We want you to have a truly wild adventure today. This guide has therefore been designed to give you a realistic overview of our attractions and their restrictions, enabling you to assess your own abilities and make informed decisions about your day out with us. Merlin Entertainments Group takes a responsible approach regarding policies and procedures for any guest with a disability visiting its attractions. In this respect, all our UK attractions work to a Group policy in order to maintain a consistent approach, and also to comply with the Equality Act 2010 (EA).

ABOUT THE RIDE ACCESS PASS

Ride Access Passes are reserved for Adventurers: who do not understand the concept of queueing; 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; have a physical disability that prevents them standing for extended periods of time and permanently non-ambulant guests.

Please note: having a registered disability does not mean you are automatically eligible for a Ride Access Pass. To ensure that this adjustment is available for those who require it, we require specific documentation to obtain the Pass. Staff reserve the right to refuse a Pass to anyone who does not produce one of the following:

- A certified NHS letter from your doctor or consultant, clearly stating why you are eligible for the Pass.
- A letter from a medical professional (Nurse, Bupa Healthcare Advisor etc.) clearly stating why you are eligible for the Pass.
- A DLA, DWP or PIP letter stating you are entitled to Higher Rate Mobility allowance. (no other letters will be accepted).
- A Blue Badge along with an additional form of photographic identification.

ALL DOCUMENTS MUST BE DATED WITHIN THE LAST 24 MONTHS
At the start of your adventure, collect your Ride Access Pass from the Guest Help & Information team. You will sign our terms & conditions, to confirm that you understand the Pass and how to use it.

Pass users and their companions will board via the designated disabled access point at each attraction, as detailed in this guide. At this point, your pass must be presented alongside either a valid gold ID card or Ride Access Pass wristband.

Before you board, the ride attendant will cross through one token, and give you a time for your next ride. This time correlates to the current main queue for the ride you’re boarding.

If you use up all of your tokens, return to Guest Help & Information with your completed card – we’ll issue you a brand new one.

Ride Access Pass users wishing to join a ride’s main queue, to avoid using a Pass token, are welcome to do so. Restrictions for riders with a disability will still apply, and riders must obey the instructions of ride attendants at all times.

BALPPA STATEMENT

“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.”
Following guest feedback, Chessington World of Adventures Resort are proud to announce that for 2019 we are offering four categories of pass, on a trial basis, to make the pass even more effective for our guests.

PLEASE NOTE THAT THESE CHANGES ARE NOT IN PLACE FOR RIDE ACCESS PASS USERS AT ALTON TOWERS RESORT, THORPE PARK RESORT or LEGOLAND WINDSOR RESORT.

Upon registering for your Ride Access Pass, we will ask simple questions about your requirements, and provide you with the colour Pass to best suit you:

**ORANGE**  Pass user may ride all rides and attractions unaccompanied.*

**PURPLE**  Pass user must be accompanied by a companion aged 14+ when riding attractions with complex evacuation procedures (detailed in this guide), and can ride all other attractions unaccompanied.*

**BLUE**  Pass user must be accompanied by a companion aged 14+, and can ride all attractions.*

**YELLOW**  Pass user must be accompanied by a companion aged 14+, and can only ride attractions suitable for non-ambulant riders (detailed in this guide)*

*All ride restrictions still apply.

Unless stated otherwise, no more than 3 companions can accompany any disabled Adventurer. Companions can be interchanged throughout the day.
### SYMBOL KEY

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
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</thead>
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<tr>
<td></td>
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<td>Companion aged 14+ required</td>
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<td>Minimum height restriction</td>
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<tr>
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<td>Minimum height restriction if accompanied by someone aged 16+</td>
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<tr>
<td>![max_chest]</td>
<td>51” Maximum chest restriction</td>
</tr>
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<td>![not_suitable_mothers]</td>
<td>Not suitable for expectant mothers.</td>
</tr>
<tr>
<td>![not_suitable_problems]</td>
<td>Not suitable for guests with heart/back/neck problems.</td>
</tr>
<tr>
<td>![brace]</td>
<td>Guests must be able to brace themselves with their hands and/or feet and remain sitting in an upright position.</td>
</tr>
</tbody>
</table>
Passholders must be accompanied by at least one companion aged 14+.

