visitor Information & Signage

Enhance map clarity, wayfinding, sensory information, accessible toilets and routes are clearly labelled.



*Diolch /
Thank You*