



ACCESS GUIDE

"People matter here"

ISSUE 22 - JUL 2020

INTRODUCTION

WELCOME TO PLEASURE BEACH

Blackpool Pleasure Beach was founded in 1896.

Our founder, Ald. W.G. Bean, declared his intention to “found an American style Amusement Park where adults can feel like children again”. And so developed a world-class attraction designed to attract “children” of all ages from 1 to 101.

Still in the same family ownership, the park is now under the control of Ald. Bean’s great grandchildren, Amanda and Nick Thompson, who have undertaken to do their very best to welcome guests with disabilities by providing a comprehensive selection of shows, rides and attractions, games, arcades, shops and comfortable restaurants.

We have, where reasonable and proportionate, and having due regard to the age, location and technical nature of our rides and attractions, tried to ensure access for all but whilst this has not been possible in all areas we are sure you will appreciate and enjoy a range of exciting rides and enthralling shows.

Have a great day out.

PLEASURE BEACH

EASE OF ACCESS INFORMATION GUIDE

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PLEASURE BEACH POLICY STATEMENT ON SAFETY FOR PEOPLE WITH DISABILITIES

Pleasure Beach is a member of BALPPA (British Association of Leisure Parks, Piers and Attractions) and welcomes visits by people with disabilities to its Amusement Park.

Pleasure Beach will do everything possible to ensure its guests have a safe and pleasurable stay. However, certain rides and attractions in our Park are physically demanding and vigorous. Pleasure Beach therefore reserves the right to refuse admission to any ride or attraction should we feel there is an unacceptable risk to your safety or the safety of others should they participate.

Pleasure Beach have been advised that in refusing to provide admission to rides and attractions on the grounds of health and safety this is not discriminatory and this is provided for in the Equality Act 2010. This view is endorsed by the HSE.

Blackpool Pleasure Beach hopes that you understand and accept this statement, which is made in the interests of health and safety.

Our staff have been trained to look after our guests and they do so conscientiously. If an operator is worried for your safety he/she will say so and may ask for a second opinion from a supervisor or manager. Please be patient, he/she will be doing his/her best to help you to enjoy a happy and safe day.

This guide will assist our guests with disabilities to ensure that you have a safe and fun packed day. We want all our guests to get the most out of our Park and enjoy as many attractions as possible.

Unfortunately, following a comprehensive review, not all of our rides and attractions are accessible by all of our guests. This guide has been produced to give you an informative and realistic picture of our attractions, detailing access issues, ride restrictions, details of ride evacuations and the requirements for helpers to accompany guests.

Amusement Park rides and attractions are uniquely engineered and their use are not everyday normal activities. As you know your disability and the limitations it presents we hope that this guide, along with general ride restrictions detailed on signage at each ride, will enable you to assess your own abilities and make an informed decision about which attractions you are able to, or wish to use.

For our guests who are or believe they are pregnant we recommend caution be taken before using our rides and attractions. Due to the forces exerted and the need to have belts and harnesses fastened it may not be suitable to ride.

For further information when you arrive please ask at the Information Desk on the ground floor of the Casino Building. Before your visit, contact us on 0333 003 2212 or visit our website at

www.blackpoolpleasurebeach.com

We would like to know if you have enjoyed your visit. We welcome any comments and suggestions you may have regarding Blackpool Pleasure Beach, its facilities or this guide. Please let us know what we could do to make your visit more enjoyable.

Address: Customer Services Department,
Blackpool Pleasure Beach,
FY4 1EZ.

www.blackpoolpleasurebeach.com

Email: guestservices@pleasurebeachblackpool.com

GENERAL INFORMATION

PARKING:

Parking for guests with disabilities is available at all 4 of our car parks. Guests with Blue badges displayed in their cars may park in the designated spaces (you may be asked to show your photo ID card). If you are travelling in a car which does not display a badge, you may still park in the designated spaces if you show the attendant your photo ID card. Please note that there are a limited number of parking spaces specifically for people with disabilities.

If you contact us before you arrive, we will try to ensure that a space will be available for you, but this cannot be guaranteed. Car parking charges apply.

TOILETS:

Toilet facilities for guests with disabilities are available at the following locations:

Burger King

Casino Bar*

North car park (Balmoral Road) *

Next to Big Pizza Kitchen

Next to the Bowl-a-Drome Arcade

Nickelodeon Land (behind SpongeBob's Splash Bash)

North car park (Balmoral Road) *

Superloos (opposite Alice in Wonderland Ride)*

* opened by RADAR key (RADAR keys may be purchased at the Ticket Centre)

GENERAL INFORMATION (CONT'D)

TICKET SALES:

Please contact our Customer Service Department on 0333 003 2212 before you visit us and we will advise you on the best times to visit the Park and take your bookings for unlimited ride wristbands, Pleasure Beach passes, restaurant reservations and show tickets.

Alternatively it is quick and easy to complete your booking online at blackpoolpleasurebeach.com.

On arrival please go to our Ticket Centre in the Casino Building at the north entrance to buy/collect your wristbands or Pleasure Beach passes.

If you require information or help please go to the Information Desk in the Casino Building.

If you need assistance with purchasing your wristbands and passes, please speak to any members of staff at the Ticket Centre.

Guests with motorised wheelchairs: for your convenience please enter the Ticket Centre by the entrance off the main car park.

GROUPS:

Special rates are available for groups booking in advance. Please contact Group Sales on 0871 222 8787*.

Large groups of guests with disabilities visiting the Park are advised to contact our Customer Services team, ideally prior to their visit, for further advice on access and facilities.

* Calls will cost 13 pence per minute plus your telephone companies access charge.

GENERAL INFORMATION (CONT'D)

FIRST AID:

Our First Aid station is located underneath Planet Rock.

TELEPHONES:

Public telephones are located at the main entrance and Noah's Ark. If you encounter any problems, please ask a member of staff for assistance.

WHEELCHAIR HIRE:

We have a limited number of manual wheelchairs for hire at the Information Desk on the ground floor of the Casino Building. Wheelchairs are not permitted to be taken outside of the Park. A deposit will be required. Contact a member of our Customer Services Department on 0333 003 2212 to check availability.

