



GUIDE for GUESTS with a DISABILITY

0871 663 4477
www.chessington.com

WELCOME TO YOUR WILD ADVENTURE!

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 continues to apply.

The aim of this guide is to assist guests with a disability; we want all Adventurers to enjoy as many of our attractions as possible. This guide has been produced to provide a full and realistic overview of our attractions, detailing access information, ride restrictions, details of ride evacuation procedures and the requirements for helpers. In conjunction with general ride restrictions detailed at each ride, you will be able to assess your own abilities and make an informed decision about which attractions you are able, or wish, to use.

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 and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination.

We hope that you understand and accept the decisions made in the interest of your safety."

Large groups of guests with a disability visiting our park are advised to contact our Adventurers' Services team, ideally prior to their visit, or otherwise upon arrival for further advice about access and facilities.

RIDE ACCESS PASS

We reserve Ride Access Passes for guests 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; plus permanently non-ambulant guests. Please note that having a registered disability does not automatically qualify guests to 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.

PARKING*

When travelling by car or minibus, please use either the Lodge Gate or Explorer Gate Car Parks.

Please take advice from an attendant who will direct you to the correct parking spaces:

- in the Lodge Gate Car Park this will be the top row, nearest to the Welcome area;
- in the Explorer Gate Car Park this will be at the top near the Explorer Gate Welcome area.

These parking spaces may be used only when a valid blue badge is displayed in the relevant vehicle.

BUYING TICKETS AND ENTERING THE PARK

Those who are able to provide documentary identification of disability (e.g. blue/orange badge or similar) will be able to gain entry to the park at the full rate, with one helper being admitted free of charge and one at a concessionary rate, providing the second is required to assist the disabled visitor onto specific rides and attractions. If assistance is required with ticket purchasing, hosts in the Welcome area will be happy to help. At the turnstiles, wheelchair-users should use the wider gates to the far left and right hand sides.

ANNUAL PASS

Guests with a disability can obtain an interchangeable helper's Annual Pass, further details of which are available from the relevant cabins in the Welcome areas.

TOILETS

Toilets with disabled access are available throughout the park. Please see our park map for locations.

*Parking fees apply

WHEELCHAIR HIRE

For registered disabled visitors complimentary wheelchair hire is available with a £10 refundable deposit required. Wheelchair loss or damage may result in a charge. The number of wheelchairs we hold is limited and we cannot guarantee their availability.

ADVENTURERS' SERVICES

Located in Market Square, this should be your first port of call. The Adventurers' Services team will be able to offer advice on ride access and restrictions, issue ride access wristbands and passes (conditions apply) and provide further information on facilities for guests with a disability. Adventurers' Services can verify guests' heights, too, with regards to ride restrictions.

FIRST AID CENTRE

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

RESTAURANTS AND SHOPS

If assistance is required when visiting any shops or restaurants, Hosts in each location will be happy to help.

RIDE SAFETY

This guide contains additional information that may be relevant to guests with a disability, in addition to general ride restrictions (including height, size, and loose item restrictions) that apply to all Adventurers.

Information is detailed at each ride and it is the responsibility of all Adventurers to check details before deciding to board. Several rides are unsuitable for guests 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 refrains from boarding these attractions. On many of our rides, guests must be capable of bracing themselves in an upright position.

The icons B, H and E overleaf indicate where this applies. On all rides, guests are required to keep arms and legs within its carriage, boat, or gondola and remain seated at all times. Although we aim to provide wild adventures for everybody, not all rides are suitable for all guests. Each ride has strict operating requirements that must be met. As well as taking note of the ride restrictions, watching a ride in motion (where applicable) before making a decision to board will provide the ability to make a more informed decision.

HELPERS / COMPANIONS

For safety reasons, the number of disabled people permitted on certain rides at any one time may be limited. Therefore, parties may be divided into smaller groups and possibly experience a wait before boarding.

In certain situations (such as extreme weather conditions, mechanical problems or power interruptions) it may be necessary for guests to be evacuated from a ride, possibly from the highest point. The icon E is used in the table on the following pages to indicate what is involved in evacuations and whether particular rides are suitable.

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

For guests who are unable to walk unaided, rides that involve a complex evacuation procedure have an additional requirement of a minimum of two helpers over the age of 14.

Due to the nature of some evacuation procedures there are certain rides that are not suitable for guests unable to walk unaided. Details of these additional requirements are contained in the table on the following pages.

Helpers accompanying a disabled companion onto rides must sit in the same carriage, boat, seat or row.

Helpers must be able to assist their disabled companion 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. Details of these limits are contained in the table overleaf.

Concessionary tickets and Ride Access Passes are provided entirely at the discretion of Chessington World of Adventures Resort.

Please note that height, size, and other safety restrictions may also apply. These are displayed on the park map and at the entrance to each ride, and should be read in conjunction with this guide.

	MINI ADVENTURER	JUNIOR ADVENTURER	FAMILY ADVENTURERS	EXPERIENCED ADVENTURER
	H	B	E	
	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 sitting in an upright position.	
	These rides involve a complex evacuation procedure and are not be suitable for all guests. Please read the notes and restrictions for more detailed information or speak to a Host.			
Attraction	Disabled Access Point	Maximum number of Helpers	Notes and restrictions	
WILD ASIA				
Jungle Bus B H	Ride Exit	3	• Ride Access Pass holders may be accompanied by up to 3 helpers	
Monkey Swinger B H	Ride Entrance	3	• Limited restraint on ride – guests must be able to be 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	• 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	• Ride Access Pass holders may be accompanied by up to 3 helpers (sitting in two cars)	
KOBRA B H E	Ride Exit	3	• 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	• Ride Access Pass holders may be accompanied by up to 4 helpers • Ride Access Pass holders must be able to walk unaided	
Peking Heights	Ride Exit OR Dedicated Entrance (see notes)	5	• Dedicated disabled entrance for wheelchair users. All other Ride Access Pass holders to 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	• 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 the upper levels	
Sea Dragons	Ride Exit	3	• Ride Access Pass holders may be accompanied by up to 3 helpers	
Canopy Capers	Ride Entrance	3	• 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*	• 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	
Griffin's Galleon B H	Ride Exit	2	• Ride Access Pass holders may be accompanied by up to 2 helpers	
FORBIDDEN KINGDOM				
Tomb Blaster	Ride Exit	4	• 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 the Ride Access Pass holder and able to lift and transfer the guest to and from the ride • Strobed lighting and smoke effects are used in this attraction	

Attraction	Disabled Access Point	Maximum number of Helpers	Notes and restrictions
FORBIDDEN KINGDOM continued			
Rameses Revenge H	Ride Exit	2	• 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	• 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	• 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 • Strobed 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	• 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*	• 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	• Ride Access Pass holders may be accompanied by up to 3 helpers • The access via the Ride Exit has 2 steps
Black Buccaneer B H	Ride Exit	4	• 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
TOY TOWN			
Carousel	Ride Exit	3	• 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 at all times
Tiny Truckers B H	Ride Exit	3	• 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	• Ride Access Pass holders may be accompanied by up to 2 helpers
Flying Jumbos	Ride Exit	1	• Ride Access Pass holders may be accompanied by 1 helper (1 Elephant)
Toadie's Crazy Cars B H	Ride Exit	3	• Ride Access Pass holders may be accompanied by up to 3 helpers
TRANSYLVANIA			
Bubbleworks B H E	Via Fangtasia Gift shop	4	• 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 Fangtasia Gift shop	3	• 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