



DOWNLOAD
ME ON OUR
APP!

RIDE ACCESS PASS

ACCESSIBILITY GUIDE 2021

A WILD WELCOME!

We want you to have a truly wild adventure today! We have designed this guide to give you a brief overview of our attractions and their restrictions, enabling you to assess your own abilities and make informed decisions about your visit with us.

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.

HIRING A WHEELCHAIR

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

ASSISTANCE DOGS

All registered assistance dogs are welcome at Chessington World of Adventures Resort; however we kindly ask that dogs are kept away from animal areas to ensure no distress is caused to our animals. Full information can be found on our website or you can ask a member of the Guest Help and information team.

Please note: 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 will also be able to assist should you have any queries through the day.



FIRST AID CENTRE

Located in The Forbidden Kingdom close to Croc Drop. 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.



TOILETS AND CHANGING PLACES

Toilets with disabled access are located across the Theme Park;

- Adventure Point
- Forbidden Kingdom
- Lodge Gate



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

All facilities will require a Radar Key for entry - if you require a Radar Key, please speak to a member of the Guest Help & Information team.



RESTAURANTS & SHOPS

If you require any assistance when visiting and shop or restaurant, speak to any member of staff – they'll be happy to help.



ANNUAL PASSES

Adventurers with a disability who are annual passholders can obtain a transferable carers annual pass, on presentation of the required documents. Visit our 'The Hub' in Mexicana or speak to one of our Admissions hosts for more information.

RIDE ACCESS PASS

The Ride Access Pass is a system we have in place to help guests who require extra assistance or are unable to queue due to a condition or disability. This allows them access to the rides via a virtual queuing system for themselves and up to three people (one of which must be age 14+).

The Ride Access Pass removes the need for our guests to wait within the main ride queue lines, and enter by a dedicated entrance for Ride Access Pass users.

On the day(s) of your visit, head to **Guest Help & Information** and show your Ride Access Pass ID to collect your pass for the day.

HOW IT WORKS

- Enter the attraction via it's disabled entrance (or if it doesn't have one, then via the ride's exit).
- Before boarding the ride, you should hand this pass to be authorised by the ride's Host.
- The Host will write time which you can go on your next ride which will reflect the length of the attraction's main queue - this pass does not allow immediate or unrestricted access to rides.
- Now relax - take a seat, grab a drink or head off and explore until it's time for your next ride!
- Please note, due to high volumes of Ride Access Pass users may mean you still have to wait before your ride; in some instances other queues such as Fastrack could move quicker.

FOR MORE ACCESSIBILITY INFO VISIT
CHESSINGTON.COM/ACCESS

Terms and Conditions:
For the safety of all Adventurers, the restrictions stated in this guide and the individual ride restrictions will apply at all times, and will take priority under all circumstances. Full T&Cs apply. Chessington World of Adventures Resort reserves the right to alter these Terms & Conditions at any time.



RIDE GUIDE

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
- 

Steps to ride platform
- 

Minimum height restriction
- 

Minimum height restriction MUST be accompanied by an adult aged 16+
- 

Maximum height restriction
- 

51" maximum chest restriction
- 

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.

	Attraction Information		Access			Rider Requirements										Considerations			Ride Categories																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
	Attraction Name	Location																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
LITTLE RANGERS	Adventure Tree Carousel	Adventure Point	Disabled Entrance	Disabled Entrance	0	-	1.3m	-			✓		✓			✓																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																												

*Accessible for non-ambulant riders under the accompanied height requirement if they can be safely carried by the accompanying adult.

RIDE CATEGORIES

We've made it really simple to locate the attractions which are suitable for each Adventurer.

Speak to a member of our Guest Help & Information team to find out which category is most suitable for you and then look out for these categories, sign posted at the designated disabled entrance at each ride;


YELLOW


RED


PINK

 When you see this symbol - You must be accompanied by companion aged 14+