ASSISTANCE ANIMALS:

Trained assistance animals are permitted at Pleasure Beach provided they are leashed or in a harness at all times. However, the animals are only permitted as far as the loading area, and they are not permitted into the ride carriage and must be left with a member of your party.

ACCESS TO THE PARK AND THE RIDES

There are two ways to enjoy Pleasure Beach. Either purchase a daily unlimited ride wristband or a Pleasure Beach Pass. Wristbands represent excellent value for money but you may choose to purchase a Pass and then additional ride tickets for those individual rides that you wish to ride.

SPECIAL EFFECTS AND LIGHTING

Due to the unique nature of our Amusement Park some rides, attractions and shows feature special effects including non standard lighting. Please refer to the ride entrance signage or visit our general website for full details or ask a member of staff on the park or by calling us on the above number.

SHOW VENUES

We have a number of shows at various locations and times throughout the year:

THE ARENA:

The theatre is accessible to guests in wheelchairs via the T-Café which is located at the top of the ramp near the Arena. There are 30 dedicated wheelchair spaces. Accessible toilets on the ground floor and upper level of the theatre. Guests are required to ascend and descend a flight of stairs to access the seats in the venue.

THE GLOBE:

Accessible to guests in wheelchairs via the ramped entrance to the foyer. There are accessible toilets as indicated within the theatre. Guests are required to ascend and descend a flight of stairs to access the seats in the venue.

THE HORSESHOE:

The theatre is accessible to guests in wheelchairs via the main promenade entrance. There are accessible toilets on the ground floor.

PARADISE:

Accessible to guests in wheelchairs via a lift. Enter through the White Tower Restaurant entrance on Balmoral Road and follow the corridor round to the lift. Accessible toilets are in the theatre. Guests are required to ascend/descend a flight of stairs to access the venue.

To find out which shows are on, when they are on and how to book your tickets, please telephone our Shows Booking Line on *0871 222 9090 or book your show on arrival. We will be pleased to advise you on show times and assist you with seating arrangements.

Please specify any special needs you have when booking, so that we can cater for your requirements as much as possible.

* Calls will cost 13 pence per minute plus your telephone companies access charge.

THE CASINO BUILDING

GROUND FLOOR

All 3 entrances and the entire ground floor area are accessible. Toilets are located on the ground floor, next to the Casino Bar. A radar key is required.

RESTAURANTS

WHITE TOWER RESTAURANT:

The White Tower Restaurant offers fine dining with panoramic views over the promenade. It is located on the top floor of the Casino Building and is accessible via the lift. Enter through the White Tower Restaurant entrance on Balmoral Road and follow the corridor round to the lift. Access ramps are provided in the restaurant. We recommend that guests in wheelchairs use the toilets in the Paradise Room, which is easily accessible by lift.

BARS

HORROR BAR:

This themed bar is great to watch the visitors of Pasaje Del Terror exit the attraction. This bar is only accessible via a number of steps. The steps have reduced lighting. The bar is also themed with special lighting effects.

Due to the age and nature of the building, we are unable to make this facility accessible by wheelchairs.

CASINO BAR:

A great place to sit and share stories of your visit. It is located in the centre concourse of the Casino Building

RESTAURANTS AND EATING FACILITIES ON PARK

Most of our refreshment outlets are accessible. If you experience any difficulties, ask a member of staff to assist you. Our staff are always willing to help.

Please contact our Customer Services Department on 0333 003 2212 for special party catering rates.

BLUES BAR AND BRASSERIE:

This fabulous restaurant is situated within the Big Blue Hotel at the south of Pleasure Beach and offers a great selection of mouth-watering dishes, ideal for a quick snack or that special occasion. The restaurant can be accessed via the main hotel entrance and there are accessible toilets located next to the reception. Ask about our highly commended prize winning bedrooms.

BURGER KING:

The largest Burger King in the UK serving a great selection of mouth-watering Burger King specials, located opposite Red Arrows Skyforce Ride. This restaurant has toilets for guests in wheelchairs.

ICE LOUNGE:

A great place to enjoy a specially brewed Starbucks coffee. Located underneath the Flying Machines ride. The nearest accessible toilets are The Superloos opposite the Alice in Wonderland Ride.

COASTERS:

A great themed diner offering Mexican style dishes. Located in the centre of the park. Access for guests in wheelchairs is via the main (front) entrance. The venue has toilets downstairs or accessible toilets are located by the Bowl-a-Drome.

BEAN STREET FY4:

Gourmet burgers, a bar and Southern Fried Chicken. Relax and snack while watching the Spectacular Dancing Water Show. Access for guests in wheelchairs to ground level only.

BIG PIZZA KITCHEN:

An All You Can Eat pizza, pasta and salad buffet located next to the UK's only Nickelodeon Land. There are accessible toilets located adjacent to the restaurant.

RESTAURANTS AND EATING FACILITIES ON PARK (CONT'D)

T-CAFÉ:

Offers a great selection of hot and cold snacks located by the Arena at the top of the ramp. The nearest toilets are located in the Arena at the upper level. Alternatively there are toilets for guests in wheelchairs located opposite the nearby Alice in Wonderland Ride.

ARENA CAFÉ:

The Show Café is located in the Arena foyer and serves a selection of hot and cold drinks and snacks. It is accessible via the main entrance and there are accessible toilets available in the theatre, please ask a member of staff for advice.

THE PLAICE:

This restaurant offers a great selection of fresh fish and chip meals. It is located next to Noah's Ark and is accessible via the main entrance near Ice Blast. The nearest toilets for guests in wheelchairs are located opposite the Alice in Wonderland ride. This venue has two steps at the entrance.

INDOOR ATTRACTIONS AND AMUSEMENT ARCADES

There are a range of indoor attractions and amusement arcades located around the Park. They are filled with interactive state of the art games and attractions and are great fun for all the family.

BEACH AMUSEMENTS:

Located at the main North entrance to the Park, Beach Amusements has access for guests in wheelchairs from the Pleasure Beach grounds side. There are steps up to the first floor. Access to guests in wheelchairs to the first floor is available via the Promenade entrance.

BOWL-A-DROME:

Bowl-a-Drome is located opposite the River Caves and is host to some great arcade games and even has its own bowling alley. Access is available via any of the entrances.