**RIDE GUIDE**

The following rides are suitable for:
- ORANGE
- BLUE
- PURPLE
- YELLOW

**BLUE & YELLOW** Passholders must be accompanied by at least one companion aged 14+.

**ADVENTURE TREE**

**ADVENTURE POINT**

- Wheelchairs are permitted on the ride & must be secured into designated carriages.
- If a child is sitting on a tiger, giraffe, rhino or capybara, the accompanying adult must stand next to them. They must not stand on the outside edge.
- If a child is sitting in a rocking chariot, a bench or a spinning tub, the accompanying adult must sit next to them.
- **YELLOW** passholders under 1.1m tall are not permitted to sit on an animal.

**BLACK BUCCANEER**

**PIRATE’S COVE**

- An adult over 16 must be seated at the open end of every row. Riders may be asked to share rows.
- **YELLOW** passholders must ride in Row 5.
FLYING JUMBOS
ZUFARI

Disabled Entrance

JUNGLE BUS
WILD ASIA

Ride Exit

ROOM ON THE BROOM
ADVENTURE POINT

Disabled Entrance

- This attraction is dark and uses strobe and UV lighting throughout.
- May not be suitable for those under the age of 4.
- This attraction has tight corridors. Adventurers in larger wheelchairs or mobility scooters should speak to a host prior to entry.

SEA DRAGONS
LAND OF THE DRAGONS

Ride Exit
SEASTORM
ADVENTURE POINT

Disabled Entrance

TEMPLE OF MAYHEM
WILD ASIA

Entrance

- Guests must be over 4 years old and under 1.4m tall.
- One companion must be over 1.4m tall, and non-active in the attraction.
- Please note: upper levels are accessed by stairs.
TINY TRUCKERS
AFRICA

Disabled Entrance

• Maximum 2 adults per truck. One truck per group.

TREETOP HOPPERS
AFRICA

Ride Exit

TUK TUK TURMOIL
WILD ASIA

Ride Exit
The following rides are suitable for:

- **ORANGE**
- **BLUE**
- **PURPLE**

Attractions in this section are not suitable for **YELLOW** Pass users.
**BLUE** Pass users must be accompanied by at least one companion aged 14+

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**AMAZU TREETOP ADVENTURE**

**AMAZU**
- Main Entrance
- **YES**
- **+3**
- **0.9m min**

---

**CANOPY CAPERS**

**LAND OF THE DRAGONS**
- Main Entrance
- **21**
- **+3**
- **0.9m min**

- There are uneven surfaces and steps inside this attraction.

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**DRAGON’S PLAYHOUSE**

**LAND OF THE DRAGONS**
- Main Entrance
- **0**
- **+3**
- **1.4m max**

- Socks are required to enter this attraction.
- Companion must stand outside the Playhouse.
**GRiffin’s Galleon**

*Land of the Dragons*

- **C X** Ride Exit

- **0** +3 **0.9m**

**KOBrA**

*Wild Asia*

- **C X** Disabled Entrance

- **8** +3 **1.2m**

- **6** +3 **1.96m**

*This ride has a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information.*

**Monkey Swinger**

*Wild Asia*

- **C X** Disabled Entrance

- **0** +3 **1.2m**

- **6** +3 **1.2m**

- **5** +3 **1.1m**

**Toadies Crazy Cars**

*Africa*

- **C X** Ride Exit

- **0** +3 **1.1m**

- **6** +3 **1.1m**
• Attractions in this section have complex evacuation procedures; speak to the ride team before boarding if you have any questions.

• **PURPLE** and **BLUE** Pass users must be accompanied by at least one companion aged 14+.

• Attractions in this section are not suitable for **YELLOW** Pass users.

---

**The following rides are suitable for:**

- **ORANGE**
- **BLUE**
- **PURPLE**

---

**DRAGON’S FURY**

**LAND OF THE DRAGONS**

- Maximum of 3 adults per car.
- Attractions in this section have a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information. Riders must be able to walk unaided.
- Guests with vertigo may be affected.
- Riders must be able to board while the cars are in motion.

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**GRUFFALO RIVER RIDE**

**WILD WOOD**

- This ride has a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information. Riders must be able to walk unaided.
- Riders must be able to board while the boats are in motion (conveyor belt system).
- **YELLOW** passholders under 1.1m tall may ride with an adult.
• Maximum of 3 adults per car (may be fewer during adverse weather). Groups may be separated.

