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# ACCESSIBILITY GUIDE

## 2024

### ACCESSIBILITY GUIDE

This policy is designed to assist guests with disabilities, ensuring you have a safe, fun filled day and the right expectation of our attractions. Certain rides and attractions in our Resort can be physically demanding and vigorous. Your health and safety is our number one priority, therefore we reserve the right to refuse admission to certain rides should we feel there is a danger to a particular individual for any reason. We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination.

### NAVIGATING THE RESORT

The pathways are suitable for wheelchairs; however, they can be steep in sections and guests may require additional assistance.

#### SHOPS & RESTAURANTS

All shops and restaurants are wheelchair accessible. Please speak to a member of the team if you need any assistance.

#### WHEELCHAIR & MOBILITY HIRE

A limited number of wheelchairs and mobility scooters are available for hire from the Lodge Gate on a first come first served basis. A refundable deposit is required and other charges may apply.

#### ASSISTANCE DOGS

Assistance dogs are welcome at the Resort. We kindly ask that dogs are kept away from animal areas to ensure no distress is caused to our animals. Assistance dogs are not allowed on rides and must be supervised and kept on a lead at all time. They cannot be left unattended whilst the guest goes on the ride.

### RESORT FACILITIES

**RIDE ACCESS PASS HUB**  
 Located in Adventure Point, the team here are available to assist guests setting up their Ride Access Pass. They can help plan your visit and assist should you have any queries through the day.

**FIRST AID CENTRE**  
 Located in the Forbidden Kingdom, First Aid can provide medical assistance. They also will be able to assist with cold medicine storage and have a hoist and height adjustable bed.

**ACCESSIBLE TOILETS**  
 Accessible & gender-neutral toilets are located within the Resort at:

- Adventure Point
- Wild Woods
- Lodge Gate
- Pizza Pasta
- Smokehouse
- Forbidden Kingdom
- Glamping (this requires staff access - please use the number at the glamping gates)

These toilets require a RADAR key which can be borrowed from the Ride Access Pass Hub.

**ACCESSIBLE CHANGING FACILITY**  
 An accessible changing facility is located in Shipwreck Coast and includes: a hoist for guests to use alongside their own sling; change area; shower facility, and accessible toilet. A RADAR key is required to access this facility.

**NEED ASSISTANCE?**  
 To talk to a member of the Guest Help and Information team.  
**07422 128 291**

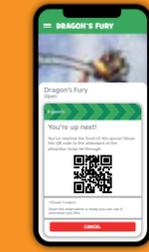


## RIDE ACCESS PASS

SCAN THE QR CODE WITH YOUR PHONE TO GET STARTED!



**STEP ONE**  
 Log in to the Reserve & Ride web page and select the ride you wish to use.



**STEP TWO**  
 A QR code will appear. Go to the ride and join the Ride Access Pass Queue.



**STEP THREE**  
 Show your QR code to the team member. Once scanned, a countdown will appear until your next ride reservation becomes available. When the countdown reaches 00:00 you can select your next ride.

### RIDE ACCESS PASS FAQs

**HOW CAN I ACCESS THE FREE WIFI?**  
 Select 'CWOA Wi-Fi' from the available WiFi network list. Open your browser and follow the on-screen instructions to register or log on.

**WHAT DO I DO IF THE RIDE ACCESS PASS IS NOT WORKING?**  
 Log out of the Ride Access Pass and then log back in. If this does not work, please head to the Ride Access Pass Information Hub where a member of the team will be happy to help.

**WHAT DO I DO IF I HAVE FORGOTTEN THE RIDE ACCESS PASS WEBSITE?**  
 Once you have registered for the Ride Access Pass, please head to the following website and log in with your registered email address: [chessington.reserveandride.co.uk](http://chessington.reserveandride.co.uk)

**CAN I HIRE A DEVICE?**  
 Devices are available to hire from the Ride Access Pass Information Hub, subject to availability. A refundable deposit is required.

**ARE THERE ANY QUIET PLACES?**  
 Some of our areas can be loud and overstimulating. The following areas are quieter spaces:

- Sea Lion Bay
- Animal Antics Lawn
- Wanyama Village
- Penguin Bay
- Tiger Viewing

**QUEUE-FREE ATTRACTIONS**  
 There are a number of queue-free attractions available at Chessington World of Adventures Resort including:

- AMAZU: Treetop Adventure
- Canopy Capers
- Dragon's Playhouse
- Temple of Mayhem
- SEA LIFE Centre
- Lorikeet Lagoon

We also have a number of shows and animal talks and feeds throughout the day. Don't forget we have over 1000 animals to see in our zoo and SEA LIFE!

# RIDE GUIDE

## RIDE RESTRICTIONS

This guide contains extra information that may be relevant to guests with additional needs or disabilities, and it is in addition to general ride restrictions (including height, size and loose item restrictions) that are applicable to all guests. These are detailed on information boards at the entrance to the ride queues, and it is the responsibility of all guests to check.