HORROR CRYPT:

The Horror Crypt is not for the faint hearted - we dare you to enter the dark depth of this interactive family attraction. This attraction features corridors and dark lighting. Access is available via the main entrance. There is a staircase to negotiate within the attraction.

MILLENNIUM DOME AMUSEMENTS:

This dome is filled with entertaining games and is located at the centre of the park opposite the on park radio station. Access is available via the main entrance.

PASAJE DEL TERROR:

This walk through interactive horror experience is not accessible to guests in wheelchairs due to its configuration which has dark narrow passages. It also has low level lighting and special effects.

PLAYDIUM AMUSEMENTS:

Located opposite the Grand National, Playdium Amusements has a great selection of arcade games and is accessible via the open entrance on the Pleasure Beach grounds side.

PLEASURE BEACH ARENA:

The Arena hosts public ice skating sessions and private lessons. If you would like to arrange a skating lesson for yourself or a group of friends please telephone 0333 003 2212 or 01253 341707 and ask for full details. Lessons from professional skaters can be arranged.

ATTRACTIONS

RIPLEY'S BELIEVE IT OR NOT!:

"Where seeing is believing", take in some of the weird and wonderful findings of Robert Ripley. Ripley's is located on the Promenade. This attraction is on two floors. The ground floor is accessible for guests in wheelchairs, but the upper floor can only be accessed by a flight of stairs.

THE GALLERY AT THE GLOBE:

There is no access for guests in wheelchairs and can only be accessed by a flight of stairs.

ADVENTURE GOLF:

Not fully accessible for guests in wheelchairs. The Adventure Golf is an outdoor attraction on the Promenade, opposite the Casino Building.

SPECTACULAR DANCING WATER SHOW:

Relax and watch the selection of special shows throughout the day shooting water over 100ft high. Fully accessible except the upper viewing terrace at Bean Street, FY4 which can only be accessed by a flight of stairs.

SCULPTURE GARDENS:

The Sculpture Gardens at the Park entrance is the perfect place to meet, pause and relax. Fully accessible.

RETAIL OUTLETS

Our retail outlets are accessible. If you do experience any difficulties, please contact a member of staff who will be pleased to assist you.

RIDES

INTRODUCTION:

Pleasure Beach is constantly upgrading its facilities so please check the full list of rides and attractions that accommodate guests with disabilities prior to your visit. On the majority of rides, guests using a wheelchair must transfer from the wheelchair to the ride vehicle. However, many of our rides provide access for guests in wheelchairs to the ride platform. Please refer to the following pages as to the accessibility to rides.

At certain times of the year we operate at dusk or in the dark. Whilst the park walkways are illuminated this is at a reduced level and additional care must be taken, our rides and attractions then have special lighting effects in operation.

Some of our rides are not suitable for some forms of disability. However, we will endeavour to accommodate guests with disabilities whenever it is safe to do so. Most of our rides are clearly visible and we recommend that you observe their operation before queuing or ask a member of staff for advice. Access to certain rides may depend upon the number of ride vehicles in service at the time. In order to ensure that we can safely and quickly evacuate a ride in the event of an emergency, we operate a policy of only one person with a disability may ride per carriage or per train. During peak periods queues do occur and if your disability would cause you a problem during these periods please contact our Customer Service Hotline who will be able to advise you on the best times to visit Blackpool Pleasure Beach.

Call 0333 003 2212 for details.

Your safety is our prime concern and consequently the Company reserves the right to refuse admission to a ride if we feel that your safety or the safety of others may be at risk. This important rule applies to all our visitors. If in doubt, please ask a ride operator or any of our available management staff. Please note that their judgement will be based upon considerable experience and their decision is final.

RIDES (CONT'D)

Please note that, for the health and safety of our guests and of our staff, operators are not permitted to physically transfer guests into and out of a ride carriage. We recommend that a member of your party assists you and accompanies you on the rides whenever possible. (See below Ride Evacuation).

The safety restraints systems on some rides and attractions are configured in such a way that may prevent some guests from riding if their body size is such that the restraint cannot be fully deployed.

Please note that shirts and shoes must be worn at all times on the rides.

RIDE EVACUATION:

There are occasions when guests will be required to be evacuated from a ride. In such a situation our trained staff will attend and perform a controlled evacuation. Due to the configuration of amusement rides when an evacuation is required guests will be required to exit the ride carriage and then walk along a designated route to exit the ride, this may include the need to use a flight of stairs, sometimes at height and in low light conditions. Whilst our staff will provide instruction, direction and accompany guests along the route they are not permitted to make physical contact with a guest except in the simplest way eg: where a restraint is to be released. Therefore, guests must ensure that they are able to take part in an evacuation, and if assistance would be required they should ensure that they are accompanied by a person who is able to ensure that this can be achieved. Due to the limited access space along certain evacuation routes lifting or transporting aides eg: hoists/wheelchairs are not available.

During an evacuation our experienced staff will assess the situation and decide on the safe method to evacuate all guests. Depending upon a guests disability it may be necessary to evacuate them last. Blackpool Pleasure Beach possesses Evacuation Chairs that can be used on some rides to assist with an evacuation if required. Our staff are trained to use this equipment. Guests will be informed and we ask for your patience and understanding and everything will be done to ensure a persons reasonable safety is maintained.

RIDES (CONT'D)

Rides require Guests to have certain attributes in order to participate. These are listed by Ride in this Access Guide using the following key –



1 Ability to independently maintain seated postural control under the dynamic conditions of the ride



2 Ability to withstand high G-forces and/or sudden and rapid changes in direction of forces



3 Muscular control of upper torso, neck and head



4 Ability to enter/exit the ride unaided through proper entrance/exit



5 Ability to correctly fit in all restraining devices and ability to bend at both the hip and the knee.



6 Ability to grasp/grip with 1 functional arm



7 Ability to grasp/grip with 2 functional arms



8 Ability to brace with 1 functional leg



9 Ability to brace with 2 functional legs



10 Ability to walk/climb unassisted over obstacles/stairs



11 Spatial awareness of the ride environment



12 Ability to walk and/or climb assisted over obstacles/stairs

*Note: the definition of 'functional limb' includes prosthetic limbs but they must be securely attached.

RIDES (CONT'D)

What is EasyPass?

For guests who have a recognised medical condition which prevents them from being able to queue for access to a ride or attraction, we offer an EasyPass ride access service.

