



Merlin Entertainments Group

Merlin Entertainments Group takes a responsible approach with regards to policies and procedures for guests with a disability visiting its attractions. In this respect, all UK attractions work to a group policy in order to maintain consistency of approach, and also to comply with the government's Disability Discrimination Act 2004 (DDA) and the Equality Act 2010 (EA) under which the Disability Equality Duty of the DDA continue to apply.

BALPPA Statement on Public Safety for Disabled People

"Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, certain rides and attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides should we feel there is a danger to a particular individual or individuals for whatever reason.

We have been advised by the Health & Safety Executive that refusal on the grounds of health & safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interests of your safety."

Guide for Guests with a Disability Chessington World of Adventures Resort

We want all our adventurers (guests) to have a really wild adventure every time they visit Chessington World of Adventures Resort.

This guide has been designed to help you plan your visit and enjoy as many attractions as possible. It's a great idea to print this out and bring it with you.

Parking

If you're arriving by car or minibus, please use either the Lodge Gate or Explorer Gate Car Park, where attendants are on hand to direct you to dedicated parking spaces.

In the Lodge Gate Car Park this will be the top row, near the Welcome area. In the Explorer Gate Car Park it will be at the top near the Explorer Gate Welcome area.

To use these parking spaces, you must display a valid blue badge in your vehicle. Car parking costs just £2 per car, per day.

Buying tickets & entering the Park

If you are able to provide evidence of your disability (e.g. blue/orange badge or similar), you will pay the full rate for your Park entry ticket; also one helper will be admitted free of charge and one at a concessionary rate, providing the second is required to assist you on to specific rides and attractions.

If you need help to buy your ticket, hosts in the Welcome area will be happy to assist.

Wheelchair-users should use the gates to the far left and right at the turnstiles.

Annual Pass

Adventurers with a disability can obtain a transferable helper's Annual Pass. To find out more, ask at one of the cabins in the Welcome areas.

Wheelchair hire

Complimentary wheelchair hire (£10 refundable deposit required) is available for registered disabled visitors, but please note that availability cannot be guaranteed. Wheelchair loss or damage may result in a charge.

Toilets

Toilets with disabled access are available throughout the Park and you'll find their locations marked on the Park Map.

First Aid Centre

This is located in Forbidden Kingdom close to Rameses Revenge. The First Aid team caters for a number of special needs, including the cold storage of medicines.

Adventurers' Services

Located in Market Square, this should be your first port of call. The Adventurers' Services team can offer advice on ride access and restrictions, issue ride access wristbands and passes (conditions apply) and provide further information on facilities for adventurers with a disability. Adventurers' Services can also check adventurers' heights to confirm which rides you can go on.

Restaurants & shops

If you need assistance when visiting any of our shops or restaurants, you'll find hosts on hand who will be happy to help.

Ride access

Ride Access Passes are reserved for adventurers who do not understand the concept of queuing; have difficulties with everyday social interaction; have a limited capacity to follow instruction or to understand others' emotional feelings or expressions, and may become agitated or distressed having to wait for extended periods of time; and permanently non-ambulant guests.

Please note that having a registered disability does not mean you automatically receive a Ride Access Pass. Qualification includes the requirement of photographic identification on each and every occasion an application for a Ride Access Pass is made at Adventurers' Services. Other documentation required can include a letter from a consultant or GP detailing a condition that may warrant the provision of a Ride Access Pass, and/or a Blue Badge.

Helpers/Companions

For safety reasons, the number of people with disabilities allowed on certain rides at any one time may be limited. Parties may be divided into smaller groups and there could be a wait before boarding.

In certain situations (such as extreme weather conditions, mechanical problems or power interruptions) it may be necessary for adventurers to be evacuated from a ride, possibly from the highest point. Please refer to the table below.

For safety reasons, adventurers with a disability must be accompanied on to rides by at least one helper over the age of 14. Helpers will not be issued with a Ride Access Pass wristband but must come to Adventurers' Services with their disabled companion when registering for a Ride Access Pass.

