

Access Guide



Guide for Guests with disabilities

LEGOLAND® Windsor has been designed with the needs of guests with disabilities firmly in mind. Risk assessments and policies are reviewed annually to ensure the park remains as accessible as possible to all guests with disabilities, including wheelchair users,

improving through feedback from our Guests.

As a visit to the Park requires a great deal of walking it is advised that Guests with mobility problems hire a wheelchair to be able to get around the park with ease. The pathways are level and suitable for wheelchairs, however can be steep in sections and may require additional assistance. In particular the pathway from Viking River Splash up to the Beginning is particularly steep and not recommended for wheelchair users. An alternative route is to take the Hill Train. In the light of technical difficulties or unavailability of the Hill Train please speak to an Attractions team member who can arrange an alternative method of transportation up the hill.

For full details please request a copy of our Guide for Guests with Disabilities, available from Guest Services.

Facilities and services

- Car park for guests with disabilities is situated near the entrance, follow the signs to the Disabled Car Park. When full there are additional spaces sign posted.
- Free admission for registered personal assistants with documented proof of disability. The personal assistant is to help the Guest with disabilities to maximise their day, especially while waiting for the rides and attractions. If there are other members of the party that require accompaniment such as children under the height restrictions we recommend an additional adult visits the park. Documentation is required and some questions will be asked to understand your individual requirements and enable us to advise you on how to make the most of your day. Please be advised we will not judge people on their physical appearance and so do require documentation for all disabilities.
- All ticket booths have induction loops, please look for the signs and adjust the hearing implement accordingly. Copies of the Guide for Guests with Disabilities are available from the ticket booths.
- Guests in wheelchairs can enter the turnstiles through one of two gates at either end of the turnstiles. Please ask a member of staff for assistance if required.
- Accessible toilets throughout the park. Each toilet has an alarm cord that can be activated in an emergency.
- Fully accessible restaurants and shops, please ask a member of staff for assistance if required. Food allergy information is posted in each Family Restaurant and is available to download from the Food &

Drink section of our website. All of our Restaurant Managers are trained in special diets.

- There are specific wheelchair areas at each show venue. Please make yourself known to the ushers at each show. These areas are on a first come first served basis. The view may be restricted. Please arrive at least 15 minutes prior to the show starting.

- First Aid facilities are available throughout the park and medication/treatment rooms are located in LEGO City

- Manual wheelchair hire is available on a first-come first-served basis from outside The Big LEGO Shop, just inside the turnstiles. A returnable deposit is required. We regret that wheelchairs hired from LEGOLAND cannot be taken past the turnstiles into the car parks.

- At the current time we do not have electric wheelchairs. As LEGOLAND is situated on a steep hill we recommend that users of mobility scooters or electric wheelchairs take care and drive with caution. The majority of queue lines can accommodate a mobility scooter. If you have any concerns using such a vehicle around the park please visit Guest Services on the day of your visit.

- There are benches and seating areas throughout the site. In the queue lines of the Dragon Coaster and Boating School there are resting points.

- Assistance dogs are welcome in to the park, however, dogs will not be able to accompany guests onto the rides. Please ensure the dog is left with another member of your group and not left unattended.

Rides and Attractions

- Ride restrictions are based on the containment of the ride, the force of the ride and the method of evacuation. These are set with the advice of external Ride Inspectors and exceptions will not be made.

- Some rides require either upper or lower body control:

Upper body control – requires the rider to be able to support / brace themselves in case of sudden change of direction, hold onto the restraints during the ride or evacuation

Lower body control – requires the rider to be able to support themselves and walk unaided over a certain distance

For further assistance please contact the Attractions Duty Manager or Guest Services on the day of your visit for full details on the ride or evacuation procedure.

- Wheelchair users may remain within their chair on the following rides and attractions: Aero Nomad, Orient Expedition, Digger Challenge, Hill Train, Enchanted Forest, Pirate Training Camp, Loki's Labyrinth, Waterworks and XBOX 360 Gaming Zone. For all other rides wheelchair users must be able to leave their chair.

- Many rides and attractions are accessible to wheelchair users via entrance lines. The following rides must be entered via the exit by wheelchair users: Sky Rider, Extreme Team Challenge, DUPLO Train, Boating School, Laser Raiders, the Dragon, Dragon's Apprentice and Vikings' River Splash. Please note, guests wishing to ride the Vikings' River Splash require upper and lower body control. This is due to the complicated nature of the ride evacuation

Exit Pass Policy

Aim - To ensure all of our Guests have the opportunity to experience our rides and attractions, within a safe and secure environment.