Before entering the park we issue guests with a Wristband with an 'E' printed on it. This allows the disabled guest and one other person who has either a valid ride wristband or ride tickets to enter the ride via the exit or Speedy Pass gate. The ride staff will then permit entry when safe to do so. This is done by simply showing the ride operator the Wristband.

For those who have used the EvE or E Wristband service before – EasyPass is the same process.

How do I qualify for this service?

If you or a member of your group has a recognised medical condition which prevents you or them from being able to queue for a ride, we can offer an EasyPass Wristband.

In order for you to be issued with an 'EasyPass' Wrist-band we will accept one of the following documentation as proof of eligibility:

Disability Living Allowance (DLA) letter showing that you receive at least the lower rate mobility component.

Personal Independence Payment (PIP), showing that you receive the enhanced mobility component.

A current and valid blue badge.

Where do I collect my Wristband(s) from?

When you arrive at the Park, please head to our dedicated Information Desk in the middle of the Ticket Centre building.

From here we will be able to discuss your requirements for your visit and you will be able to collect or purchase your Wristbands.

How many people can I bring with me on the rides?

The EasyPass service allows the wearer and one other person who has either a valid ride Wristband or ride tickets to enter the ride via the exit or Speedy Pass gate.

Up to an additional 2 guests can be added for £5 per person.

RIDES (CONT'D)

How does EasyPass work?

All you need to do is go to the ride exit or the Speedy Pass entrance of the ride and show your Wristband or Speedy Pass Mobile device to gain entry to the ride.

If you wish to go on any of the following rides using the EasyPass service you will need to use our Speedy Pass Mobile service.

Alice In Wonderland	ICON
Avalanche**	Infusion**
Big Dipper**	Nickelodeon Streak**
The Big One	Revolution**
Ice Blast	

****Please note COVID19 has resulted in access via EasyPass now being temporarily restricted on some rides. EasyPass is currently offered on 24 of our rides - 4 of which use time slots via a device. EasyPass is currently unavailable on 8 of our rides - specifically Avatar, Airbender, Avalanche, Big Dipper, Blue Flyer, Infusion, Nickelodeon Streak, Revolution and Steeplechase. In all these cases this is simply because COVID19 has made it no longer possible to access though the ride exits and socially distance from off coming riders. Please be assured once it is safe to do so the access will be reinstated. ****

The Speedy Pass service allows you to reserve your place in a virtual queue on one of the above rides, which is done with your mobile phone or one of the limited number of Speedy Pass mobile devices. You will only need to use the Speedy Pass system if you wish to access any of the 9 rides listed – if you only wish to access all other rides, you may do so with just your EasyPass Wristband.

We help you with the setup process and how to use the Speedy Pass mobile when you arrive at the Information Desk.

Once your account is set up, you can use it every time you visit Blackpool Pleasure Beach. However, you will need to speak to a member of staff when collecting your Wristbands to re-activate your account for your returning visit.

Contact Us

We would strongly recommend that you contact us in advance of your visit.

If you have any questions about this service feel free to contact us on 0333 003 2212, available every day from 9pm – 5 m. 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards inclusive minutes on mobile phone tariffs.

Alternatively, you can send an email to access@pleasurebeachblackpool.com and we will aim to respond to you within 48 hours.

RIDES (CONT'D)

ALICE IN WONDERLAND RIDE:

Slow-moving dark, scened fantasy ride with strobe lighting.

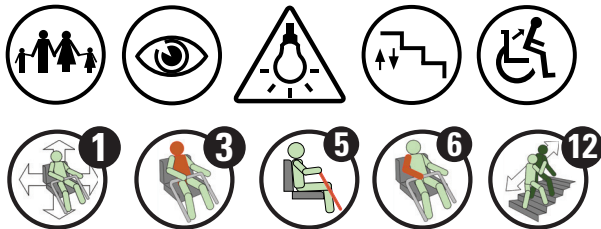
Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Please contact a member of staff for advice.

Special conditions:

If emergency evacuation is necessary guests will have to exit the ride carriage, walk along the ride track, emergency exit walkway and negotiate a flight of stairs.

Minimum height requirement of 117cm to ride unaccompanied.



ALPINE RALLYE:

A low speed children's driving ride.

Access:

Guests will have to manoeuvre up and down a short flight of steps to access the ride. You must ascend/descend steps to enter or exit ride. Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Guests must be able to step in and out of the ride carriage.

Special conditions:

No height requirement.



RIDES (CONT'D)

AVALANCHE

High speed turbulent, bobsleigh coaster ride.

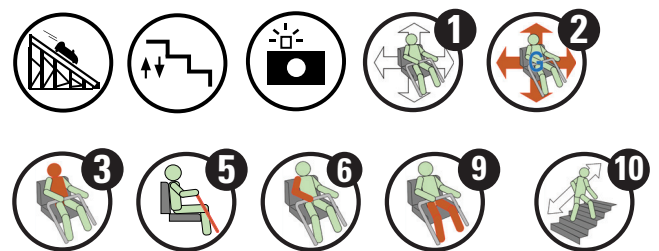
Access:

No wheelchair access is available as guests must be able to climb 19 steps up to and down from the platform and must be able to negotiate a turnstile along the way. Please contact a member of staff for advice. The ride can only be accessed via the main queue line.

Special conditions:

Riders should be in good health and should be free from motion sickness, heart, back, neck or spinal and muscle problems. Riders will have to step down into the train. If emergency evacuation is necessary, guests may have to walk down from the 70 foot pull-up.

There is a minimum height requirement of 112cm accompanied. 132cm unaccompanied.



AVATAR AIRBENDER:

A spinning ride that rotates at height.

Access:

The ride can only be accessed via the main queue line.

Special conditions:

There is a minimum height requirement of 120cm. No prosthetic legs.



for children



for adults



RIDES (CONT'D)

BACKYARDIGANS PIRATE TREASURE:

A children's sailing ship adventure.

Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Guests must be able to step in and out of the ride carriage. Access is available at the exit gate, please inform a member of staff.

Special conditions:

There is a minimum height requirement of 102cm to ride unaccompanied. Persons under 102cm must be accompanied by a person over 12 years and over 102cm.



BIG DIPPER:

High speed, turbulent wooden coaster.

