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# ACCESSIBILITY GUIDE

## 2023

## 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

### PATHWAYS

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.

### HIRING A WHEELCHAIR

A limited number of wheelchairs and mobility scooters are available for hire from the Lodge Gate on a first come first served basis. Please note charges may apply.

### ASSISTANCE DOGS

All registered assistance dogs are welcome at the Resort; however we kindly ask that dogs are kept away from animal areas to ensure no distress is caused to our animals. Please speak to a member of the Guest Help and Information team for more details. Assistance dogs are not allowed on rides. Assistance dogs 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



### GUEST HELP & INFORMATION

Located in Adventure Point, the team are happy to help plan your visit and also will be able to assist should you have any queries through the day.

The team here are also available to assist guests setting up their Ride Access Pass on the day and with any questions or concerns with their Ride Access Pass.



### 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

We have accessible toilets and RADAR key access toilets in the following locations within the Resort:

- Adventure Point
- Wild Woods
- Lodge Gate
- Pizza Pasta
- Smokehouse
- Forbidden Kingdom

RADAR keys can be borrowed from Guest Help and Information.



### CHANGING PLACES

A changing places toilet is located in Pirates' Cove including a hoist, change area, shower facility and accessible toilet. Please note, 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!



Our Guest Help & Information team will be able to confirm if a guest is eligible for a Ride Access Pass.

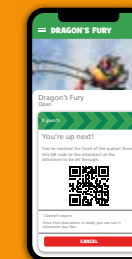
### STEP ONE

Select the ride you wish to use using the Ride Access Pass.



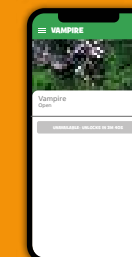
### STEP TWO

A QR code will then appear. Head straight to the ride where a member of the team will scan your mobile device and show you to the ride.



### STEP THREE

Once you have experienced the attraction, a countdown will appear until your next ride reservation becomes available.



### STEP FOUR

Once the countdown reaches 00:00, you can then select your next ride!

## RIDE ACCESS PASS FAQs

### IS THERE FREE WIFI TO USE?

Yes - just follow these easy steps: Select 'CWOA Wi-Fi' from the available WiFi network list. Open your browser and follow the on screen instructions to register or log on.

### THE RIDE ACCESS PASS IS NOT WORKING. WHAT DO I DO?

Log out of the Ride Access Pass and then log back in. If this does not work, please head to Guest help and Information where a member of the team would be happy to help.

### I HAVE FORGOTTEN THE RIDE ACCESS PASS WEBSITE. WHAT DO I DO?

Once you have already registered for the Ride Access Pass, please head to the following website and log in with your registered email address.



[chessington.reserveandride.co.uk/](https://chessington.reserveandride.co.uk/)  
or scan the QR code with your phone.

### CAN I HIRE A DEVICE?

Devices are available to hire on a first come, first served basis from Guest Help and Information. Please note you will be required to pay a refundable deposit on collection.

### ARE THERE ANY 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 zoo encounters throughout the day and don't forget to check out our animals!
















# 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
-  Wheelchair User Entrance
-  Suitable for Non-ambulant Guests
-  Stairlift to ride platform
-  Steps 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
-  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.
-  Involves flashing or strobe lighting.

NEW FOR 2023

Attraction Information			Entering the Attraction				Ride Requirements						Considerations		
Attraction Name	Location														
LITTLE RANGERS	Adventure Tree Carousel	Adventure Point	Disabled Entrance	Disabled Entrance		0		✓		✓				✓	
	AMAZU: Treetop Adventure	Chessnigton Zoo	Main Entrance	Main Entrance		0								✓	
	Canopy Capers	Chessington Zoo	Main Entrance	Main Entrance		0								✓	
	Dragon's Playhouse	Land of the Dragons	Main Entrance	Main Entrance		0									
	Elmer's Flying Jumbos	Adventure Point	Disabled Entrance	Disabled Entrance		0		✓		✓				✓	
	Griffin's Galleon	Land of the Dragons	Ride Exit	Ride Exit		0	✓			✓				✓	
	Jungle Rangers	Rainforest	Ride Exit	Ride Exit		0	✓			✓				✓	
	River Rafts	Rainforest	Disabled Entrance	Disabled Entrance		0	✓		✓		✓		✓	✓	
	Sea Dragons	Land of the Dragons	Ride Exit	Ride Exit		0		✓		✓					
	Temple of Mayhem	Wild Asia	Main Entrance	Main Entrance		0								✓	
	Tiny Truckers	Adventure Point	Disabled Entrance	Disabled Entrance		0		✓		✓				✓	
	Treetop Hoppers	Rainforest	Ride Exit	Ride Exit		0		✓	✓	✓				✓	
FAMILY EXPLORERS	Room on the Broom - A Magical Journey	Chessington Zoo	Disabled Entrance	Disabled Entrance		0									✓
	Scorpion Express	Mexicana	Disabled Entrance	Disabled Entrance		2	✓		✓		✓		✓	✓	
	Seastorm	Pirates' Cove	Disabled Entrance	Disabled Entrance		0		✓	✓		✓		✓	✓	
	The Gruffalo River Ride Adventure	Wild Woods	Disabled Entrance	Disabled Entrance		24	✓			✓		Below 1.1m	✓	✓	✓
	Tomb Blaster	Forbidden Kingdom	Disabled Entrance	Ride Exit		2	✓			✓			✓	✓	✓
	Tuk Tuk Turmoil	Wild Asia	Ride Exit	Ride Exit		0		✓	✓		✓			✓	
	ZUFARI: Ride into Africa!	Wanyama	Disabled Entrance	Disabled Entrance		0	✓		✓		✓		✓	✓	✓
	Barrel Bail out	Shipwreck Coast	Disabled Entrance	Disabled Entrance		0		✓	✓	✓	✓			✓	
BRAVE ADVENTURERS	Trawler Trouble	Shipwreck Coast	Disabled Entrance	Disabled Entrance		0	✓				✓				
	Blue Barnacle	Shipwreck Coast	Ride Exit	Ride Exit	✓	1	✓		✓		✓			✓	
	Croc Drop	Forbidden Kingdom	Disabled Entrance	Disabled Entrance		0		✓	✓		✓			✓	✓
	Dragon's Fury	Land of the Dragon	Disabled Entrance	Disabled Entrance		9	✓		✓		✓		✓	✓	
	KOBRA	Wild Asia	Disabled Entrance	Disabled Entrance		8	✓		✓		✓		✓	✓	
	Monkey Swinger	Wild Asia	Disabled Entrance	Disabled Entrance		0	✓		✓		✓			✓	
	Rattlesnake	Mexicana	Ride Exit	Ride Exit		0	✓		✓		✓		✓	✓	
	Tiger Rock	Land of the Tiger	Disabled Entrance	Disabled Entrance		27	✓		✓		✓		✓	✓	✓
	Vampire	Wild Woods	Disabled Entrance	Disabled Entrance		7	✓		✓		✓		✓	✓	
	Mandrill Mayhem	World of Jumanji	Disabled Entrance	Disabled Entrance		0	✓		✓	✓	✓			✓	
	Ostrich Stampede	World of Jumanji	Disabled Entrance	Disabled Entrance		0		✓	✓	✓	✓			✓	
	Mamba Strike	World of Jumanji	Disabled Entrance	Disabled Entrance		1	✓		✓	✓	✓			✓	

## 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 Guest Help and Information 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 Guest Help and Information Team.

If you are visiting with a plaster cast or walker boot, please speak to the GHI team or 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. Please speak to a host at the specific ride or attraction for more information or visit Guest Help and Information.