



ACCESSIBILITY GUIDE

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WELCOME

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

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."

RIDE ACCESS PASS PROCESS

- 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.



RIDE ACCESS PASS CATEGORIES

This year, we're making it simpler and speedier than ever to register for a Ride Access Pass!

All you must do is register once, with either Alton Towers Resort, THORPE PARK Resort, Chessington World of Adventures Resort or LEGOLAND Windsor Resort and you will be given a Merlin Yellow Ride Access Pass card on your first visit. This card will be your Ride Access Pass ID for all your visits over the following 24 months, which will have your name, photo and carer requirements on it and will be valid at all 4 parks.



YELLOW

Pass user may ride all rides and attractions unaccompanied.*



RED

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



PINK (Category exclusive to CWOAR)

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



Companion not required



Companion aged 14+ required



Ride not suitable



Number of steps to ride access



Wheelchair users must transfer unaided



Wheelchair users must transfer with assistance from a carer



Maximum number of companions permitted



Minimum height restriction



Minimum height restriction **MUST** be accompanied by someone aged 16+



51" Maximum chest restriction



Not suitable for expectant mothers.



Not suitable for guests with heart/back/neck problems.

Guests must be able to brace themselves with their hands and/or feet and remain sitting in an upright position.

Please speak to a ride attendant or the Guest Help & Information team, if you have any amputations or missing limbs.

RIDE GUIDE

The following rides are suitable for:



RED

Red Passholder must be accompanied by at least one companion on attractions which are marked



YELLOW



PINK

Pink Passholders must be accompanied by at least one companion aged 14+

THE ADVENTURE TREE CAROUSEL

ADVENTURE POINT



Disabled Entrance



- 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.
- **RED** passholders can ride unaccompanied on this attraction.

THE BLUE BARNACLE

PIRATE'S COVE



Disabled Entrance



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

ELMER'S FLYING JUMBOS

ADVENTURE POINT



Disabled Entrance



JUNGLE BUS

WILD ASIA



Ride Exit



- **RED** passholders can ride unaccompanied on this attraction.

ROOM ON THE BROOM – A MAGICAL JOURNEY

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.
- **RED** passholders can ride unaccompanied on this attraction.



SEA DRAGONS

LAND OF THE DRAGONS

   Ride Exit



- **RED** passholders can ride unaccompanied on this attraction.

SEASTORM

PIRATES' COVE

   Disabled Entrance



TINY TRUCKERS

ADVENTURE POINT

   Disabled Entrance



- Maximum 2 adults per truck. One truck per group.
- **RED** passholders can ride unaccompanied on this attraction.

TREETOP HOPPERS

THE RAINFOREST

   Ride Exit



- **RED** passholders can ride unaccompanied on this attraction.

TUK TUK TURMOIL

WILD ASIA

   Ride Exit



The following rides are suitable for:



RED

Red Passholders must be accompanied by at least one companion aged 14+



YELLOW

Attractions in this section are not suitable for Pink Passholder

AMAZU TREETOP ADVENTURE

CHESSINGTON ZOO



Main Entrance



- **RED** passholders can ride unaccompanied on this attraction.

CANOPY CAPERS

LAND OF THE DRAGONS



Main Entrance



- There are uneven surfaces and steps inside this attraction.

DRAGON'S PLAYHOUSE

LAND OF THE DRAGONS



Main Entrance



- Socks are required to enter this attraction.
- Companion must stand outside the Playhouse.

JUNGLE RANGERS

THE RAINFOREST



Ride Exit



GRIFFIN'S GALLEON

LAND OF THE DRAGONS



Ride Exit



KOBRA

WILD ASIA

C **Y** **X** Disabled Entrance



- 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 **Y** **X** Disabled Entrance



TEMPLE OF MAYHEM

WILD ASIA

C **Y** **X** 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.
- **RED** passholders can ride unaccompanied on this attraction.



The following rides are suitable for:



RED

Red Passholders must be accompanied by at least one companion aged 14+



YELLOW

Attractions in this section have complex evacuation procedures; speak to the ride team before boarding if you have any questions.