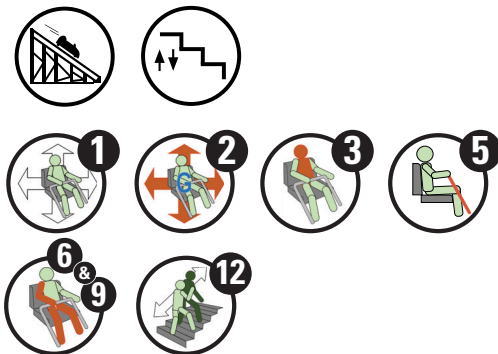
Access:

The ride can only be accessed via the main queue line. Guests must be able to step in and out of the ride carriage.

Special conditions:

Riders must be free from motion sickness, heart, back, neck or spinal and muscle problems. If emergency evacuation is necessary, guests may have to walk down from the 70 foot pull-up.

There is a minimum height requirement of 117cm.



RIDES (CONT'D)

BIKINI BOTTOM BUS TOUR:

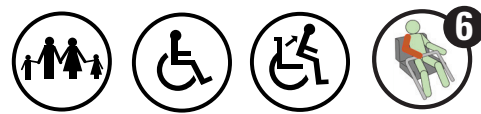
An enclosed, vertically rotating family ride.

Access:

Access for guests in wheelchairs is available via the exit gate. Please inform a member of staff. Guests in wheelchairs may remain in their chairs until boarding the car.

Special conditions:

There is a minimum height requirement of 105cm. Persons under 105cm must be accompanied by a person over 12 years and over 105cm.



BLUE FLYER:

A traditional wooden roller coaster with flashing lights. Some forces are applied to the riders body.

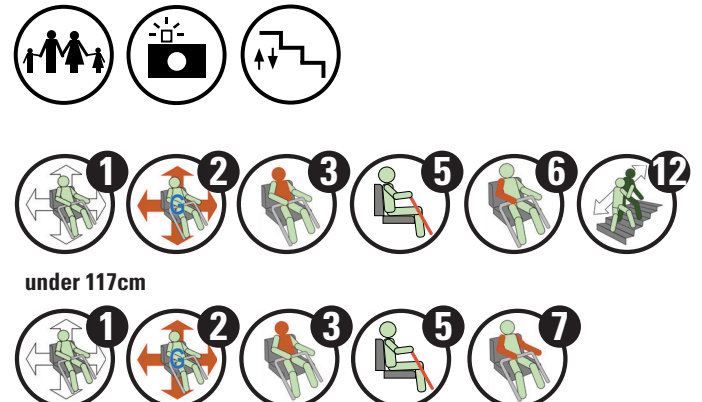
Access:

The ride can only be accessed via the main queue line. Guests must be able to step in and out of the ride carriage.

Special conditions:

If emergency evacuation is necessary guests may have to manoeuvre down steps in the ride including down the 25ft pull-up.

There is a minimum height requirement of 117cm to ride unaccompanied. Persons under 117cm must be accompanied by a person over 12 years and over 117cm. Max 1 adult and 1 child.



under 117cm

RIDES (CONT'D)

CHINESE PUZZLE MAZE:

A walk through interactive hedgerow maze.

Access:

Fully accessible

DERBY RACER:

A large racing carousel travelling at speed.

Access:

Please contact a member of staff for advice.

Special conditions:

Riders must be able to climb up onto the horses. We recommend that guests with disabilities ride the slower inner horses. Guests must be able to hold on. There is an advice message on the ride.

There is a minimum height requirement of 132cm to ride unaccompanied. Persons under 132cm must be accompanied by a person over 12 years and over 132cm on the same horse.



DIEGO'S RAINFOREST RESCUE:

A self spinning balloon ride that reaches a height of 20 feet.

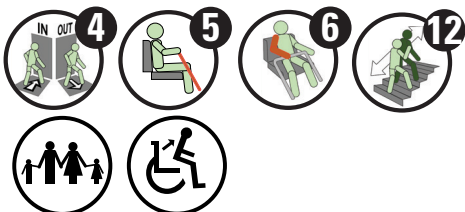
Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Guests must be able to step in and out of the ride carriage.

Special conditions:

If emergency evacuation is necessary guests will have to remain seated until the ride descends to ground level.

There is a minimum height requirement of 120cm to ride unaccompanied. Persons under 120cm must be accompanied by a person over 12 years and over 120cm.



RIDES (CONT'D)

DODGEMS:

Low speed self-drive dodgem cars. The cars do collide with each other.

Access:

Access for guests in wheelchairs is available via a gate at the exit to the ride where one step has to be negotiated. Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and cars. Please contact a member of staff at the ride for assistance.

Special conditions:

To drive the cars guests must have adequate vision and the ability to steer and to depress the pedals. If emergency evacuation is necessary, guests will have to alight from the cars along the track. Assistance will be available, if required. Passengers and drivers should be free from back, neck or spinal and muscle problems. Minimum height requirement of 122cm.



Driver



Passenger



DORA'S WORLD VOYAGE:

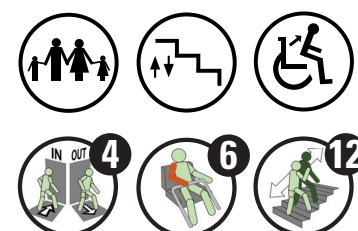
A floating gondola which sails on a scenic journey around Dora's world of adventure.

Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Entry is via the exit steps, please inform a member of staff. Guests must be able to step in and out of the ride carriage.

Special conditions:

Minimum height requirement of 120cm to ride unaccompanied. Persons under 120cm must be accompanied by a person over 12 years and over 120cm.



RIDES (CONT'D)

EDDIE STOBART CONVOY RIDE:

A slow moving track convoy ride.

Access:

Access to the platform is available for guests in wheelchairs, please contact a member of staff at the ride for assistance. Guests may remain in their wheelchairs until boarding the carriage.

Special conditions:

There is a minimum height requirement of 91cm to ride unaccompanied. Riders under 91cm must sit in the front seats and accompanied by a person over 91cm and over 12 years.



FAIRY WORLD TAXI SPIN:

A revolving ride in themed cars that the rider can move up and down via a button inside the carriage.

Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Guests must be able to step in and out of the ride carriage. Access is available at the exit gate, inform a member of staff for details.

Special conditions:

There is a minimum height requirement of 120cm to ride unaccompanied. Persons under 120cm must be accompanied by a person over 12 years and over 120cm.



RIDES (CONT'D)

FLYING MACHINES:

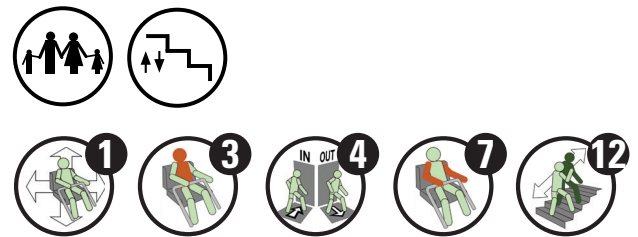
This centrifugal rocket ride is our oldest attraction.

Access:

There is no wheelchair access. Guests must be able to climb the steps to the ride and step down into the carriages.

Special conditions:

There is a minimum height requirement of 117cm. Persons under 117cm must be accompanied by an adult over 117cm.



GALLOPERS:

The horses move up and down on the rotating carousel.

Access:

There is 1 step to negotiate at the exit gate and 3 steps up to the horses. Please contact a member of staff at the ride for assistance. There is wheelchair access to the ride surround.

Special conditions:

Riders must be able to climb up onto the horses. We recommend that guests with disabilities ride the slower inner horses. Guests must be able to hold on.

There is a minimum height requirement of 92cm.



RIDES (CONT'D)

GHOST TRAIN:

A fast moving dark, coaster-type ride with strobe lighting.

Access:

Access for guests in wheelchairs is available via the exit gate and ramp. Please contact a member of staff at the ride for assistance. Guests in wheelchairs may remain in their chairs until boarding the carriage.

Special conditions:

Riders should be in good health and should be free from motion sickness, heart, back, neck or spinal and muscle problems. If emergency evacuation is necessary guests may have to manoeuvre through narrow passageways and down steps.

Height restriction of 117cm if unaccompanied. Persons under 117cm must be accompanied by a person over 12



GRAND NATIONAL:

High speed, turbulent, twin track coaster.

Access:

When transferring from a wheelchair please note there is a short distance to the train. Access for guests in wheelchairs to this ride is via the ramp and gate on the left hand side of the ride. Guests may remain in their wheelchairs until boarding the carriage. Please see a member of staff to access through the gate. Access may only be available during a 2 train service (i.e. 1 train running on each track). Please note that the train returns to the opposite side of the station, consequently, guests will need to ride twice in order to return to the access/exit ramp.

Special conditions:

Riders must be in good health and should be free from motion sickness, heart, back, neck or spinal and muscle problems. Riders will have to step down into the train. If emergency evacuation is necessary, guests may have to negotiate steps down from the 60 foot high pull-up.

There is a minimum height requirement of 117cm.



RIDES (CONT'D)

GRAND PRIX:

Self-driving miniature racing cars.

Access:

Access for guests in wheelchairs is available via a gate at the right hand end of the platform. Guests may remain in their wheelchairs until boarding the car. Please contact a member of staff at the ride for assistance.

Special conditions:

All guests can be accommodated as passengers. However, to drive the cars guests must have adequate vision and the ability to steer and to depress the pedals. If emergency evacuation is necessary, guests will have to alight from the cars and walk along the track.

There is a minimum height requirement of 122cm unaccompanied.



ICE BLAST:

A high speed vertical ascent / descent ride.

Access:

Access for guests in wheelchairs is available at the exit from the ride (opposite the Sculpture Gardens). Guests in wheelchairs may remain in their chairs until boarding the carriage. Please see a member of staff at the ride for assistance.

Special conditions:

Riders should be in good health and should be free from motion sickness, heart, back, neck or spinal and muscle problems.

There is a minimum height requirement of 132cm. Not suitable for above knee amputees.



RIDES (CONT'D)

ICON:

A double launch rollercoaster, that twists and turns through, above and around other rides across the park. Guests will be propelled forward, twice, at high speeds at the beginning of the ride and half way through the ride. This ride includes inversions.

Access:

Access for guests in wheelchairs is available adjacent to the Big Dipper ride exit. This ride can be accessed via the back of Bradley & Bella's Learning Garden.

Special conditions:

Riders should be in good health and should be free from motion sickness, heart, back neck or spinal and muscle problems. Guests with pacemakers are unable to ride. Riders may have to step down from the train if emergency evacuation is necessary guest may have to negotiate walkways and/or stairs in order to exit the ride area. There is a minimum height requirement of 130cm tall, and at least 150cm tall in order to sit in the back row. A maximum height exclusion applies where a guest's full head exceeds the height of the headrest.

A guest without one or two legs above the ankle, shall not be allowed to ride ICON, with or without prosthetics.

A guest without one or two feet (below the ankle only) can ride ICON, provided they have the ability to hold on with two functioning hands, and their prosthetics are securely attached.

*Note: the definition of 'functional limb' includes prosthetic limbs but they must be securely attached.



RIDES (CONT'D)

IMPOSSIBLE:

An interactive walk through mirror maze with interactive illusions followed by a room which rotates around a swing.

Access:

There is no wheelchair access.

Special conditions:

Guests must be able to sit upright and walk down narrow and dark passageways.

No height requirement for the walk through maze. There is a minimum height requirement of 132cm to ride unaccompanied on the swing part of the attraction. Persons under 132cm must be accompanied by a person over 12 years and over 132cm).



INFUSION:

Open air, suspended looping rollercoaster.

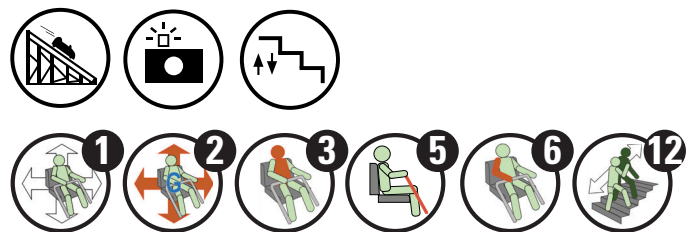
Access:

The ride can only be accessed via the main queue line.