Background - LEGOLAND Windsor has been specifically designed to be accessible for Guests with disabilities. A wheelchair can be used in the majority of queue lines, and where this is not possible there is a ramp on exit or lifts for entry. All restaurants and shops are accessible and all shows are fully accessible to all Guests. In view of this level of accessibility it is not a legal requirement to offer an exit pass scheme for all Guests with disabilities.

LEGOLAND Windsor welcomes visits by people with disabilities and will do all that is possible to ensure a safe and pleasurable visit. However, certain rides and attractions can be physically demanding and vigorous. LEGOLAND Windsor therefore reserves the right to refuse admission to certain rides should it be felt there is a danger to a particular individual for whatever reason.

LEGOLAND Windsor has been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination. LEGOLAND Windsor hopes this is understood and Guests accept the decision made in the interest of the safety of all Guests. The exit pass scheme that is available is offered as a concession to those who require additional assistance and is an additional service to Guests.

This policy outlines the LEGOLAND Windsor Exit Pass Policy and is in conjunction with the Guide for Guests with Disabilities. The exits of the rides and attractions are also used by Guests who have purchased Q-bots, which allow the holder to virtually queue for a ride. Please be patient as there may be a short wait to board the ride.

The Scheme - In order to ascertain whether the exit pass is required for each individual Guest, a series of questions will be asked in order to determine their specific needs. The issuance of exit passes is based upon documentary proof of disability (Blue or orange badges will not be accepted as this does not state the nature of the disability). Examples of documentation required are: GP's letter, Association Membership details, Council run membership, or any other form that states the disability.

Guests who require a wheelchair will not receive an exit pass as all queue lines, except those mentioned below, are accessible via the main entry to each attraction. Due to the following ride queue lines having steps in the main entrance access can be gained by going through the exit of the ride, this does not require an exit pass: Sky Rider, Extreme Team Challenge, DUPLO Train, Boating School, Wave Surfer, Digger Challenge, Scarab-bouncers, Laser Raiders, Viking River Splash, Longboat Invader, the Dragon and Dragon's Apprentice. It is not recommended for Guests with disabilities relating to the heart, the spine, the neck, the bladder or broken limbs to ride the majority of the rides or attractions, and therefore an exit pass will not be issued in these cases.

As a visit to the Park requires a great deal of walking it is advised that Guests with mobility problems hire a wheelchair to be able to get around the park with ease.

LEGOLAND Windsor's exit pass policy has been designed to assist Guests' who do not understand the concept of queuing, 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 periods of time. The scheme is in place to assist families to enjoy their day in the maximum way and to relieve pressure on the family. For specific disabilities this policy applies to, please enquire at Guest Services or send an email in advance to

LEGOLAND.Enquiries@merlinentertainments.biz.

Regardless of the disability all height, age and weight restrictions will be enforced prior to boarding of the ride/attraction, exceptions on the grounds of a disability will not be made. Before entering the ride at the exit Guests must check the ride restriction board at the entrance to the ride. If you require assistance to be measured please visit First Aid in LEGO City. If a Guest is required to be lifted into / or from a ride unit their personal assistants must be able to fulfil this role. LEGOLAND team members may offer advice, but for the safety of all concerned will not assist with lifting.

The Process - Guests who qualify for the exit pass scheme must go to Guest Services, either at the Beginning or in LEGO City, with some form of identification relating to their disability. For Guests with Annual Passes a note can be made on their records to reduce the need for ID on every visit. Guests with out the relevant documentation will not be issued with an exit pass.

The person who has the disability receives a red hand stamp and the rest of their party receives a black hand stamp.

At the attraction the red hand stamped person and up to three black hand stamped people may use the exit of the ride. Guests at the exit may have to wait for a short time to board the attraction.

Parties of greater than four must rotate to accompany the guest with a red hand stamp and may only revisit the same attraction after one hour.

Guests with black hand stamps may only use the exit of a ride when accompanied by a red hand stamped person. The aim of the scheme is for the red hand stamped person to get maximum enjoyment from their day.

At least one adult Guest with a black hand stamp must sit in the same carriage, boat, seat or row as the red hand stamped person to look after them during the ride cycle

LEGOLAND Windsor does not conform with other theme parks within the Merlin Entertainments Group as each Park has different facilities and services. If you receive an exit pass or equivalent at other Merlin Entertainments Group theme parks you may not receive one at LEGOLAND Windsor Park.

It is appreciated that some Guests require additional assistance to ensure they can maximise their enjoyment. LEGOLAND Windsor welcomes all feedback, both positive and negative, and will, where

possible, implement suggestions, comments, and solutions made by our Guests. Feedback is important to the continuation of the development of our service for all of our Guests.