Adventurers who are unable to walk unaided must be accompanied by a minimum of two helpers over the age of 14 on rides that involve a complex evacuation procedure. Please note that some ride evacuation procedures mean they are not suitable for adventurers unable to walk unaided and these are shown in the table below.

Helpers accompanying a disabled companion on to rides must sit in the same carriage, boat, seat or row, and they must be able to assist with loading and off-loading (including transfer to and from wheelchairs). Our ride hosts will provide instruction but, for everyone's safety, they cannot help with lifting.

Helpers must be able to communicate safety restrictions and messages and assist with any emergency or evacuation procedure, which may involve lifting and transferring their disabled companion from a ride into an evacuation chair or harness at high level.

All rides have a maximum number of helpers permitted to accompany a disabled companion at any one time. You can find out more in the table below.

Ride Safety

For your comfort and safety, please note that the information shown here is in addition to the general ride restrictions that apply to all adventurers. These are shown at the entrance to each ride and it is the responsibility of all adventurers to check these before deciding to ride.

Several rides are unsuitable for adventurers with heart, neck, or back conditions, or expectant mothers, and we strongly recommend that anyone having undergone recent surgery or having been subject to an injury does not board these attractions.

On many of our rides, adventurers must be capable of bracing themselves in an upright position and these are shown in the table below.

On all rides, adventurers are required to keep arms and legs inside the carriage, boat, or gondola and remain seated at all times.

As well as complying with all ride restrictions, it's a good idea to watch our rides in motion before deciding to board.

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|---|-------------------|--|--|
| Mini Adventurer | Junior Adventurer | Family Adventurer | Experienced Adventurer |
| These rides are not suitable for guests who suffer from back, heart or neck problems, or expectant mothers. | | On these rides guests must be able to brace themselves with their hands and/or feet and remain in an upright position. | These rides involve a complex evacuation procedure and are not suitable for all guests. Please read the notes and restrictions for more detailed information or speak to a host. |
| H | | B | E |

| | Disabled Access Point | Maximum number of helpers | Notes and restrictions |
|------------------------|---|---------------------------|--|
| Wild Asia | | | |
| Jungle Bus B H | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers |
| Monkey Swinger B H | Ride Entrance | 3 | <ul style="list-style-type: none"> Limited restraint on ride - guests must be able to sit in an upright position at all times and hold on tight Ride Access Pass holders may be accompanied by up to 2 helpers |
| Temple of Mayhem | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 supporters one of which must be over 1.4m tall and non-active in the attraction May not be suitable for Young Adventurers under the age of 4 There are stairs to the upper levels |
| Tuk Tuk Turmoil B H | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass Holders may be accompanied by up to 3 helpers (sitting in 2 cars) |
| Kobra B H E | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers Ride Access Pass Holders must be able to walk unaided |
| Mystic East | | | |
| Dragon Falls B H E | Ride Exit | 4 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 4 helpers Ride Access Pass holders must be able to walk unaided |
| Peeking Heights | Ride Exit OR Dedicated Entrance (see notes) | 5 | <ul style="list-style-type: none"> Dedicated disabled entrance for wheelchair users. All other ride Access Pass holders use Ride Exit Ride Access Pass holders may be accompanied by up to 5 helpers (weight and balance restrictions may apply) |
| Land of The Dragons | | | |
| Dragon's Playhouse | Ride Entrance | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers, one of which must be over 1.4m tall and non-active in the attraction May not be suitable for Young Adventurers under the age of 4 There are stairs to upper levels |
| Sea Dragons | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers |
| Canopy Capers | Ride Entrance | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers, one of which must be over 1.4m and non-active in the attraction |
| Dragon's Fury B H E | Ride Exit | 3* | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers (*1 Adventurer, 2 Young Adventurers) Ride Access Pass holders must be able to walk unaided) |