Special conditions:

Riders should be in good health and should be free from motion sickness, heart, back, neck or spinal and muscle problems. If emergency evacuation is necessary, guests may have to negotiate down from the height of the 100ft pull-up.

There is a minimum height requirement of 132cm and a maximum height of 200cm.



RIDES (CONT'D)

KRUSTY KRAB ORDER UP:

A 15 feet high, vertical, bouncing ascent/decent ride.

Access:

There is no wheelchair access on this ride. All guests must enter and exit via steps. Inform a member of staff.

Special conditions:

There is an audio message on this ride. If you are unable to hear the message please ensure you read the signage. If emergency evacuation is necessary guests will have to exit via steps. Not suitable for above knee amputees.

There is a height requirement of 107cm to ride unaccompanied or 92cm when accompanied by a responsible person (over 107cm and over 12 years).



NICKELODEON STREAK:

A white knuckle, high speed, turbulent wooden coaster

Access:

The ride can only be accessed via the main queue line. Guests must be able to step in and out of the ride carriage.

Special conditions:

Riders must be free from motion sickness, heart, back, neck or spinal and muscle problems. If emergency evacuation is necessary, guests may have to negotiate down from the height of the 70ft pull-up or along a track/walkway.

There is a minimum height requirement of 117cm.



RIDES (CONT'D)

PLEASURE BEACH EXPRESS:

Miniature railway ride around the Park.

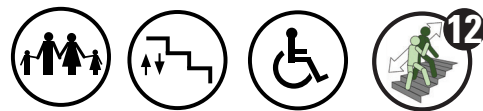
Access:

Central station: Guests in wheelchairs may use the gate marked "Exit and Wheelchairs only" to the left of the Rugrats Lost River ride. Go underneath the walkway to the station platform. Please note there are steps at the Burger King station where alighting the train is optional.

Special conditions:

If emergency evacuation is necessary guests may have to leave the train at areas other than designated stops. Advice will be available from staff if required.

There is a minimum height requirement of 117cm to ride unaccompanied. persons under 117cm must be accompanied by a person over 12 years and over 117cm.



RED ARROWS SKYFORCE:

A white knuckle, high speed, spinning ride where guests pilot their own aircraft and can rotate their gondola around a centre axis creating their own ride experience. Complete rolls are possible.

Access:

Via the Skyforce shop through the ride exit. There is also wheelchair access next to the Sky Force shop directly opposite Burger King, wait at the gate for a member of staff. Guests must be able to step in and out of the ride gondola.

Special conditions:

Once seated Riders must be able to reach the handles situated on both wings of the ride carriage. Riders must be free from motion sickness, heart, back, neck or spinal and muscle problems. There is a minimum height requirement of 125cm. Not suitable for above knee amputees



RIDES (CONT'D)

REVOLUTION:

High speed turbulent 360° looping coaster.

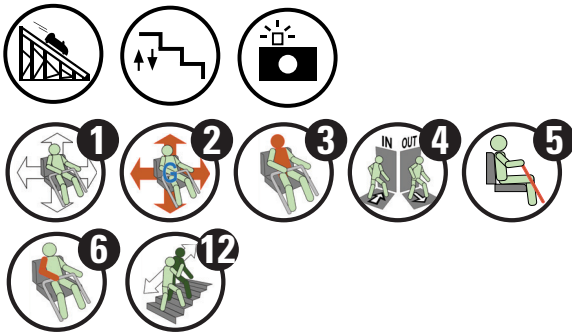
Access:

Access is only available via the stairs and entrance turnstiles. There is no wheelchair access.

Special conditions:

Guests must be able to walk up the stairs to the ride platform and be able to step down into the train. Riders must be in good health and should be free from motion sickness, heart, back, neck or spinal and muscle problems.

There is a minimum height requirement of 127cm.



RIVER CAVES:

A picturesque water ride through the caves.

Access:

Access for guests in wheelchairs is available via a gate at the front of the ride. Guests may remain in their wheelchairs until boarding the boat. Please contact a member of staff at the ride for assistance.

Special conditions:

Guests will need to step down into the boats. If emergency evacuation is necessary guests may have to manoeuvre along narrow passageways.

There is a minimum height requirement of 132cm to ride unaccompanied. Persons under 132cm must be accompanied by a person over 12 years and over 132cm.



RIDES (CONT'D)

RUGRATS LOST RIVER:

A family water ride with splashing free fall drop into water. Ride has flash camera lights.

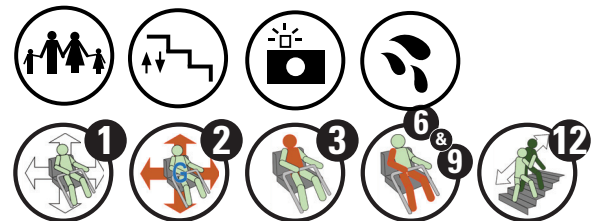
Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and access and exit the carriage via steps. Guests must be able to step in and out of the ride carriage. Access available at the exit steps, please inform a member of staff.

Special conditions:

There is an audio message on this ride. If you are unable to hear the message please ensure you read the signage. If emergency evacuation is necessary, guests may have to negotiate along a track/walkway and exit via steps.

There is a height requirement of 117cm to ride unaccompanied. Persons under 117cm must be accompanied by a person over 12 years and over 117cm.



SPONGEBOB'S SPLASH BASH:

Prepare to get wet! The only ride of its type in the UK with rider controlled water cannons.

Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Access is available at the exit gate. Please inform a member of staff at the turnstile for assistance. Guests must be able to walk around the ride base and step in and out of the ride carriage.

Special conditions:

There is an audio message on this ride. If you are unable to hear the message please ensure you read the signage. If emergency evacuation is necessary, guests may have to negotiate along a walkway and/or across the ride platform.

There is a minimum height requirement of 120cm to ride unaccompanied. Riders between 95cm and 120cm can ride if accompanied by a responsible person over 120cm and over 12 years.



RIDES (CONT'D)

STEEPLECHASE:

High speed, turbulent, horse racing themed coaster.