Attractions in this section are not suitable for Pink Passholder.

DRAGON'S FURY

LAND OF THE DRAGONS

C **Y** **X** Disabled Entrance



- Maximum of 3 adults per car.
- 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.
- Riders must be able to board while the cars are in motion.

THE GRUFFALO RIVER RIDE ADVENTURE

WILD WOOD

C **Y** **X** Disabled Entrance



- 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 (conveyer belt system).
- **PINK** passholders under 1.1m tall may ride with an adult.

RATTLESNAKE

MEXICANA

C **X** Ride Exit



- 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.

SCORPION EXPRESS

MEXICANA

C **X** Disabled Entrance



- 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.

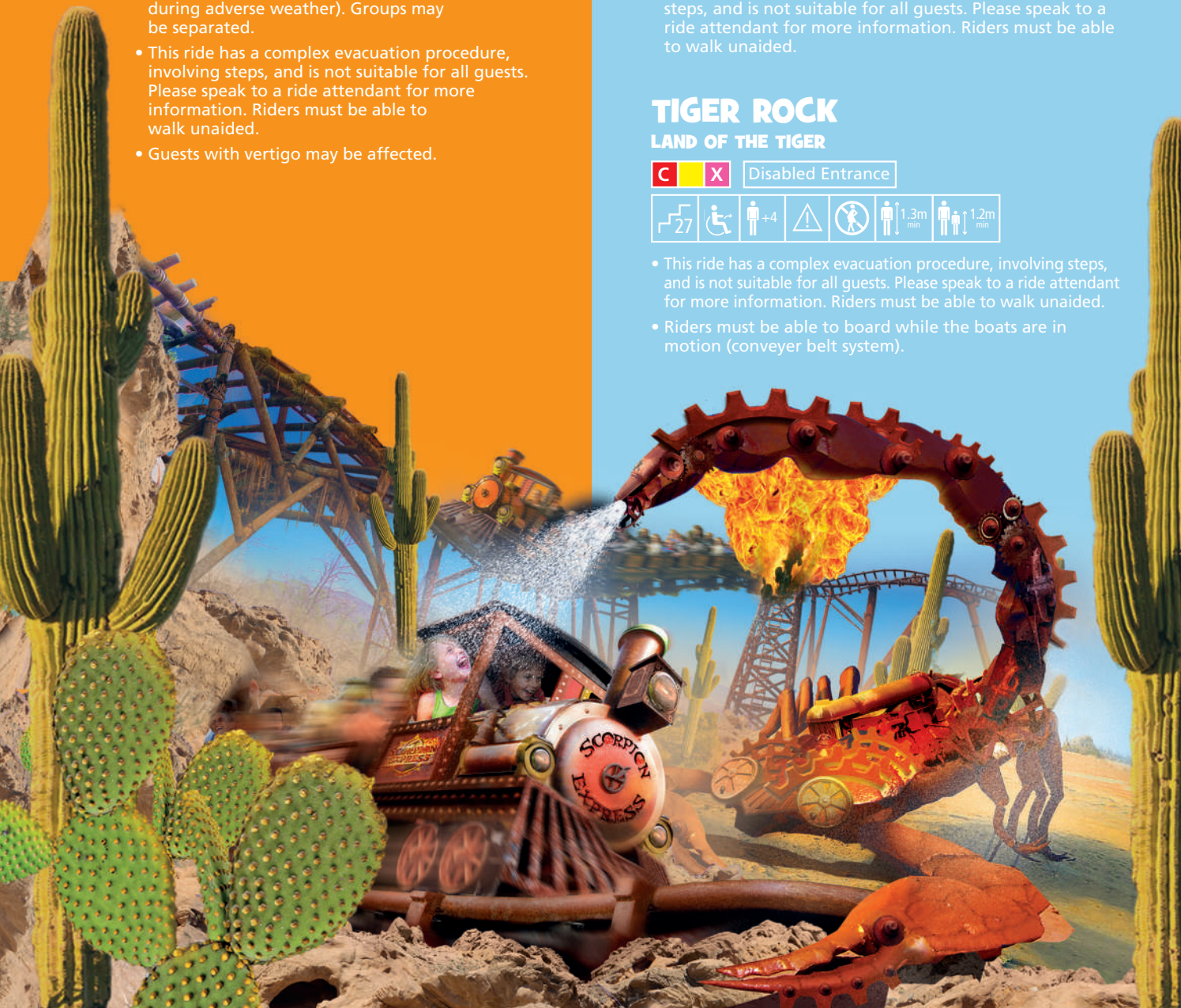
TIGER ROCK

LAND OF THE TIGER

C **X** Disabled Entrance



- 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 (conveyer belt system).



TOMB BLASTER

FORBIDDEN KINGDOM

C **X** Ride Exit



- 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

C **X** Disabled Entrance



- 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: RIDE INTO AFRICA

ZUFARI

C **X** Disabled Entrance



- 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.

INFORMATION

WHEELCHAIR HIRE