• This ride has a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information. Riders must be able to walk unaided.

• Guests with vertigo may be affected.

• This ride has a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information. Riders must be able to walk unaided.
• This ride has a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information. Riders must be able to walk unaided.

• Riders must be able to board while the boats are in motion (conveyor belt system).
• This ride has a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information. Riders must be able to walk unaided.

• This ride is dark, noisy and uses strobe and UV lighting throughout.

VAMPIRE
WILD WOOD

• Ride Access Pass users access Vampire via Trail Of The Kings.

• This ride has a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information. Riders must be able to walk unaided.

• This ride boards in a dark & noisy environment with theatrical lighting effects.

ZUFARI
ZUFARI

• This ride has a complex evacuation procedure, involving steps, and is not suitable for all guests. Please speak to a ride attendant for more information. Riders must be able to walk unaided.
WHEELCHAIR HIRE
• Available from Adventure Point Gift Shop. Numbers are limited, and we cannot guarantee availability.
• Free for guests with documented proof of registered disability, otherwise £10 per day.
• £50 refundable pre-authorisation will be taken for all hires, via credit/debit card.
• Failure to return wheelchair will result in a £185 charge. Damage of wheelchairs may also result in a charge.

TOILET
Toilets with disabled access are located across the park; see your map for locations. All facilities require a Radar Key for entry. If you do not have a Radar Key, please speak to Guest Help & Information for assistance.

CHANGING PLACES TOILET
A Changing Places toilet is located in Pirates’ Cove including a hoist, change area, shower facility and accessible toilet. Radar Key required for entry.
FIRST AID CENTRE
Located in Forbidden Kingdom, close to Rameses Revenge and Tomb Blaster. First Aid offer a number of facilities, including cold storage of medicine.

GUEST HELP & INFORMATION
Located in Adventure Point. Guest Help & Information can provide information on the rides, attractions and facilities available. Wristbands for lost children, height checking, and Ride Access Passes are all available here.

RESTAURANTS & SHOPS
If you require assistance when visiting any shop or restaurant, speak to any member of staff – they’ll be happy to help.

ZOO & SEALIFE CENTRE
All Zoo areas, including our SEA LIFE centre, are fully accessible. Staff members will be on hand to answer any questions. From Land Of The Tiger and Trail Of The Kings to our Wanyama Reserve, our Zoo is spread across the park. Be sure to check your map for talk & feed times!
BUYING TICKETS
A ticket-holding guest who presents one of the following documents to any Admissions kiosk, can be issued one free carer ticket, and a second carer at a reduced rate:

• DLA, PIP or Attendance Allowance award letter (dated within the last 24 months).
• A valid Blue Badge.
• Letter from a GP or consultant confirming the need for a full time carer. This does not need to be a letter of diagnosis. (dated within the last 24 months).
• All other members of the party will not receive a reduced carer rate. We will not issue a carer ticket without seeing one of the above documents.

Documents accepted for a carer ticket will not necessarily be eligible for a Ride Access Pass. See earlier in this guide for accepted documents.

ANNUAL PASSES
Adventurers with a disability who are Annual Passholders can obtain a transferable carer’s Annual Pass, on presentation of any of the documents listed above. Visit our Annual Pass Hub in Mexicana for more information.

DISABLED PARKING
• Disabled Parking is located in Lodge Car Park, and is available on a first come, first served basis. Car Park attendants will direct you to the best available space. Parking fees apply.
• A valid Blue Badge, belonging to an Adventurer present in the vehicle, must be displayed to park.
• Registering for a Ride Access Pass today? No problem! Take a clear photograph of both sides of the Blue Badge, and leave it in the vehicle.

GROUPS
We encourage any large group of guests with a disability to contact Guest Help & Information prior to their visit, for advice on making the most of your visit, and to ensure that any facilities and passes are prepared for your arrival.

Contact enquiries@chessington.co.uk
ENJOY YOUR WILD ADVENTURE!
<table>
<thead>
<tr>
<th>Ride Name</th>
<th>Companion not required</th>
<th>Companion aged 14+ required</th>
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