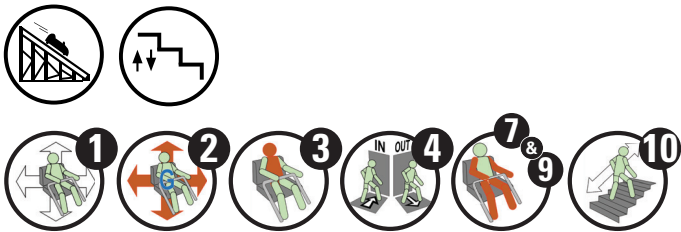
Access:

Access is only available via the usual entrance turnstile and steps. There is no wheelchair access.

Special conditions:

Riders must be free from motion sickness, heart, back, neck or spinal and muscle problems. Riders must be able to climb onto the horses. If emergency evacuation is necessary, guests may have to climb down from the pull-ups or down a vertical ladder 15-20 feet high.

There is a minimum height requirement of 127cm.



THE BIG ONE:

Very high speed, turbulent coaster with strobe lighting.

Access:

Guests using Easypass access the ride via the Speedy Pass entrance. This route involves climbing steps. There is no wheelchair access.

Special conditions:

Riders should be in good health and should be free from motion sickness, heart, back, neck or spinal and muscle problems. If emergency evacuation is necessary, guests may have to negotiate down a staircase from the 235 foot high pull-up.

There is a minimum height requirement 132cm.



RIDES (CONT'D)

THOMPSON CAROUSEL:

A miniature traditional carousel horse ride, only for children, on a rotation platform.

Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Guests must be able to step in and out of the ride carriage.

Special conditions:

If emergency evacuation is necessary, guests may have to exit via steps.

No height requirement. Small children must be accompanied by a responsible person (over 12 years).



WALLACE & GROMIT'S THRILL-O-MATIC:

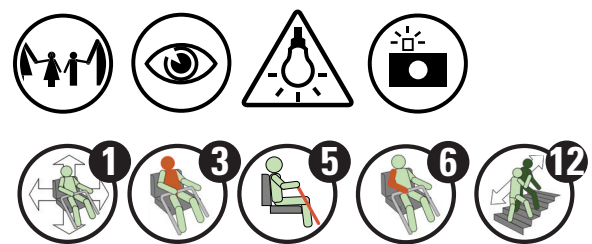
A slow moving track convoy ride. The ride carriage passes through a variety of themed scenes, some of which have special effects.

Access:

Guests in wheelchairs should use the Speedy Pass entrance.

Special conditions:

There is a minimum height requirement of 90cm to ride accompanied. There is also a minimum height requirement of 117cm to ride unaccompanied. Persons under 117cm in height who meet the 90cm minimum height requirement to ride must be accompanied by a person over 12 years and over 117cm. If emergency evacuation is necessary, guests may have to manoeuvre along narrow passageways inside the ride. There is a lap bar.



RIDES (CONT'D)

WONDER PETS BIG CIRCUS BOUNCE:

A fun, rotating family ride that undulates and bounces as it turns.

Access:

Guests in wheelchairs will have to leave their chair at some stage en route to the ride platform and carriage. Access is via the exit gate. Please inform a member of staff. Guests must be able to step in and out of the ride carriage.

Special conditions:

There is a minimum height requirement of 90cm. Persons under 90cm must be accompanied by a person over 12 years and over 90cm.



VALHALLA:

A high speed turbulent, multi-sensory, water-borne, dark ride with flashing strobe lights.

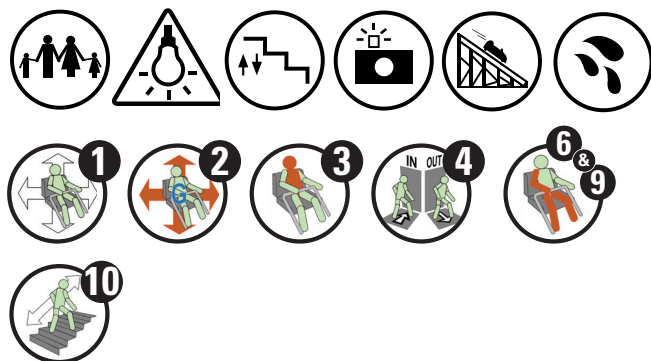
Access:

There is no wheelchair access. Guests must be able to step down into moving boats.

Special conditions:

Riders should be free from motion sickness, heart, back, neck or spinal and muscle problems. If emergency evacuation is necessary, guests will have to manoeuvre along narrow catwalks and down several flights of stairs.

There is a minimum height requirement of 117cm.



Rides require Guests to have certain attributes in order to participate. These are listed by Ride in this Access Guide using the following key –

- 1 Ability to independently maintain seated postural control under the dynamic conditions of the ride
- 2 Ability to withstand high G-forces and/or sudden and rapid changes in direction of forces
- 3 Muscular control of upper torso, neck and head
- 4 Ability to enter/exit the ride unaided through proper entrance/exit
- 5 Ability to correctly fit in all restraining devices and ability to bend at both the hip and the knee.
- 6* Ability to grasp/grip with 1 functional arm
- 7* Ability to grasp/grip with 2 functional arms
- 8* Ability to brace with 1 functional leg
- 9* Ability to brace with 2 functional legs
- 10 Ability to walk/climb unassisted over obstacles/stairs
- 11 Spatial awareness of the ride environment
- 12 Ability to walk and/or climb assisted over obstacles/stairs

*Note: the definition of 'functional limb' includes prosthetic limbs but they must be securely attached.

SYMBOLS AND ATTRIBUTES:

We recognise that a disability can take many forms and after a careful assessment of our rides and attractions the following applies. You will find a number and symbol applying to our following rides and attractions and below are the meanings. A guest must possess the attribute to be able to participate.



FAMILY RIDE



CHILDREN'S RIDE



**WHITE KNUCKLE RIDE
HIGH FORCES APPLIED TO
RIDERS BODY**



**RIDE CONTAINS FLASHING
LIGHTS OR STROBE LIGHTING**



GOOD VISION REQUIRED



**WHEELCHAIR ACCESS TO
CARRIAGE**



**YOU MUST
ASCEND/DESCEND STEPS TO
ENTER OR EXIT RIDE**



**WHEELCHAIR USERS MUST
TRANSFER TO RIDE CARRIAGE**



**AUTOMATED RIDE
PHOTOGRAPHY
INCLUDING FLASH**



**WET RIDE, GUESTS
WILL GET WET**