### SYMBOL KEY

-  Ride Access Pass Entrance
-  Stairlift to ride platform
-  Wheelchair users must transfer unaided
-  Wheelchair users must transfer with assistance from a carer
-  Guests must be able to hold themselves upright without assistance from a carer for the duration of the ride.
-  Guests must be able to sit upright with assistance of guardian or carer for the duration of the ride.
-  Guests must be able to hold onto handles, lap bars or handrails and brace against ride forces
-  Wheelchair User Entrance
-  Steps to ride platform
-  Suitable for Non-ambulant guests
-  Involves flashing or strobe lighting.
-  This ride has a complex evacuation procedure that is physically demanding.
-  Not recommended for guests with back or neck complaints, heart conditions, high blood pressure, broken limbs or guests who are pregnant.
- \*\*** When adults are riding with small children
- \*** When using an animal

ATTRACTION INFORMATION		ENTERING THE ATTRACTION			RIDE REQUIREMENTS						CONSIDERATIONS		
Attraction Name	Location												
Adventure Tree Carousel	Adventure Point	Disabled Entrance			✓	✓	✓	✓*		✓		✓	
AMAZU: Treetop Adventure	Chessington Zoo	Main Entrance										✓	
Barrel Bail out	Shipwreck Coast	Disabled Entrance				✓	✓	✓	✓	✓		✓	
Blue Barnacle	Shipwreck Coast	Ride Exit	✓	1	✓		✓		✓			✓	
Canopy Capers	Land of the Dragons	Main Entrance										✓	
Croc Drop	Forbidden Kingdom	Disabled Entrance				✓	✓		✓	✓		✓	✓
Dragon's Fury	Land of the Dragons	Disabled Entrance		9	✓		✓		✓		✓	✓	
Dragon's Playhouse	Land of the Dragons	Main Entrance										✓	
Elmer's Flying Jumbos	Adventure Point	Disabled Entrance			✓	✓	✓	✓**		✓		✓	
Griffin's Galleon	Land of the Dragons	Ride Exit			✓				✓			✓	
The Gruffalo River Ride Adventure	Wild Woods	Disabled Entrance			✓			✓		Below 1.1m	✓	✓	✓
Jungle Bus	Land of the Dragons	Ride Exit					✓		✓	✓		✓	
Jungle Rangers	Rainforest	Ride Exit			✓		✓	✓		✓		✓	
Kobra	Wild Asia	Disabled Entrance		8	✓		✓		✓		✓	✓	
Mamba Strike	World of Jumanji	Disabled Entrance		1	✓		✓	✓	✓	✓		✓	
Mandrill Mayhem	World of Jumanji	Disabled Entrance			✓		✓	✓	✓	✓		✓	
Monkey Swinger	Wild Asia	Disabled Entrance			✓		✓		✓	✓		✓	
Ostrich Stampede	World of Jumanji	Disabled Entrance				✓	✓	✓	✓	✓		✓	
Rattlesnake	Mexicana	Ride Exit			✓		✓		✓	✓		✓	
River Rafts	Rainforest	Disabled Entrance			✓		✓		✓		✓	✓	
Room on the Broom - A Magical Journey	Chessington Zoo	Disabled Entrance								✓			✓
Scorpion Express	Mexicana	Ride currently closed for 2024. Restrictions subject to amendment if ride re-opens			✓		✓		✓		✓	✓	
Sea Dragons	Land of the Dragons	Ride Exit				✓		✓		✓		✓	
Seastorm	Shipwreck Coast	Disabled Entrance				✓	✓		✓	✓		✓	
Temple of Mayhem	Wild Asia	Main Entrance											
Tiger Rock	Land of the Tiger	Disabled Entrance		27	✓		✓		✓		✓	✓	✓
Tiny Truckers	Adventure Point	Disabled Entrance			✓		✓		✓	✓		✓	
Tomb Blaster	Forbidden Kingdom	Disabled Entrance			✓			✓			✓	✓	✓
Trawler Trouble	Shipwreck Coast	Disabled Entrance				✓	✓	✓	✓	✓		✓	
Treetop Hoppers	Rainforest	Ride Exit				✓	✓	✓		✓		✓	
Tuk Tuk Turmoil	Wild Asia	Ride Exit				✓	✓		✓	✓		✓	
Vampire	Wild Woods	Disabled Entrance		7	✓		✓		✓	✓		✓	✓
ZUFARI: Ride into Africa!	Wanyama	Disabled Entrance			✓		✓		✓		✓	✓	✓

Information correct as of March 2024

## ACCESSIBILITY RIDE RESTRICTIONS AND ACCEPTANCE OF USE

Guests must read all of the information about our rides and attractions' requirements within this guide before joining each ride queue. Guests with extra assistance requirements should seek assistance from the ride attendant or the Ride Access Pass team.

In certain situations (such as extreme weather conditions or temporary stoppages), it may be necessary for guests to be offloaded from the rides, possibly from the highest point. For this reason, the number of disabled guests permitted on certain rides at any one time may be limited, which means you may be asked to divide your party into smaller groups, and may experience a wait before you board.

Should you have a limb difference above the knee or above the elbow we do have certain rides that would not be accessible for you to ride due to manufacturers guidelines. Please check our Prosthetics and Limb Differences guide for more information on individual ride restrictions. Please be aware Tiger Rock and Gruffalo River Ride Adventure have constantly moving boats and guests must be able to get on and off the ride unit in under 30 seconds unassisted. If you need more information please use our SMS service to communicate with the Ride Access Pass team.

If you are visiting with a plaster cast or walker boot, please speak to the Ride Access Pass team in advance for a list of what rides & attractions you can visit. If you are visiting a ride that permits plaster casts or walker boots, please refer to your medical guidance before choosing to ride. Those wearing a medical cast or walking boot are restricted from riding Jungle Rangers for their own safety and the safety of others.