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|---|--------------------------|--|--|
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| These rides are not suitable for guests who suffer from back, heart or neck problems, or expectant mothers. H | | On these rides guests must be able to brace themselves with their hands and/or feet and remain in an upright position. B | These rides involve a complex evacuation procedure and are not suitable for all guests. Please read the notes and restrictions for more detailed information or speak to a host. E |

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| Land of The Dragons | | | |
| Griffin's Galleon B H | Ride Exit | 2 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by 2 helpers |
| Forbidden Kingdom | | | |
| Tomb Blaster | Ride Exit | 4 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 4 helpers Ride Access Pass holders unable to walk unaided must be accompanied by a minimum of 2 helpers Helpers must sit next to Ride Access Pass holder and able to lift and transfer the guest to and from the ride Strobe lighting and smoke effects are used in this attraction |
| Rameses Revenge H | Ride Exit | 2 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 2 helpers The access via the Ride Exit involves up to 20 steps Advice should be sought from Ride Hosts regarding artificial limbs. |
| Market Square | | | |
| Safari Skyway H | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers The access via the Ride Exit has 37 steps and is not suitable for wheelchairs Guests unable to walk unaided may use Safari Skyway providing helpers can assist to the satisfaction of the Ride Host in charge of the ride |
| Hocus Pocus Hall | Ride Entrance | 4 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 4 helpers Please approach the attraction Host at the entrance for access May not be suitable for Young Adventurers under the age of 4 Strobe lighting is used in this attraction and visibility may be reduced as a result of 3D and UV lighting effects |
| Mexicana | | | |
| Runaway Train B E | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers Ride Access Pass holders must be able to walk unaided |
| Rattlesnake B H E | Ride Exit | 3* | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers (*1 Adventurer, 2 Young adventurers) Ride Access Pass holders must be able to walk unaided Ride Access Pass holders with vertigo may be affected |
| Pirates Cove | | | |
| Seastorm B H | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers The access via the Ride Exit has 2 steps |

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| Black Buccaneer B H | Ride Exit | 4 | <ul style="list-style-type: none">• Ride Access Pass holders may be accompanied by up to 4 helpers• Ride Access Pass holders and helpers must use the middle seat of the boat as directed and face the Ride Operator |
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Continued on next sheet...

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|---|--------------------------|--|--|
| Mini Adventurer | Junior Adventurer | Family Adventurer | Experienced Adventurer |
| These rides are not suitable for guests who suffer from back, heart or neck problems, or expectant mothers. H | | On these rides guests must be able to brace themselves with their hands and/or feet and remain in an upright position. B | These rides involve a complex evacuation procedure and are not suitable for all guests. Please read the notes and restrictions for more detailed information or speak to a host. E |

| Toy Town | | | |
|-----------------------------------|-------------------------|---|--|
| Carousel | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers Limited restraint on ride - Ride Access Pass holders must be able to sit in an upright position |
| Tiny Truckers B H | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers (one truck per group, depending on size of guest) |
| Berry Bouncers H | Ride Exit | 2 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 2 helpers |
| Flying Jumbos | Ride Exit | 1 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 1 helper (1 Elephant) |
| Toadie's Crazy Cars B H | Ride Exit | 3 | <ul style="list-style-type: none"> Ride Access Pass Holders may be accompanied by up to 3 helpers |
| Transylvania | | | |
| Bubbleworks B H E | Via Fangtasia Gift shop | 4 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 4 helpers Ride Access Pass holders must be able to board the boat whilst in motion (conveyor- belt system) Ride Access Pass holders must be able to walk unaided (see Ride Host for further information) The access via the Ride Exit has 13 steps |
| Vampire B H E | Via Fantasia Gift Shop | 3 | <ul style="list-style-type: none"> Ride Access Pass holders may be accompanied by up to 3 helpers The access via the Ride Exit has 45 steps Ride Access Pass holders must be able to walk unaided Advice should be sought from Ride Hosts regarding artificial limbs Ride Access Pass holders and helpers must sit at the back of the train |