



# 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.

## General Policy

Large groups of Guests with disabilities visiting the Park are advised to contact our Guest Services Team (0871 663 1673), ideally prior to their visit or otherwise on arrival, for further advice on access and facilities.

## 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 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 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.

This Guide will assist our Guests with disabilities to ensure that you have a safe and thrilling day out! We want all our Guests to get the most out of our Park and enjoy as many of our attractions as possible.

This guide has been produced to give you a full and realistic picture of our attractions, detailing access issues, ride restrictions, details of ride evacuations and the requirements for Helpers to accompany Guests. Hopefully this, along with general ride restrictions detailed on signage at the rides, will enable you to assess your own abilities and make an informed decision about which attractions you are able to, or wish to use.

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## Parking

When travelling by car or minibus, please use the first row of the Lakeside Car Park, next to the Admissions area. This is available to disabled badge holders only. Please ask a Car Park Host for directions if unsure.

## Buying Tickets/Entering the Park

Those who are able to provide documentary proof of disability (i.e. blue/orange badge or similar) will be able to purchase discounted tickets to the Park for themselves and up to a maximum of two Helpers.

Several of our ticket booths contain induction loops - please look for the signs.

If you need assistance with purchasing your tickets, please do not hesitate to speak to a Host at the Admissions area. Guests in wheelchairs should use the right hand gates at the turnstiles for wider access.

Annual Pass Holders with a registered disability have the option of a free carer pass. See the Annual Pass web site for details.

## Wheelchair Hire

Please ask one of the Cashiers at Admissions if you wish to borrow one of our wheelchairs, but please note that there is limited availability. A £25 refundable deposit will be required, and a rental charge of £5 for those guests not registered as disabled.

## Guide Dogs

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

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## Toilets

All toilet locations around the Park have toilets with access for guests with disabilities. Please see the Park Map for locations.

## Medical Centre

Located in the lower level of Port Atlantis Dome, we are able to cater for a number of special needs, including the cold storage of medicines. An induction loop is fitted for our guests using hearing aids.

We are also able to measure the height of guests, where due to the nature of the disability, it may not be possible for this to be done at the ride entrances.

## Guest Services

Located in the lower level of Port Atlantis Dome, we should be your first point of call during your visit! We will be able to offer advice on ride access and restrictions, issue preferential ride access wristbands, and offer further advice on facilities for guests with disabilities. An induction loop is fitted for our guests using hearing aids.

## Ride Access

- Guests with disabilities who are unable to use the normal queue lines, may visit our Guest Services Office where they may be able to receive preferential ride access wristbands (documentary proof of disability will be required). These wristbands allow preferential access to most of the rides via entry points designed for ease of access.
- Please note that Helpers/companions will not be allowed preferential access unless they are accompanying a guest with a disability onto the ride.
- Please make yourself known to a Ride Host on arrival at the access points, or use the yellow courtesy phones where provided.
- For safety reasons, the number of guests with disabilities permitted on certain rides at any one time may be limited. Therefore you may be asked to divide your party into smaller groups, and possibly experience a wait before you board.

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- In certain situations (such as extreme weather conditions, mechanical problems or power interruptions), it may be necessary for guests to be evacuated from the rides, possibly from the highest point.

## Ride Safety

- This guide contains extra information that may be relevant to Guests with 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 rides, and it is the responsibility of all Guests to check these before deciding to ride.
- Several rides are unsuitable for guests with heart, neck, or back conditions, or expectant mothers, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions. On many of our rides, guests will need the ability to brace themselves in an upright position. These restrictions apply to most rides and are detailed on signage at the ride entrances where they are applicable. All rides require guests to keep their arms and legs inside the ride carriages, and remain seated at all times.
- Not all rides are suitable for all guests. Each ride has strict operating requirements that all riders must meet. Please do not ask our Hosts to break these rules as they are there for your safety!
- As well as taking note of the ride restrictions, we strongly suggest that you watch our rides in motion before making a decision on whether to ride.

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## Helpers/Companions

- For safety reasons, Guests with disabilities are required to have at least one Helper over the age of 16 accompany them onto the rides.
- Disabled guests, who are unable to walk unaided, require two carers to accompany them onto a ride. One of the carers must be at least 14 years of age. Carers must be able to assist disabled Guests with loading and offloading (including their transfer from wheelchairs).
- Helpers accompanying Guests with disabilities onto the rides are required to sit in the same carriage, boat, seat or row as the disabled Guest they are assisting.
- Helpers must be able to assist disabled Guests with loading and offloading (including their transfer from wheelchairs). Our Hosts will give full instructions, but for everyone's safety, we will leave all lifting to the Helpers.
- Helpers must also be able to communicate any safety restrictions and messages, and assist with any emergency or evacuation procedures, which may involve the lifting and transfer of the disabled guest from the ride carriage into an evacuation chair at high level.
- Please refer to the guide for further information on number of Helpers/Companions allowed at the same time.

## Restaurants & Shops

If you require any assistance when visiting any of our shops or restaurants, please do not hesitate to ask for assistance from a Host, and we will be happy to help!

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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