We have a limited number of wheelchairs and mobility scooters available for hire from Adventure Point Gift Shop for a £50 refundable deposit.

Please note these are hired out on a first come, first served basis and cannot be reserved.

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

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 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 & SEA LIFE 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!

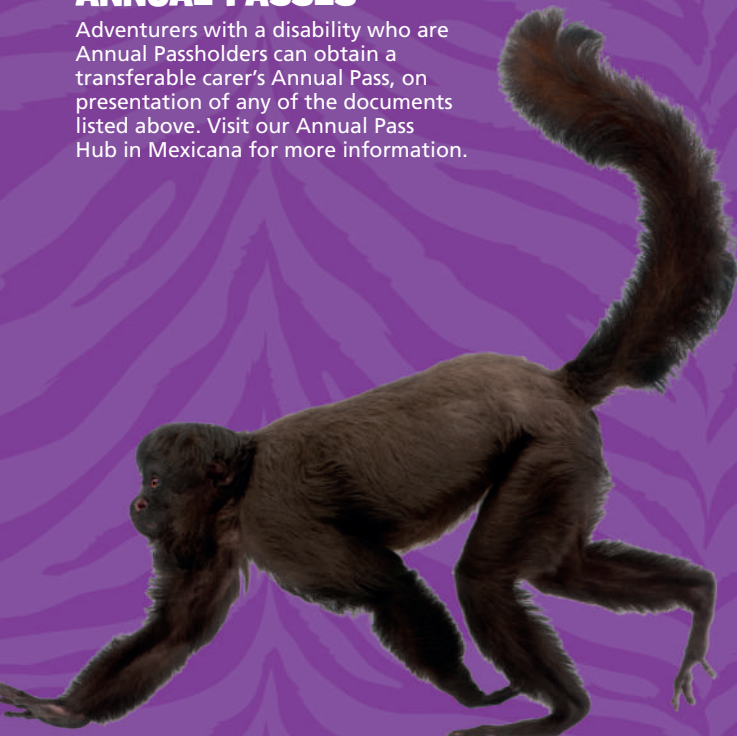
ANNUAL PASSES

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.

ENJOY YOUR

WILD

ADVENTURE



QUICK CHECK

RIDE GUIDE

The Adventure Tree Carousel			C
The Blue Barnacle	C		C
Elmer's Flying Jumbos	C		C
Jungle Bus			C
Room On The Broom			C
Sea Dragons			C
Seastorm	C		C
Tiny Truckers			C
Treetop Hoppers			C
Tuk-Tuk Turmoil	C		C
Amazu			X
Canopy Capers			X
Dragon's Playhouse	C		X
Jungle Rangers	C		X
Griffin's Galleon	C		X
KOBRA	C		X
Monkey Swinger	C		X
Temple of Mayhem			X
Dragon's Fury	C		X
The Gruffalo River Ride Adventure	C		X
Rattlesnake	C		X
Scorpion Express	C		X
Tiger Rock	C		X
Tomb Blaster	C		X
Vampire	C		X
ZUFARI: Ride into Africa	C		X

☐ Companion not required

☒ Companion aged 14+ required

☒ Ride not suitable