



Groups get out more!

We want you to make the most of your group day out, so we've put together a sheet of helpful information to ensure everything goes as smoothly as possible.

Welcome

ALTON TOWERS RESORT makes every effort to ensure that the Theme Park, Hotels, Waterpark and other facilities are accessible to all of our guests and this guide has been produced to assist guests with a disability to ensure that you have a fantastical time with us.

BALPPA Statement on Public Safety for Disabled People

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/attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides/attractions should we feel there is a danger to a particular individual or individuals for whatever reason.

We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety.

Theme Park Information

Parking

When travelling by car or minibus please use the 'Express Parking' zone. This is available to disabled (blue) badge holders. Please ask a car park host for directions if unsure. Disabled persons parking is free to disabled (blue) badge holders only.

Admission Rates

In order to fairly accommodate all our guests, those who are able to provide documentary proof of disability* will be able to purchase discounted Theme Park tickets for themselves and up to two helpers.

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At least one helper must be aged 14 or over if physical assistance is required and must accompany the guest on each ride, as in the interests of everyone's safety, our employees will leave all lifting of the guest with a disability in the capable hands of their helpers. If no physical assistance is required, there is no age restriction for a helper as long as they can provide the guest with a disability with the required safety information and any necessary assistance with any emergency or evacuation procedures. Several of our ticket booths and Guest Services (at the top of Towers Street) contain induction loops – please look for the signs. Guests in wheelchairs should use the gates adjacent to the turnstiles, when entering the Theme Park. Please do not hesitate to speak to one of our employees for assistance.

Ride Access

On application, guests with a disability may also be eligible to special access wristbands (documentary proof of disability required). These wristbands are available from Guest Services (at the top of Towers Street) where our employees will also be available to provide advice on facilities and access issues. The wristbands allow guests, who due to the nature of their disability are unable to use the standard queue line, preferential access to rides/attractions via points highlighted in the table overleaf, which are designed for ease of access. A maximum of four wristbands will be issued to helpers, with a maximum of two helpers being allowed to accompany the guest with a disability onto a ride at any one time. Helpers will not be permitted to use these preferential access points unless they are accompanying a guest with a disability onto the ride/attraction. The provision of admission discounts and special access wristbands is entirely at the discretion of the Alton Towers Resort.

Assistance/Guide Dogs

Assistance/guide dogs are welcome in the Theme Park, however for safety reasons; dogs will not be able to accompany guests onto the rides. Assistance/guide dogs may accompany their owner as far as the loading point, but please ensure that dogs are left with another member of the group, and not left unattended.

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Wheelchair Hire

A limited number of wheelchairs are available for hire at Guest Services (at the top of Towers Street) on a first-come first-served basis. A £20 refundable deposit is required. We would suggest that guests who need a wheelchair to travel around the Park bring their own for ease of use. A rental charge of £10 applies to persons who are not disabled/cannot show proof of a disability.

Toilets

All toilets around the Theme Park have an accessible toilet for guests with a disability. Please see the Resort map for locations.

First Aid

We have a First Aid Centre on site (located between Towers Family Restaurant and the Skyride station on Towers Street) where special needs can be catered for including the storage of medical equipment and the cold storage of medicines.

Shops

Our shops are accessible to guests with a disability. If further assistance is required, our employees are always on hand to help.

Food Outlets and Restaurants

Our food outlets and restaurants are accessible to guests with a disability. If further assistance is required, our employees are always on hand to help.

Rides

All our rides/attractions display information on general ride/attraction restrictions at the entrance point and it is the responsibility of all guests to check these prior to entry.

All rides require guests to keep their arms and legs inside the ride cars and to remain seated at all times. On many of our rides, guests will need to brace themselves in an upright position.

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Not all rides/attractions are suitable for all guests and each has strict operating requirements that our employees have to follow for health and safety reasons. Please do not ask our employees to break these rules; they are there for your safety and the safety of others.

On arrival at the designated access point to a ride/attraction, please contact a member of the ride/attraction team for assistance. It may be necessary to wait for a short while before boarding a ride or attraction or you may be asked to come back later should the access point be particularly busy. In order to fairly accommodate all of our guests, we ask that following a ride, no return is made to the same ride for a time period similar to the current queue time for that ride.

Guests should use their discretion when deciding whether or not to go on a ride and we suggest that you watch the ride before making a decision. Where appropriate, a guest with a disability should ensure that they have a suitable helper with them to assist with loading/unloading, observance of safety restrictions/messages and any emergency/evacuation procedures. Our employees will give full loading instructions and assistance to both guests with a disability and their helpers. However, in the interests of everyone's safety, our employees will leave all lifting of the guest with a disability in the capable hands of their helpers.

For safety reasons the number of guests with a disability permitted on certain rides/attractions at any one time may be limited. Therefore you may be asked to divide your party into smaller groups, and possibly experience a short wait before you board.

If you are using an electric scooter or very large wheelchair, please ask a member of the ride/attraction team whether the ride/ attraction is suitable.

We would ask that all large groups of guests with a disability contact **Guest Services on 01538 703344** prior to their visit. We can advise you on access to the Park, Rides and the necessary carer ratio to gain special access bands, which can be ready for distribution on arrival.

Opening times and facilities are correct at time of going to print (March 2010).

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We've left some space for your notes

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