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# ACCESSIBILITY GUIDE

## 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 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 Ride Access Pass team

07422 128 291



## RIDE ACCESS PASS

SCAN THE QR CODE WITH YOUR PHONE TO GET STARTED!



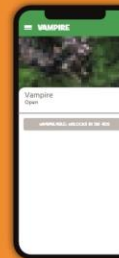
### STEP ONE

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 area in Land Of The Tiger

### 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!